

Survive

First Aid

Survive First Aid Student Handbook

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General Information

Introduction

Welcome to Survive First Aid Pty Ltd!

Survive First Aid Pty Ltd is a Registered Training Organisation (RTO), delivering nationally accredited, specialised training for individuals considering pre-employment training, or wishing to upgrade their current workplace skills. We provide vocational education and training in First Aid and emergency response. Survive First Aid Pty Ltd currently has the following nationally accredited courses on its scope of registration:

- HLTAID003 – Provide first aid
- HLTFA404C – Apply advanced resuscitation techniques
- HLTFA412A – Apply advanced first aid
- SISOOPS305A – Provide first aid in a remote situation
- SISXEMR201A – Respond to emergency situations
- SISXEMR402A – Coordinate emergency responses
- SISXOHS101A – Follow occupational health and safety policies

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We will establish for you an environment that is conducive to you achieving your learning objectives and actively engage with you whilst you undertake your training. We ensure that all students receive the in-depth learning and support required to successfully complete their study.

The purpose of this Student Information Handbook is to introduce you to the services provided for you by Survive First Aid Pty Ltd during your study.

All of Survive First Aid Pty Ltd's' trainers/assessors have relevant industry knowledge and experience and are professional, friendly and supportive.

Training Guarantee

Once a student has commenced training with Survive First Aid Pty Ltd, we agree to work together to produce a unified approach that leads to the achievement of the qualification they are undertaking.

Student Attendance and Behaviour

Students are required to follow all Survive First Aid Pty Ltd requests and policies and procedures from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their trainer/assessor (or student administration) if they are unable to attend a training session.

Students are also required to adhere to Survive First Aid Pty Ltd's rules and regulations. If a student is found to have acted in a way that Survive First Aid Pty Ltd deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note where the student breaches Survive First Aid Pty Ltd Policies and Procedures and therefore is cancelled from the course, no refund for course fees is payable to you or your employer.

When will my Certificate be issued?

Survive First Aid Pty Ltd will issue a Statement of Attainment within 21 days of completing your course. As long as full payment of your course has been received.

Survive First Aid Pty Ltd will keep records of competencies achieved for 30 years after completing your studies with us. If you require a Certificate or Statement of Attainment re-issued, Survive First Aid Pty Ltd can provide this to you at the cost of \$50 per copy.

Complaints and Appeals

Students have access to Survive First Aid Pty Ltd's complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Survive First Aid Pty Ltd.

The definition for a complaint and an appeal are as follows:

- **Complaint** - Initial notification of your dissatisfaction or an issue that has occurred
- **Appeal** - Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to Survive First Aid Pty Ltd relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc.). This can be submitted to Student Support Manager or directly to the CEO. All complaints are handled with confidence and are reviewed by the CEO.

A student may also appeal a decision made by Survive First Aid Pty Ltd regarding an assessment outcome. If a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations outlining why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

Survive First Aid Pty Ltd is unable to deal with workplace relations' issues that are not related to the provision of your training. These should be taken up with relevant workplace personnel or external agencies.

All students have access to the Complaints and Appeals Policy and Procedure (Appendix 1) and the Complaints and Appeals Form (Appendix 2) are listed as appendices to this Student Information Handbook, and copies can also be produced by the Student Support Manager at any time upon request.

Survive First Aid Pty Ltd Equity Commitment

All Survive First Aid Pty Ltd staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Survive First Aid Pty Ltd has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Survive First Aid Pty Ltd fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Survive First Aid Pty Ltd staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a Survive First Aid Pty Ltd representative, please contact the CEO, on 03 5989 2369.

Occupational Health and Safety

Survive First Aid Pty Ltd complies with all relevant Occupational Health and Safety legislation. Trainer/Assessors will identify hazards and incidents that could cause harm to students in the learning environment. Where possible, the Trainer/Assessors will take action to remove or control these hazards and incidents, and will report the hazard immediately to the CEO.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students or staff of Survive First Aid Pty Ltd, and in workplace based training their colleagues. All students must follow all safety rules, procedures and the instructions of their trainer/assessor while attending a training session.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all students. Other than as required under the Standards for NVR Registered Training Organisations, Government Contracts or by law, information about a student will not be disclosed to a third party without the consent of the student.

