



National RTO Number 31668

# STUDENT INFORMATION BOOKLET



## INTRODUCTION

*Welcome to First Aid Action*

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**NOTE: IMPORTANT: PLEASE READ PRIVACY NOTICE ON PAGE 10 AND USI PRIVACY NOTICE ON PAGE 11**



## INFORMATION FOR STUDENTS

### Course Directory

First Aid Action's Course Directory is your connection to a wealth of knowledge and information networks. Our courses leverage off First Aid Action's experience, resources, learning strategies and delivery methodologies to ensure your individual or organisational success. To view a copy of our course directory visit our website at [www.firstaidaction.com.au](http://www.firstaidaction.com.au) or telephone (07) 3901 0599 and we will be more than happy to send you a copy.

### Courses Offered

<b>HLTAID009</b>	<b>Provide Cardiopulmonary Resuscitation</b>
<b>HLTAID010</b>	<b>Provide Basic Emergency Life Support</b>
<b>HLTAID011</b>	<b>Provide First Aid</b>
<b>HLTAID012</b>	<b>Provide an Emergency First Aid Response in an Education and Care Setting</b>
<b>HLTAID014</b>	<b>Provide Advanced First Aid</b>
<b>HLTAID015</b>	<b>Provide Advanced Resuscitation</b>
<b>UETDRRF004</b>	<b>Refresher Perform Rescue from a Live LV Panel (and CPR if not current)</b>

### Structure of Courses Offered

#### **HLTAID009 Provide Cardiopulmonary Resuscitation**

- This unit of competency describes the skills and knowledge required to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.
- Pre-requisites: Nil
- Assessment
  - Knowledge assessment
  - Practical demonstration
- Australian Resuscitation Council recommends that participants update their CPR skills annually.
- Participants receive a First Aid Learner Guide and instructions on where to find further information.
- Course Time: 4 hrs
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

#### **HLTAID010 Provide Basic Emergency Life Support**

- This unit of competency describes the skills and knowledge required to recognise and respond to life threatening emergencies using basic life support measures only.
- Pre-requisite: Nil
- Also incorporates:
  - HTLAID009 Provide Cardiopulmonary Resuscitation
- Assessment
  - Knowledge Assessment
  - Practical demonstration
- Course Time:
  - One day
  - Refresher Course: One day
- Participants receive a First Aid Learner Guide and instructions on where to find further information.
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

#### **HLTAID011 Provide First Aid**

- This unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.
- Pre-requisite: Nil
- Also incorporates:
  - HTLAID009 Provide Cardiopulmonary Resuscitation
  - HTLAID010 Provide Basic Emergency Life Support
- Course Time:
  - One day course



- Complete self paced online assessment and workbook prior to the course date (approximately 10 hours)
- One day face to face instruction
- Two day course
  - No workbook is required to be completed
  - Two days of face to face instruction (17 hours total)
- Participants receive a First Aid Learner Guide and instructions on where to find further information.
- Assessment
  - Knowledge Assessment
  - Practical demonstration
  - Scenarios
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

#### **HLTAID012 Provide an Emergency First Aid Response in an Education and Care Setting**

- This unit of competency covers the skills and knowledge required to provide a first aid response in any educational and child care setting. This unit includes the management of a casualty who has asthma and / or anaphylaxis.
- Pre-requisite: Nil
- Also incorporates
  - HTLAID009 Provide Cardiopulmonary Resuscitation
  - HTLAID010 Provide Basic Emergency Life Support
  - HTLAID011 Provide First Aid
- Course Time
  - One day course
    - Complete self-paced workbook prior to the course date
    - One day face to face instruction
- Assessment
  - Knowledge Assessment
  - Practical Demonstrations
  - Scenarios
- Participants receive “Emergency First Aid for Carers & Teachers” manual
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

#### **HTLAID014 Provide Advanced First Aid**

- This unit deals with the provision of more advanced first aid techniques, more advanced life support and management of the casualty ('s) emergency management procedures in a first response situation and provision of support to other providers.
- Pre-requisite: Nil
- Also Incorporates:
  - HTLAID009 Provide Cardiopulmonary Resuscitation
  - HTLAID010 Provide Basic Emergency Life Support
  - HTLAID011 Provide First Aid
  - HTLAID015 Provide Advanced Resuscitation
- Course Time:
  - Two days
  - A self-paced workbook to be completed prior to course (approx. 12 hours)
- Assessment
  - Knowledge Assessment
  - Practical demonstration
  - Scenarios
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

#### **HTLAID015 Provide Advanced Resuscitation**

- This unit deals with the provision of advanced first aid resuscitation techniques, life support and management of casualty(s), until the arrival of medical or other assistance, and provision of support to other providers.



