

The logo for Survive First Aid features the word "Survive" in a dark grey, sans-serif font. The letter "v" is replaced by a thick, green, stylized graphic that resembles a mountain peak or a first aid symbol. Below "Survive", the words "First Aid" are written in a smaller, lighter grey, sans-serif font.

# Survive

First Aid

## Employer Information Handbook

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## General Information

### Introduction

Survive First Aid Pty Ltd is a Registered Training Organisation (RTO), delivering Nationally Recognised Training, for employee/s requiring training in First Aid and emergency response.

I encourage you to use this handbook as an important resource for you and your employee whilst they are undertaking training, as it provides you with important information about Survive First Aid Pty Ltd.

Survive First Aid Pty Ltd has the following nationally recognised units of competency on its Scope of Registration:

- HLTAID003 – Provide First Aid
- HLTA404C – Apply advanced resuscitation techniques
- HLTA412A – Apply advanced first aid
- SISOOPS305A – Provide first aid in a remote situation
- SIXEMR201A – Respond to emergency situations
- SIXEMR402A – Coordinate emergency responses
- SIXOHS101A – 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 ensure that all students receive the in-depth learning and support required to successfully complete their study.

The purpose of this Employer Information Handbook is to introduce you to the services that may be available to assist your employees whilst undertaking training conducted by Survive First Aid Pty Ltd.

All trainers/assessors have relevant industry knowledge and experience and are professional, friendly, a supportive to you as the employer and to your employee undertaking training.

### Training Guarantee

As soon as your employee has commenced their training program, we agree to work together, that is Survive First Aid Pty Ltd as the training provider, you as the employer and your employee the student, to produce a unified approach to ensure the achievement of the qualification they are undertaking.

### How Can Training Benefit Your Organisation?

- Nationally recognised units of competency for your employee upon successful completion of the course – great professional development contributing to employee retention
- Flexible delivery of training and assessment by experienced industry trainers/assessors - tailored to suit your workplace
- Learning new skills for your employees – contributing to workplace productivity improvements

- Further development/enhancement of your employees existing skills and the capacity to have their existing skills recognised with a nationally recognised qualification
- Increased employee confidence in their skills

### **How is the Course Trained and Assessed?**

Training and assessment will take place in your workplace by a qualified trainer/assessor. Each student has a Training Plan developed to meet your workplace needs.

Training and assessment will be delivered through regular workplace visits, negotiated at the development of the Training Plan i.e. possibly every 4 or 6 weeks, and from a qualified trainer/assessor. These visits will consist of the provision of skills and knowledge in specified units and tasks for the student to complete in the workplace to ensure competence.

To support the knowledge and skills being provided to the student, you will also be provided with guidance and information on how to support the student and ensure progression towards competence is achieved.

As this is a competency based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. The assessment process will include theory and practical assessments, such as written questions, oral questions, practical demonstrations and assignments, and using the workplace environment where required.

### **Monitoring Progress throughout the Course**

Throughout the course the trainer/assessor will monitor progress and remain in regular contact, generally monthly, (in person or by phone, fax, email or letter) with your employee, the student, and you the employer (or your designated supervisor). During the student's routine workplace duties, the supervisor is responsible for monitoring the student's progress and providing opportunities for skills enhancement and access to equipment required.

### **Duration of Courses**

Normal operating hours of Survive First Aid Pty Ltd are 9am- 5pm, however training and assessment visits to the workplace can be undertaken during the hours 8am-7pm Monday- Friday to suit your workplace needs.

As our training is delivered in the workplace and is competency based, the duration of the course may vary depending on the workplace environment and the student's ability. A specific training schedule will be developed for each student to ensure individual learning needs are met.

Survive First Aid Pty Ltd schedules the course to commence based on your business needs.

### **Employers Responsibilities to Support the Course**

A designated workplace supervisor/coach needs to be nominated to:

- Actively encourage and assist the student to complete the assessment tasks for each unit
- Provide relevant support and guidance to the student by allowing time to complete training and assessments in work time
- Participate with the student & trainer/assessor at all visits
- Give feedback on training progress on a regular basis when contacted by the trainer/assessor

- Sign documentation acknowledging the students workplace activities that support attainment of competence for each unit of competency
- Act as a contact point for Survive First Aid Pty Ltd if training related problems arise
- Inform us within 7 working days of the student resigning or being dismissed
- Participate in surveys either written, or by telephone contact from Survive First Aid Pty Ltd

### **The Responsibilities of Survive First Aid Pty Ltd**

A skilled trainer/assessor will:

- Develop a delivery sequence of units (the Training Plan) in conjunction with the student and designated supervisor outlining competencies, assessment and training methods, timelines and responsibilities
- Maintain records relating to formal assessment & achievement of competence
- Schedule visits around the needs of your business
- Advise Survive First Aid Pty Ltd administration to issue nationally accredited qualification when training/assessment is completed

### **Student Attendance and Behaviour**

Students are required to follow all Survive First Aid Pty Ltd requests and policies and procedures requests 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 training is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students or their workplace supervisor 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 has their training enrolment cancelled, no refund for course fees is payable to you the Employer.