A copy of our Privacy Policy Statement is attached (Appendix 3).

Access to Student Records

Access by students to their academic records is available upon request, in writing, to Student Support Manager. Students may contact Student Support Manager to discuss a suitable time to view their file. Student access to the file will be granted when written notification is received and the student support manager has validated the student's identification.

Access will be provided within 2 days of confirming the student's identification.

If students require a copy of their transcript of results or details of their academic progress, this can be requested through Student Support Manager, and upon verification of the student's identity, a copy of this will be provided.

If a student requires a reprint of their testamur or statement of attainment, this should be requested through Student Support Manager. Upon verification of the student's identity, the document will be provided within 2 weeks of the request

Student Support Services

Being a student is exciting, but it can also provide challenges for you.

Survive First Aid Pty Ltd staff can be approached to gain advice on academic and personal issues. All staff will offer professional and confidential advice in areas they can assist you and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

All staff employed by Survive First Aid Pty Ltd have responsibility to provide support to all students, however we have nominated a 'Student Support Manager' who is available to all students, through the standard RTO hours of business.

Students can access the student support manager directly or via Student Support Manager and an appointment will be organised as soon as practical.

Our Student Support Managers can be contacted on the email below:

Email: support@survivefirstaid.com.au

The Student Support Manager is able to provide links to external sources of support if staff at Survive First Aid Pty Ltd are not qualified, or it is in the student's best interests, to seek professional advice.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

Disability Support

Students with disabilities are not disadvantaged at Survive First Aid Pty Ltd. Support is available for students whose learning is affected by physical, intellectual, sensory, psychiatric or neurological disabilities or chronic medical conditions.

This support may include equipment loans, adaptive technology, note takers, tutors, flexible training schedule and course materials provided in alternative formats.

Availability of certain support services is subject to funding.

Financial assistance

If you require financial assistance to pay your course fees, Survive First Aid Pty Ltd can offer a variety of options that may assist you

Split Payments

Survive First Aid Pty Ltd has a split payment in place to make the payment of your tuition fees easier to manage. An initial payment is required as a deposit for the course and then the final payment is not required until the start of the course.

Youth Allowance

The following must apply for you to be eligible to this form of financial assistance:

- Your course is considered full-time
- You are aged 16-24 and studying full time (or aged 15 if considered [independent](#))
- You are an Australian citizen or permanent resident
- You are enrolled at an approved training provider such as Survive First Aid Pty Ltd
- You are undertaking at least a 75% full-time study workload OR undertaking at least 15 hours a week face-to-face contact in your course

To find out more about Youth Allowance, call 132 490

Austudy

In general to be eligible for AUSTUDY you must:

- Be over 25 years
- Be doing an approved full-time course at an approved Registered Training Organisation
- Meet residence requirements i.e. newly arrived Australian must have been residents for at least 2 years

To find out more about Austudy, call 132 490

ABSTUDY

To be eligible for ABSTUDY you must:

- Be an Australian Aboriginal or Torres Strait Islander
- Identify as an Australian Aboriginal or Torres Strait Islander
- Be accepted as such in the community, in which he or she lives or has lived
- Study an approved ABSTUDY course
- Not be receiving other Commonwealth assistance

To find out more about ABSTUDY, call 132 317

Academic Misconduct

Students at Survive First Aid Pty Ltd are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating.

The following information will help you avoid unintentional academic misconduct.

Definitions:

Plagiarism:

It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference
- other students' work is copied or partly copied
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page

Cheating:

Is acting dishonestly or unfairly in connection to an assessment conducted by Survive First Aid Pty Ltd.

To avoid plagiarism and/or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material
- You should name sources for any graphs, tables or specific data, which you include in your assignment
- You must not copy someone else's work and present it as your own

Trainers/assessors will check students work for any plagiarised content or cheating that has occurred.

