



**DARLING DOWNS
FIRST AID TRAINING**

**Darling Downs First Aid Training
Student Information Booklet**

Introduction

This information booklet is designed to provide prospective students with information about the services provided by Darling Downs First Aid Training and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Darling Downs First Aid Training nor costs. This information is contained in the Course Brochure supplied separately.

Our mission

Darling Downs First Aid Training's mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients

and strive to attract them time after time through high quality training and assessment experiences.

- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our expectation of you

Darling Downs First Aid Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Darling Downs First Aid Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Darling Downs First Aid Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Darling Downs First Aid Training staff members and their right to privacy and confidentiality.

Your safety

Darling Downs First Aid Training is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Fire safety

- Darling Downs First Aid Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students.
- **First aid**
- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

Your equity

Darling Downs First Aid Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Darling Downs First Aid Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Darling Downs First Aid Training staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Darling Downs First Aid Training that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Darling Downs First Aid Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Darling Downs First Aid Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Australian Privacy principles ACT 2014.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. The National Centre for Vocational Education Research (NCVER) is the national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian vocational education and training (VET) sector www.ncver.edu.au. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met www.asqa.gov.au In all other cases Darling Downs First Aid Training will seek the written permission of the student for such disclosure.

Fees and refunds

In accordance with applicable State legislation, Darling Downs First Aid Training is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees payable

Fees are payable upon booking as seats are limited. Please ensure you place your name on transaction. Workplaces will receive an invoice from Darling Downs First Aid Training. Darling Downs First Aid Training may discontinue training if fees are not paid as required. For a full list of current fees and

charges please request a copy of Darling Downs First Aid Training schedule of fees and charges in the brochures.

Student cancellation

Students who book an incorrect date/month for their training or cancel their enrolment of a course will not be entitled to a refund, however students can choose another date/time that suits and attend training within 14 days.

Students that don't turn up for training on the day they specify, will not be entitled to a refund.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to the Darling Downs First Aid Training schedule of fees and charges in course brochure.

Replacement of a certificate will incur a \$20 fee

Refunds

Students who book an incorrect date/month for their training or cancel their enrolment will not be entitled to a refund, however students can choose another date/time that suits and attend training within 14 days.

Students that don't turn up for training on the day they specify, will not be entitled to a refund.

Payment method

Darling Downs First Aid Training accepts payment for fees using:

- Credit Card (EFT)
- Electronic Funds Transfer "preferred method" (account details available on request or payment through website)
- Cheque (made payable to Darling Downs First Aid Training)

- Payment in cash
- On line through www.darlingdownsfirstaidtraining.com.au

Enrolment

Darling Downs First Aid Training undertakes to make training available to all persons who:

- Complete the Darling Downs First Aid Training enrolment form (to be completed on the day of training);
- All students MUST have a Unique Learner Identifier (USI) this can be obtained from www.usi.gov.au. All RTO's must verify with the registrar the students USI before being assessed as meeting the requirements of the training product. Darling Downs First Aid Training cannot issue a AQF certification without being in receipt for an USI.

Your privacy is assured and will comply with the Australia Privacy Principles ACT 2014
- Make suitable payment of fees before the commencement of training.
- If the RTO or third party delivering the course or on its behalf closes or ceases to deliver any part of the training, Darling Downs First Aid Training will find alternative arrangements for the student for the completion of that course.
- Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Our continuous improvement of services

Darling Downs First Aid Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. They may also be raised as a consequence of a complaint and/or internal/external audit. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Darling Downs First Aid Training so we can improve our services in the future.

Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Darling Downs First Aid Training will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Darling Downs First Aid Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making complaints and appeals

Darling Downs First Aid Training and third parties is committed to providing a fair and inexpensive complaints and appeals process that includes access to an independent external body if necessary.

Darling Downs First Aid Training requires all third parties agreements to strictly follow Darling Downs First Aid Training policies and procedures.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Darling Downs First Aid Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 60 days of informing the student of the decision or finding.

Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved or within 60 days.

Complaint and appeals handling

Darling Downs First Aid Training and third parties undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Darling Downs First Aid Training including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence immediately after lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of Darling Downs First Aid Training to review his or her complaint or appeal following the internal Darling Downs First Aid Training complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only

relate to the appeals process and is less likely to be required in complaints handling.

- Darling Downs First Aid Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately. Complaints and appeals are to be handled in the strictest of confidence. No Darling Downs First Aid Training representative is to disclose information to any person without the permission of the Darling Downs First Aid Training Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Recognition of your existing skills and knowledge

In accordance with the requirements of the Australian Quality Training Framework, Darling Downs First Aid Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills

and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Darling Downs First Aid Training's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Darling Downs First Aid Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Getting credit for your current competence

Darling Downs First Aid Training acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Australian Quality Training Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements An applicant will be required to present his or her statement of attainment or qualification for examination by Darling Downs First Aid Training. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copies of the original by a Justice of the Peace (or equivalent).

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in Darling Downs First Aid Training's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will

reduce unnecessary training and guide the student down a more efficient path to competence.

- The student does not incur any fees for credit transfer and Darling Downs First Aid Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Language, Literacy and Numeracy Policy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Research has indicated that many adult learners do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy and numeracy skills.

