



SPECIALISTS IN EMERGENCY CARE TRAINING AND EQUIPMENT

ABN: 79 066 469 163

Registered Training Organisation No: 5919

PO Box 81N North Cairns QLD 4870 Australia

STUDENT HAND BOOK

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CODE OF PRACTICE

Access and Equity

Programs designed by First Response Australia, and wherever possible the facilities used, are set up in order to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients. First Response Australia provides an inclusive environment for learning and people are not discriminated against on the basis of race, sex, age, disability, marital status or pregnancy.

Appeals/Complaints

First Response Australia has specified appeal and complaint mechanisms, which are made available to all participants. Please contact First Response Australia for further information on this process.

Client/Participants Roles and Responsibilities

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Unacceptable behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- continued absence at required times.

Any person who is asked to leave a session or course has the right of appeal through our complaints/ grievance process

Course/Program Information:

Accurate information will be provided to training participants prior to commencement of training, which clearly establishes:

- Fees and Registration
- Admission criteria and procedures
- Refund policy
- Certification to be issued on successful completion of training
- Arrangements for Recognition of Prior Learning
- Appeals and Grievances
- Participant support services
- Proposed outcomes to be achieved by the participants.

Educational Standards:

First Response Australia has developed organisational and managerial policies, which ensure that high professional standards are maintained in the marketing, and delivery of training and which safeguard the professional development and welfare of participants. To ensure appropriate training First Response Australia works to:

- Develop, extend and improve learning opportunities for people working in emergency medical response situations in urban, regional, rural and remote communities and localities.
- Maintain approved Quality Management practices.
- Implement a plan for research and development to identify training needs.
- Identify training in specialised areas.

Guaranteeing

First Response Australia will honour all guarantees outlined in this Code of Practice.



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Marketing:

First Response Australia endeavours to market training and training resources with integrity, accuracy and professionalism.

National Recognition:

National recognition is the process that recognizes Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment, issued by other Registered Training Organisations (RTO's), enabling individuals to receive national recognition of their achievements.

To receive credit for previous study, participants need to be enrolled in a program with FRA and provide certified copies of previously obtained qualifications; statements of attainment or statement of results. Participants must also provide evidence that this previous training is still current; this can be achieved by submitting a resume supporting your experience in these learning outcomes

Privacy and Confidentiality:

The Department of Employment and Training may use personal information collected as a result of your enrolment, for statistical requirements for vocational education and training statistics. FRA may also use this information for future planning, reporting, communication, research, evaluation and auditing and marketing. Only authorized FRA staff have access to this information

Recruitment:

First Response Australia ensures trainers involved in the training of their courses and programs are appropriately qualified to train and assess to the extent stated of the competencies and outcomes of the courses/programs. FRA supports equal opportunity and access and equity policies and trainers are selected for their qualifications, industry experience, proficiency and aspirations.

Refund Policy:

First Response Australia's refund policy contains guidelines for guaranteeing the refund of fees to participants should First Response Australia cancel or discontinue a training program for any reason, or should a participant withdraw from the training program for a good reason. The following is a summary of that policy.

- Fees are payable before course commencement, with the exception of account customers.
- Cancellations and transfer of bookings will be accepted if advice is received no later than five working days prior to course commencement. A refund will then be issued by cheque less a 20% administration fee. No refund is given for cancellations received after this date.
- Transferred bookings will only be valid for 3 months, thereafter a new course and full fees will be required.
- Clients may elect to send an alternative person at no extra charge.
- FRA may cancel or postpone courses with insufficient enrolment.
- Should FRA cancel any course all course fees will be refunded.

For our refund details relating to our Certificate III and IV level programs, refer to the participant induction kit for those programs.

Sanctions:

First Response Australia understands that as a Registered Training Provider we are obliged to meet the obligations of this code or supporting regulatory requirements.



ASSESSMENTS

To show you are competent in the course or program you are enrolled in with FRA, you will need to provide evidence of your competence. This is usually obtained at the end of your training in the way of an assessment.

Types of assessment tasks required to be completed to show competence may take the form of:

- Questionnaires
- Case Study tasks
- Portfolio's
- Role Plays
- Observations

Other forms of assessment can take place via:

- Phone interviews
- Recognition of prior learning and current competency
- Where geographically possible, observation in the workplace

If required, you may have up to 3 attempts at each assessment task and will be provided with constructive feedback and direction after each attempt.

If you are not happy with any of the results from the marking of your assessments, you have the right to apply for reassessment. Reassessment can be arranged by contacting FRA either by phone, email or in person within 7 days of your assessment result.

LAWS AND LEGISLATION

FRA complies with Federal and State legislation including but not limited to:

Workplace Health and Safety Act 1995 - *The objective of this Act is to prevent a person's death, injury or illness being caused by a workplace, by work activities or by specified high risk plant.*

The Privacy Act 1988 - *An Act to make provision to protect the privacy of individuals, and for related purposes in accordance with the National Privacy Principles.*

Copyright Act 1968 - *An Act relating to copyright of materials and the protection of certain performances, and for other purposes.*

Anti Discrimination Act 1991 - *An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.*

Human rights and Equal Opportunity Commission Act 1986 - *An Act to establish the Human Rights and Equal Opportunity Commission to make provision in relation to human rights and in relation to equal opportunity in employment, and for related purposes.*

The Vocational Education, Training and Employment Act 2000 - *An Act to provide for vocational education, training and employment.*

Public Health Act 2005 - *The aim of this Act is to protect and promote the health of the Queensland public. The Act provides the basic safeguards necessary to protect public health through cooperation between the State Government, local governments, health care providers and the community.*