Legislation that affects our RTO operations

Our risk management process has identified that the following legislation impacts on us and our clients in their dealings with us:

- The Commonwealth Privacy Act 1998 (amended by the Commonwealth Privacy Amendment

(Private Sector) Act 2006) <http://www.privacy.gov.au>

- National Vocational Education and Training Regulator Act 2011
<http://www.comlaw.gov.au/Details/C2011A00012>
- The Equal Opportunity Act 2010 (Vic) <http://www.legislation.vic.gov.au>
- The Occupational Health and Safety Act 2004 <http://www.legislation.vic.gov.au>
- The Victorian Information Privacy Act 2000 <http://www.legislation.vic.gov.au>
- Charter of Human Rights <http://www.legislation.vic.gov.au>
- Working with Children Act 2005 <http://www.legislation.vic.gov.au>
- The Racial and Religious Tolerance Act 2001 (Cth) <http://www.comlaw.gov.au>
- The Sex Discrimination Act 1984 (Cth) <http://www.comlaw.gov.au>
- The Disability Discrimination Act 1992 (Cth) <http://www.comlaw.gov.au>

Preparing for your Training

VET Qualifications provide students with practical skills and knowledge that meet the standards of Australian industries and workplaces. Basically, VET qualifications give you the tools required to be competent in the workplace.

Vocational qualifications:

- Are work-related
- Are competency based
- Reflect the skills and knowledge needed in the workplace
- Represent national standards, and as such are nationally recognised
- Enhance student's employability

Competency-Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher-level duties such as planning, problem solving and managing tasks through to completion. CBT programs often comprise of units of competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work placement or work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that the student can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Survive First Aid Pty Ltd provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies and recognise qualifications and statement of attainment issued by other RTO's.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Students applying for RPL must provide evidence to the satisfaction of Survive First Aid Pty Ltd. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

The underlying principle of Recognition of Prior Learning (RPL) is that no student should be required to undertake a unit of study for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the CEO by following the 'Complaints and Appeals Policy and Procedure'.

Credit Transfer

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Survive First Aid Pty Ltd. To apply for a credit transfer, students must be able to present their original qualification or statement of attainment with national codes and titles that match the current course in which they are enrolled.

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

Language Literacy and Numeracy

Survive First Aid Pty Ltd recognises *that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.*

As part of the enrolment process, you will need to complete a language, literacy and numeracy (LLN) assessment that will be used to assess your LLN skills. Some students may be referred on for additional support if it is required.

We encourage students with Language Literacy or Numeracy concerns to participate in further training to enhance their skills level.

A range of support services can be provided for the student internally upon request.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your trainer/assessor.

Training Evaluation

Survive First Aid Pty Ltd fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures our RTO can address any immediate areas of concern promptly.

Feedback will be gained from you on an ongoing basis, informally, throughout the program.

Survive First Aid Pty Ltd will also request formal feedback on two occasions throughout the course (midpoint and completion):

Completion Feedback:

You are also asked to complete a 'Learner Questionnaire' on completion of your course of study. This evaluation requests feedback across a range of aspects including:

- Course content

- Course delivery
- Course assessment
- Training/assessment staff
- Facilities
- Resources

Your feedback forms are a confidential document and are only used for the purpose of improving the quality of the training and assessment services we provide.

Pre- Courses Information

Prior to enrolment, we will provide you with course information, including content and anticipated vocational outcomes.

Our individual Student Course Outline Brochures provide course details, entry requirements, tuition fees, the enrolment process and related information for each of our courses.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Select the course of study you wish to undertake
2. Read and understand the information contained in the Student Information Handbook
3. Complete the Enrolment Form, and provide related documents if required
4. Sign the Enrolment Form to show that you understand all of the information provided and return it to Survive First Aid Pty Ltd
5. Complete a Language, Literacy and Numeracy assessment
6. Provide Survive First Aid Pty Ltd with the tuition payment

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and remains confidential.

Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our Course Fee List and Student Course Outline Brochures.

Please note that Survive First Aid Pty Ltd may update fees and charges from time to time and it is recommended potential students contact Survive First Aid Pty Ltd to ensure the most up to date information is provided.

Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' (Appendix 6) and submitted to Student Support Manager Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications will be granted as indicated below:

| Refund Reason | Type of refund |
|--|--------------------------|
| Student withdrawal 7 days or more prior to commencement date of course | Full refund |
| Student withdrawal within 7 days of the commencement of the course* | 50% of total fees refund |
| Student withdrawal following commencement date* | No refund |
| Course withdrawn by Survive First Aid Pty Ltd | Full refund |
| Survive First Aid Pty Ltd is unable to provide the course for which the original enrolment and payment has been made | Full refund |

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course, or a refund of unused course fees issued. This decision of assessing the extenuating circumstances rests with the CEO and will be assessed on a case by case basis.