To support this approach Darling Downs First Aid Training will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;

- Refer students to external language, literacy and numeracy support services that are beyond the support available within Darling Downs First Aid Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Language, Literacy and Numeracy Procedure

Language, literacy and numeracy assessment

The following procedure is to be followed in order to assess a student's language, literacy and numeracy skills:

- **Self assessment.** In the first instance, prospective students are asked on the enrolment form "*Do you consider that you have adequate language, literacy and numeracy skills to undertake the course?*" In response to this question, the student may tick yes, no or not sure. If the student ticks yes, it is to be assumed that the student will have the language, literacy and numeracy skills to undertake the training. **Interview.** If the student ticks no or not sure on the enrolment form, the student should be contacted and arrangements made for an interview to further assess their language, literacy and numeracy skills. The interview should be in person, or if this is not practical, by phone. The purpose of the interview is to establish the background, motivation and general abilities of the student to determine what support Darling Downs First Aid Training may provide. The Language, Literacy and Numeracy Interview Guide is available in the Language, Literacy and Numeracy Tools section that follows. **LLN Indicator Assessment.** Depending on the information gained from the interview, it may be necessary to invite the student to undertake the Darling Downs First Aid Training LLN Assessment. The assessment is not intended to cause anxiety but to determine where the student has specific language, literacy and numeracy deficits and to determine what support is required to undertake the Darling Downs First Aid Training training. The Language, Literacy and Numeracy Indicator Assessment is available in the Language,

Literacy and Numeracy Tools section that follows. **Supporting students with language, literacy and numeracy deficits**

Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, Darling Downs First Aid Training is to adopt strategies which enable the student to progress in their desired training program. The following strategies are to be considered and will be informed by the level of language, literacy or numeracy deficit determined during the assessment:

- Negotiate a training program with the student that recognises that additional time will be required to appropriately support the student to complete the training.
- Obtain a strong commitment from the student that they will provide personal effort that is in addition to that normally required to undertake the training program. If agreed to by the student, engage with the student's employer to negotiate the additional time and effort required to appropriately support the student during the training program.
- Provide the student with a list of the words and terms which are highly relevant to the workplace skills and knowledge being delivered within the training program. This list should be practised with the student to get them comfortable with identifying the words and their meaning. This list should be expanded over time and acts as a "vocational vocabulary" and will focus the student on small steps of achievement.
- Program sessions where learning information that would usually be delivered to the student via their own reading is presented to the student verbally and is supported by questions and answers.

Provide the student with 'quick reference' sheets which assist them to undertake basic mathematical tasks. These may be example calculations or conversion tables. The student may benefit from a session learning to use a calculator or simply recognising the common symbols and references.

- Make arrangement to regularly meet with the student to monitor their progress and adjust the support strategies.

Referring the student for language, literacy and numeracy assistance

Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within Darling Downs First Aid Training, the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (TAFE). These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

The options for the student's attendance at this training are to be investigated by Darling Downs First Aid Training in close consultation with the student. These options should be presented to the student but ultimately it is the student's choice on the path they take. The cost for attendance at this training is met by the student and will not be met by Darling Downs First Aid Training.

If the student is unemployed or receiving certain Commonwealth payments, they may be entitled to financial support from Centrelink.

Deciding to refer the student

The decision to refer a student to another training provider for language, literacy and numeracy training will be based on the level of assessed language, literacy or numeracy deficit and the student's motivation to improve their abilities.

As a general guide:

- If the student does not currently possess the language, literacy and numeracy skills to perform the skills outlined in the target unit of

competence, they **should** be referred for assistance which should occur prior to enrolment with Darling Downs First Aid Training.

- If the student's language, literacy and numeracy skills are adequate for the workplace but will hinder their participation in training, they **should not** be referred. Instead, Darling Downs First Aid Training is to design and implement suitable support services to enable their training and assessment.

IMPORTANT

Please complete this literacy indicator on this page before attending any of our classes.

If you have difficulty in completing this assessment please contact our staff to look at support measures.

**BASIC LITERACY AND NUMERACY INDICATOR
THE FOLLOWING TEST IS TO INDICATE ANY WEAKNESS IN AREA'S OF READING,
WRITING AND NUMERACY THAT COULD CAUSE PROBLEMS TO BEING ABLE TO
COMPLETE THE COURSE OR COMPETENCIES WITHIN THE COURSE.**

**ON THE FOLLOWING LINES WRITE 1 PARAGRAPH ON WHY YOU ARE INTERESTED
IN DOING THIS COURSE.**

CORRECT THE FOLLOWING SPELLING ERRORS IF THEY EXIST:

ORTOMOBILE _____	FINANC _____
RESPECT _____	BUSINESS _____
ARSIST _____	ENGIN _____
HELPFUL _____	TELIFONE _____
COMPUTOR _____	BYCYCLE _____

COMPLETE THESE MATHS QUESTIONS

10 + 57 = ----- 13 x 5 = -----

36 DIVIDED BY 3 = -----

75 DIVIDED BY 5 = -----

HOW MANY mls TO A LITRE -----

HOW MANY CENTIMETRES IN A METRE -----

HOW MANY METRES IN A KILOMETRE -----

4cm + 25mm = -----mm

1METRE + 3cm = -----cm

24 cm - 11mm =-----mm

UPON SIGNING I ACKNOWLEDGE THIS IS MY OWN WORK

STUDENT NAME _____

STUDENT SIGNATURE _____ **Date:** _____