- Pre-requisite: HTLAID010 Provide basic emergency life support and HTLAID005 Provide first aid in remote situations or HTLAID009 Provide Cardio Pulmonary Resuscitation
- Course Time:
  - Six hours
- Assessment
  - Knowledge Assessment
  - Practical demonstration
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

#### **UETDRRF004 Refresher Perform Rescue from a Live LV Panel and CPR Skill Set**

- This unit covers the skills and knowledge required to rescue a person in contact with low voltage live electrical conductors and equipment. This unit partially covers the skills of UEENEEE001A Apply OHS practices in the workplace from the UEE07 Electro technology Training Package.
- It is a requirement of the Electrical Safety Regulation 2013, contained within the Queensland Electrical Safety Act 2013 that “An employer must ensure workers who are required to perform, or help in performing, electrical work are competent in rescue and resuscitation in accordance with recognised practices in the electricity industry.”
- Pre-requisites: HTLAID009 Provide cardiopulmonary resuscitation
- Entry requirements: be employed in a role that requires LVR or have access to workplace where LVR training is applicable
- Course Time: 2.5hrs (4 hours if HTLAID009 if completed in the same program)
- Assessment
  - Knowledge assessment
  - Practical demonstration
- On successful completion, participants will receive a Nationally Recognised Statement of Attainment

Training courses are offered at a wide range of locations – please contact the office for information on courses near you. You are not required to bring anything with you other than writing paper and a pen, however it is recommended that you wear clothing which is comfortable and suitable for sitting and moving about on the floor.

### **Enrolling in a Course**

Once you have selected your professional development pathway, it’s as easy as calling (07) 3901 0599 or emailing [info@firstaidaction.com.au](mailto:info@firstaidaction.com.au) to enquire about locations, dates and to enrol. Our friendly staff are waiting for your call and can help you with any queries you may have regarding course programs, qualifications available and cost. For course program, individual units of competency, full qualification, RPL or assessment, enrolment is required.

### **Course Registration and Fees**

- Depending on the course you wish to attend the course costs will vary for individual units of competence
- For detailed course fees and a quotation, please contact First Aid Action
- All course fees are payable in full prior to the commencement of the course and is non-refundable after the commencement of the course or for corporate group bookings, contact First Aid Action
- Bookings are not confirmed until payments or authorised purchase orders are received
- All bookings received are firm bookings (tentative bookings are not accepted)
- Cancellations within 2 days of a course will incur a fee of 50% of the total cost of courses booked.
- Your enrolment will be acknowledged, and all enrolments confirmed in writing
- All cheques should be made payable to First Aid Action

### **Course Changes**

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course students prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing students to complete their qualifications.

### **Course Materials**



Course materials are available and each student will receive a set of course materials, including handouts and reference materials.

## Accidents and First Aid

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report Form and signed by both the Trainer/Assessor and the student.

## Appeals

Students have the right of appeal of assessment judgement decisions. Please see the section Complaints and Appeals.

## Assessment

In accordance with the NVR Standards for RTOs, First Aid Action assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods and will meet the Rules of Evidence (ie. valid, authentic, current and sufficient). Clear information about the assessment process and evidence requirements will be provided and students will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

## Qualified Trainers/Assessors

A qualified Trainer/Assessor is a person who is recognised by First Aid Action as meeting the national standards for NVR RTOs. A Trainer/Assessor is able to provide training and assessment only in competencies in which they have relevant vocational competencies. They must also be competent in the training and assessment competencies to the national standards required, be current in industry and training and assessment and undertake professional development.

## Assessment Process

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the Student is given every opportunity to demonstrate that they can meet the required performance standards. The assessment process your Trainer/Assessor uses must conform to the following principles:

### Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess competencies that are part of that unit

- Evidence is collected from activities and tasks that clearly relate to the unit of competency.
- Evidence demonstrates that the performance criteria have been met.
- Evidence is sufficient.

### Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor on another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the national Assessor Competency Standards.

### Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.



- Applicants must be provided with opportunity to challenge the assessment.

## Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. deafness or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the student
- Different periods over which the assessment might be done; eg. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the student being assessed in individual learning outcomes or the elements that make up the competency.