Please note: where a student breaches the conditions of enrolment, no refund is payable.

Workplace Based Training Course Information

Prior to enrolment, we will provide you with course information, including content and anticipated vocational outcomes.

Our individual Student Course Outline Brochures provide course details, entry requirements, tuition fees, the enrolment process and related information for each of our courses. Our entry requirements require that you are currently employed. As a result of this, the decision to enter this course of study involves your employer.

Enrolment Process

Your part in the enrolment process is triggered by your employer signing a 'Fee for Service Agreement' with Survive First Aid Pty Ltd for you to undertake a course of study.

You will be required to complete the following steps outlined below:

1. Nominate the course of study you wish to undertake

2. Read and understand the information contained in the Student Information Handbook
3. Complete the Enrolment Form, and provide related documents if required
4. Sign the Enrolment Form to show that you understand all of the information provided and return it to Survive First Aid Pty Ltd
5. Undertake a Language, Literacy and Numeracy assessment

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Further Information

Survive First Aid Pty Ltd

PO Box 94
Red Hill South
Victoria, 3937

Survive First Aid Pty Ltd is registered under the National VET Regulator:

Australian Skills Quality Authority

- Melbourne - Level 6 595 Collins Street

Ph: 1300 701 801

Website: www.asqa.gov.au

Change of Personal Information

Survive First Aid Pty Ltd endeavours to ensure that the personal information we hold is accurate, complete and up-to-date. If any of your personal information changes during your enrolment with Survive First Aid Pty Ltd, please notify us as soon as possible. A change of details form can be provided by Student Support Manager or your Trainer/Assessor. Please submit your completed form with your revised information to your trainer/assessor, or to Survive First Aid Pty Ltd head office. The relevant form is attached (Appendix 4).

Withdrawal

If you wish to withdraw from your course with Survive First Aid Pty Ltd, please complete a Withdrawal Form (Appendix 5). The withdrawal form can be provided by Student Support Manager or your Trainer/Assessor. Please submit your completed form to your trainer/assessor, or to Survive First Aid Pty Ltd head office.

Please refer to 'Refunds' section of this handbook for information regarding your enrolment fee and refund after withdrawal from a Survive First Aid Pty Ltd course. The relevant form is attached (Appendix 6).

Appendix 1 Complaints and Appeals Policy & Procedure

1. Policy

This policy/procedure supports Survive First Aid Pty Ltd to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Survive First Aid Pty Ltd will be viewed as an opportunity for improvement.

Despite all efforts of Survive First Aid Pty Ltd to provide satisfactory services to its students, complaints may arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student (unless referred to a third party; see procedure for more details).

2. Procedure

The complaints and appeals 'policy and procedure' and 'relevant forms' are made available to all students and potential students through Survive First Aid Pty Ltd website, and within the student information handbook.

2.1 General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to Survive First Aid Pty Ltd with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration / Support at Survive First Aid Pty Ltd, or through our website
- All formally submitted complaints or appeals are submitted to the Student Administration / Support Manager or directly to the CEO. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register', which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint/appeal
 - Determined Resolution
 - Date of Resolution

- A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times
- The CEO shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint
- Once a decision has been reached the CEO shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision Survive First Aid Pty Ltd must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure
- The CEO shall ensure that Survive First Aid Pty Ltd will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the Student Support Manager and on the students file

2.2 Appealing a Decision

All students have the right to appeal decisions made by Survive First Aid Pty Ltd where reasonable grounds can be established. The areas in which a student may appeal a decision made by Survive First Aid Pty Ltd may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion/decision that is made after a complaint has been dealt with by Survive First Aid Pty Ltd in the first instance
- To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administrations Department
- The CEO shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged
- The CEO shall ensure that Survive First Aid Pty Ltd acts on any substantiated appeal
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General Appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Survive First Aid Pty Ltd in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal
- The appeal shall be lodged through the Student Support Manager and they shall record the details of the appeal the 'Complaints and Appeals Register'.