### **Complaints and Appeals**

Students and Employers 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 and Employers 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 administration 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 relation issues that are not related to the provision of the training. These should be taken up with relevant workplace personnel or external agencies.

All students and employers 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 Employer Information Handbook, and the Student Support Manager can also produce copies 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 or employer 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 and 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, employers 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.

Survive First Aid Pty Ltd acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 1995 (Victoria)

*All legislation can be accessed at: [www.comlaw.gov.au](http://www.comlaw.gov.au)*

## **Occupational Health and Safety**

Survive First Aid Pty Ltd complies with all relevant Occupational Health and Safety legislation. Trainers/assessors will identify hazards and incidents that could cause harm to students whilst learning in the workplace. Where possible, the trainers/assessors will work with the supervisor to remove or control these hazards and incidents, and will report this to the appropriate on site personnel.

## **Privacy**

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all students and employers. 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).

## **Student Support Services**

We realise that being a student is exciting, but it can be challenging for in the workplace for both the employee and employer.

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

Survive First Aid Pty Ltd have responsibility to provide support to all students and employers, however we have nominated a 'Student Support Manager' who is available to all students and employers, through the standard hours of business

Survive First Aid Pty Ltd management is able to provide links to external sources of support where Survive First Aid Pty Ltd employees are not qualified or it is in the student's best interests to seek professional advice.

## **Preparing for training**

### **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 will 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, your employee will need to complete a language, literacy and numeracy (LLN) assessment that will be used to assess their 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 notice that your employee is having Language, Literacy or Numeracy issues that is affecting their training program, we encourage you to raise the matter directly with the trainer/assessor.*

### **Training Evaluation**

Survive First Aid Pty Ltd fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you at end of your student's studies. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

### **Course information**

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

Please refer to Course Outline Brochures for course details, entry requirements, tuition fees, and related information.

### **Enrolment Process**

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

1. Provide Survive First Aid Pty Ltd with a list of all employees enrolling in the course
2. Survive First Aid Pty Ltd distributes the Student Information Handbook for all of your enrolling employees
3. All of your employee students enrolling in the course complete an Enrolment Form
4. Return the Enrolment Forms to Survive First Aid Pty Ltd Student Support Manager
5. Employer signed Fee For Service Agreement returned with the enrolment form

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

### **Refunds**

Refund conditions are as follows:

#### **Refunds due to non-delivery of training by Survive First Aid Pty Ltd**

Tuition fees to be refunded in full if:

- Training does not start of the agreed starting date
- Training ceases to be provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the Employer within 14 days.

Survive First Aid Pty Ltd may arrange for other training, or part thereof, to be provided to students at no (extra) cost as an alternative to refunding course money. Where the Employer agrees to this arrangement, Survive First Aid Pty Ltd will not be liable to refund the money owed for the original enrolment.

### Refunds based upon employer application

All applications for refund must be made in writing by way of the 'Application for Refund' form (Appendix 6) and submitted to the CEO.

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

The assessment of refund applications shall 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

### Further Information

#### Survive First Aid Pty Ltd Address

Po Box 94, Red Hill South, Victoria 3937

Ph: 03 5989 2369

Website: [www.survivefirstaid.com.au](http://www.survivefirstaid.com.au)

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

#### Australian Skills Quality Authority

- o Melbourne—Level 6 595 Collins Street

Ph: 1300 701 801

Website: [www.asqa.gov.au](http://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 personal information changes during enrolment with Survive First Aid Pty Ltd, please notify us as soon as possible. A 'Change of Details Form' can be provided by student administration 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 either the employer or employee wishes to withdraw from the training with Survive First Aid Pty Ltd, please complete a 'Withdrawal Form'. The withdrawal form can be provided by student administration 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 5).

# 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

Telephone:            1300 701 801

Email:                [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

Website:             [www.asqa.gov.au](http://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.

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



## 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](mailto:support@survivefirstaid.com.au)

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

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### 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](mailto:support@survivefirstaid.com.au)

<b>Course Details</b>	Qualification:						
	Traineeship?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
	Course Withdrawal Date:						
<b>Student Details</b>	Student First / Given Names:						
	Surname:						
	Street Address:						
	Town / Suburb:		State:		Post code:		
	Email Address:						
<b>Reason for Withdrawal</b>	<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						
<b>Employer Details If Applicable</b>	Business Name:						
	Employer Contact:						
	Street Address:						
	Town / Suburb:		State:		Post code:		
<b>Notification received from: For Traineeships employers must sign off on withdrawal</b>							
(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: \_\_\_\_\_