## RPL

Definition:

- Recognition of Prior Learning is an evidentiary process that matches the outcomes students have achieved through unrecognised learning and/or life/work experience against the outcomes of the specific competencies
- Assessment is the process of collecting evidence and making judgements on a student's achievement of the performance requirements set out in a competency standard
- Recognised learning includes achievement of nationally endorsed competency standards or accredited course evidenced by a qualification or Statement of Attainment
- Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (eg. Statement of Attendance, workplace mentor program etc)

*Benefits of RPL:*

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. Benefits stemming from the use of RPL for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus, prevents costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

*The Assessment Process:*

- The Trainer/Assessor is responsible for determining the extent of RPL and applying the process
- Students should apply directly to a First Aid Action Trainer/Assessor for RPL, and discuss with the Trainer/Assessor the best or most appropriate means of demonstrating competence

## RPL Enrolment

For RPL/RCC a normal enrolment is required when you will receive the First Aid Action Student Information Booklet and detailed information relating to the process of RPL including the RPL Application Form (Form 2.1).

## National Recognition

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by First Aid Action.

## Language, Literacy and Numeracy

Students may be required to complete a short language, literacy and numeracy questionnaire prior to enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a student has been identified with potential support needs, the Trainer/Assessor will discuss how best we can provide support to the Student to ensure success. This may simply be asking verbal questions rather than using a written test.



## Support Services Information

Support services, welfare and guidance information for all students is available; please see the Support Services Reference Guide.

## Confidentiality Policy

Students can be assured that personal information provided to First Aid Action will be given maximum protection and made available only to authorised users such as employers where a contract (eg. Training Contract) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes. If a student wishes to access personal information held at First Aid Action, a request should be made to the office.

## Copyright

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.












For study and research purposes, Students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible, and permission must be sought.

## Discrimination and Harassment

First Aid Action aims to provide an environment free from discrimination and harassment for both Students and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. Contact the Manager who can provide confidential support and information about options to deal with such situations.

## Discipline/Student Conduct

Students are expected to behave in a manner which is courteous, safe and not disruptive within training and assessment activities conducted by First Aid Action. The following are examples of unacceptable behaviour or actions:

-  Any misuse, legal or illegal, of any vehicles or property of First Aid Action;
-  Any unsafe or illegal practice;
-  The possession of alcohol or prohibited drugs;
-  The conduct of business for private gain;
-  Dishonesty in training and assessment activities;
-  Damage of equipment;
-  Obstructive behaviour;
-  Disorderly, disruptive or harassing behaviour;
-  Non-payment of fee requirements
-  Discrimination towards any other person
-  Non-declaration of a pre-existing medical, mental or physical condition which may be accelerated or increased due to training or assessment

Gross misconduct may result in suspensions or expulsion from First Aid Action training and assessment programs.

## Entry Requirements

First Aid Action provides a range of training programs with varying entry requirements. Specific details are included in the section Courses Offered.



## Flexible Delivery

Flexible delivery means that a range of learning strategies is available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with an aim of enhancing accessibility to education/training.

## Reasonable adjustment explained

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. If a student meets essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed. In most situations, a student with a disability will be able to tell the RTO what he or she needs to be able to study. If necessary, the RTO should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

*Adjustments may include:*

- Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
- Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a person who is hearing impaired.

Please note that in some Training Packages, first aid and CPR training for example, there are mandatory skills that cannot be modified as a reasonable adjustment. The student is required to complete 2 minutes of adult CPR on a manikin on the floor. There is no room for reasonable adjustment (eg. using the manikin on a table for those with knee or back problems) if the unit of competency specifies it is done on the floor.

## Complaints and Appeals

When a person wishes to lodge a formal complaint or appeal an assessment decision, the complaints and appeals process must be followed:

Complaints and Appeals Process

- ▶ discuss the complaint or appeal with the Trainer or Assessor
- ▶ If the complaint or appeal is not addressed to the satisfaction of the student, the student is advised to complete a Complaints and Appeals Statement (below)
- ▶ the Course Coordinator or Management is to evaluate the Complaints and Appeals Statement, conduct enquiry where necessary, provide an opportunity to the student to present their case (with the provision of a support person in attendance) and address the complaint or appeal
- ▶ If the complaint or appeal is not addressed to the satisfaction of the student, it is to be referred to an external source
- ▶ If a complaint is delayed the student will be notified in writing of the delay and expected time frame of completion.

## Work Health and Safety

The Work Health and Safety Act 2011 applies to all staff and students of First Aid Action. All employees, including students, have a primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/students and others in the workplace or public. Students are required to follow the instructions of the Trainer/Assessor whilst in training.

## Refunds

Refunds of program fees are available and only to be initiated in line with First Aid Action Policy 1.0 and Procedure 1.7.



### *Refund Policy:*

First Aid Action will make a full refund of all fees paid should a course be discontinued. Should the student desire to take an alternative course with First Aid Action, fees will be fully transferable to that course. In the event of a course for which the student was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.