- The CEO will be notified and will seek details regarding the initial documentation of the complaint and make a decision based on the grounds of the appeal
- The student will be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Survive First Aid Pty Ltd if they wish to proceed with the external appeals process

Assessment Appeals

- Where a student wishes to appeal an assessment they are required to notify their Trainer/Assessor in the first instance. Where appropriate the Trainer/Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer/Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted
- If this is still not to the student's satisfaction, the student may formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They will lodge this with student administrations department and the appeal will be entered into the 'Complaints and Appeals Register'
- The CEO will be notified and will seek details from the Trainer/Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party will be another Trainer/Assessor appointed by Survive First Aid Pty Ltd
- The student will be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Survive First Aid Pty Ltd if they wish to proceed with the external appeals process

External Appeals

If not satisfied with the decision in stage 2, the complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by Survive First Aid Pty Ltd for that purpose.

The details of this external body are as follows:

Dispute Resolution Centre of Victoria

Dispute Assessment Officer
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 9603 8370

<http://www.disputes.vic.gov.au/>

2.3 Further information

If a client (student or other client) is still dissatisfied with the decision of Survive First Aid Pty Ltd, they may wish to seek legal advice or place a complaint about Survive First Aid Pty Ltd to ASQA directly.

If, after Survive First Aid Pty Ltd internal complaints and appeals processes have been completed, you still believe Survive First Aid Pty Ltd is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- That you have followed Survive First Aid Pty Ltd formal complaints procedure, and
- Survive First Aid Pty Ltd response

ASQA's processes require you to identify yourself as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes. Contact details for ASQA are:

Australian Skills Quality Authority

- Melbourne Level 6, 595 Collins Street
- Brisbane Level 7, 215 Adelaide Street
- Sydney Level 10, 255 Elizabeth Street
- Canberra Ground Floor, 64 Northbourne Avenue
- Perth Level 11, 250 St Georges Terrace
- Adelaide Level 5, 115 Grenfell Street
- Hobart Level 11, 188 Collins Street

Telephone: 1300 701 801

Email: complaintsteam@asqa.gov.au

Website: www.asqa.gov.au

Appendix 2 Complaints and Appeals Form

The following is a cover sheet to support your complaint or appeal. It is to outline your complaint or appeal and we request that you attach any supporting documentation.

Please indicate what your grievance is (tick the appropriate box below):

Complaint

The initial notification of your dissatisfaction with a situation that has occurred.

Appeal

An application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint, or to have an assessment decision reviewed.

| | |
|--|--|
| Date of submission: | |
| Name of Complainant: | |
| Detailed description of your complaint or appeal: (include an outline of your complaint or appeal with details of dates and people involved) | |
| Signature: | |
| Date: | |

Appendix 3 Survive First Aid Pty Ltd Privacy Statement

Survive First Aid Pty Ltd is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to personal information maintained by Survive First Aid Pty Ltd and does not provide any advice on how data will be maintained or used by Government Agencies that have access to this data. You are advised to contact the relevant government agency for a copy of their privacy policy.

The use of the words 'we' and 'us' in this document refer to Survive First Aid Pty Ltd

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, passport details, visa details, etc. If you decline to provide your personal information, Survive First Aid Pty Ltd may not be able to:

- Provide the product or service you requested, or
- Enter into a business relationship with you

Collection of personal information

Personal information will only be collected in relation to the provision of training and employment services and the operation of the Registered Training Organisation. Where services are provided on behalf of a Commonwealth and/or State Government department, we may collect personal information from such government departments and agencies. We may also need to collect relevant personal information from other third parties with or without your direct involvement or consent, such as an employer however this will not include sensitive information.

Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes of operating the Registered Training Organisation.

We will only disclose personal information to a third party where one or more of the following apply:

- You have given consent (verbal or written)
- It is authorised or required by law, or necessary for enforcement of law
- It will protect the rights, property or personal safety of another person
- The assets and operations of Survive First Aid Pty Ltd business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access. To access your personal information, you will need to contact Student Administration, in writing, and specify the type/s of information you wish to view. You will be required to provide proof of identification in person to view the information.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- Storing electronic information on a secure server with restricted access

- Storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter you should contact Student Administration.

Appendix 4 Change of Details Form

Please send completed form to: Survive First Aid Pty Ltd address or via email to:
support@survivefirstaid.com.au

| | | | | |
|--|--|--------------|--|--|
| Course Details | Qualification: | | | |
| | Course Commencement Date: | | | |
| Student Details (original details you provided at enrolment) | Student First /Given Names: | | | |
| | Surname: | | | |
| | Student ID: | | | |
| | D.O.B. | | | |
| | Contact Number: | | | |
| | Email Address: | | | |
| Details that need to be updated | <input type="checkbox"/> Name <input type="checkbox"/> Address <input type="checkbox"/> Phone number <input type="checkbox"/> E-mail address <input type="checkbox"/> Employer Name <input type="checkbox"/> Employer Address <input type="checkbox"/> Other - please list | | | |
| Updated details | | | | |
| Notification received from: | | | | |
| <input type="checkbox"/> Student <input type="checkbox"/> Employer | | | | |
| Name: | | | | |
| Signature: | | Date: | | |

OFFICE USE ONLY

| | | | |
|---|--|--|--|
| Date processed on JobReady: | | | |
| Date notified AAC: (must be within 2 weeks for traineeships) | | | |
| Processed by: | | | |
| Signature: | | | |

Appendix 5 Withdrawal Form

Withdrawal Form

All applications must undergo an assessment for eligibility in accordance with Survive First Aid Pty Ltd Refund Policy & Procedure. Lodgement of this application is not a guarantee of refund granted.

Please send to: Survive First Aid Pty Ltd address or via email to: support@survivefirstaid.com.au

| | | | | | | | |
|---|--|--|--------|--|------------|--|--|
| Course Details | Qualification: | | | | | | |
| | Traineeship? | <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| | Course Withdrawal Date: | | | | | | |
| Student Details | Student First / Given Names: | | | | | | |
| | Surname: | | | | | | |
| | Street Address: | | | | | | |
| | Town / Suburb: | | State: | | Post code: | | |
| | Email Address: | | | | | | |
| Reason for Withdrawal | <input type="checkbox"/> Health reasons <input type="checkbox"/> Did not enjoy the course <input type="checkbox"/> Conflicts with work schedule <input type="checkbox"/> I found a job <input type="checkbox"/> No longer interested in course <input type="checkbox"/> Left employment <input type="checkbox"/> Other - please list | | | | | | |
| | | | | | | | |
| Employer Details If Applicable | Business Name: | | | | | | |
| | Employer Contact: | | | | | | |
| | Street Address: | | | | | | |
| | Town / Suburb: | | State: | | Post code: | | |
| Notification received from: For Traineeships employers must sign off on withdrawal | | | | | | | |
| (Faxed copies or email signatures are acceptable) | | | | | | | |
| <input type="checkbox"/> Student <input type="checkbox"/> Trainer <input type="checkbox"/> Training Coordinator / Admin <input type="checkbox"/> BD <input type="checkbox"/> Employer | | | | | | | |
| Name: | | | | | | | |
| Signature: | | | Date: | | | | |
| Latest Training Plan Attached <input type="checkbox"/> Yes | | | | | | | |

OFFICE USE ONLY

| | |
|---|--|
| Date processed on JobReady: | |
| Date notified AAC: (must be within 2 weeks for traineeships) | |
| Processed by: | |
| Signature: | |

Appendix 6 Application for Refund

Application for Refund

Date: _____

Course: _____

Full Name: _____

Address: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for the course described above and my reasons for applying for a refund are:

| Please Tick Box | Refund Reason | Type of refund |
|--------------------------|--|--------------------------|
| <input type="checkbox"/> | Student withdrawal 7 days or more prior to commencement date of course | Full refund |
| <input type="checkbox"/> | Student withdrawal within 7 days of the commencement of the course* | 50% of total fees refund |
| <input type="checkbox"/> | Student withdrawal following commencement date* | No refund |
| <input type="checkbox"/> | Course withdrawn by Survive First Aid Pty Ltd | Full refund |
| <input type="checkbox"/> | Survive First Aid Pty Ltd is unable to provide the course for which the original enrolment and payment has been made | Full refund |

***Please note where the student breaches Survive First Aid Pty Ltd Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.**

Student Signature: _____

Date: _____