Should a student cancel an enrolment with First Aid Action, the following conditions will apply regarding a refund of fees:

1. The enrolment fee is non-refundable – 20% cost of course
2. Cancellation up to two weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given
3. Cancellation between course commencement date and two weeks prior to the commencement of the course, 80% of fees will be refunded, less the enrolment fee
4. Cancellation less than 2 days prior to the course date will incur the No Show Fee of for the public courses. Any private courses cancelled within 2 days, 50% will be refunded. Any private courses cancelled on the day of the course; no refund will be issued.
5. No refunds or transfers will be given for cancellations or discontinuations on and after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail\*
6. All requests for cancellation or refunds must be made in writing (FORM 1.9 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary
7. Normal processing time for a refund request is up to four weeks
8. Confidentiality of Student information will be ensured (see PRO 1.5 Student Information Management Policy)
9. Refunds will be paid within one (1) week of the claim being agreed

*\* Extenuating circumstances: Should a student have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.*

## **Access and Equity**

The Management and staff of First Aid Action are responsible for ensuring access and equity for all students. This ensures all students are treated equally and fairly and have equal access to participation in training. Selection of students into courses is based on students meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential student will be discriminated against for any other reason.

## **Obligations and Responsibilities**

As a Registered Training Organisation, First Aid Action is responsible for the quality of the training and assessment services provided to clients and students, for ensuring that compliance with the NVR Standards, and compliance with the requirements of the Australian Qualifications Framework when issuing certification documentation (eg. Statements of Attainment).

As a student of First Aid Action you have rights under the consumer protection legislation, and should First Aid Action cease trading or cease to be a Registered Training Organisation, all efforts will be made to ensure that you are provided with similar training and assessment services with another RTO. If First Aid Action to change ownership, you will be notified and arrangements will ensure that you are provided the training and assessment services as agreed, or provided with similar services with another RTO.

## **Privacy Notice**

### **Privacy Notice**

#### [Why we collect your personal information](#)

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. **First Aid Action** is required to confirm identification in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. Failure to provide **First Aid Action** with the required personal information will result in **First Aid Action** not being able to enrol you in the training activity and no Statement of Attainment will be issued.

In making this application for enrolment, I am aware of the consequences that may arise from providing false, misleading or incomplete information, including the cancellation of my enrolment or the withdrawal of any offer made by **First Aid Action**.

#### [How we use your personal information](#)



We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

#### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

#### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

#### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

#### Contact information

At any time, you may contact **First Aid Action** to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

First Aid Action Office Contact Number: 07 3901 1599 Email: <a href="mailto:info@firstaidaction.com.au">info@firstaidaction.com.au</a> Website: <a href="http://www.firstaidaction.com.au">www.firstaidaction.com.au</a>
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#### VET Data Use Statement

Under the *Data Provision Requirements 2012* and National VET Data Policy (which includes the [National VET Provider Collection Data Requirements Policy](#) at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.



## Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on [usi@education.gov.au](mailto:usi@education.gov.au) or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

## SUPPORT REFERENCE GUIDE

### Language Literacy and Numeracy

Should a student or potential student be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) for support. Assistance to the student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

### Learning Support

Should a student or potential student be identified with learning support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the Student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

### Disability Support

Should a student or potential student identify themselves with a disability, trainers will liaise with the student and relevant disability support agencies/workers to address the delivery and assessment requirements of the student through customization of the program. If however, Providers are unable to accommodate the needs of the student, First Aid Action will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.

### Social Support

Where social or personal circumstances may affect a student's learning experience, First Aid Action will support the student where possible, including referral to the following organisations:

Centrelink	131 021
Crisis Care	07 3235 9999
Emotions Anonymous	0500 567 766
Mental Health Association	07 3271 5544
Wesley Mission	1800 021821
Women's Domestic and Family Violence	1800 811 811
St Vincent De Paul	07 4032 3201
Life Line	07 4053 5044
Kids Helpline	1800 551 800
Alcoholics Anonymous	07 4051 2872



## GENERAL INFORMATION

### Location:

First Aid Action's main office is located in Burpengary East, Queensland.

### Opening Hours:

First Aid Action's main office is open from 9.00am to 5pm, Tuesday to Friday.

### Contact Details:

17 Portobello Road  
Burpengary East, QLD 4505

Phone: 07 3901 0599

Mobile: 0417 074 003 (Luella)

Email: [info@firstaidaction.com.au](mailto:info@firstaidaction.com.au)

Web: [www.firstaidaction.com.au](http://www.firstaidaction.com.au)