



ABN 89 156 254 830



# PARTICIPANT HANDBOOK

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# WELCOME TO NATIONAL FIRST AID TRAINING INSTITUTE

This information handbook outlines the rights and responsibilities of participants undertaking training with National First Aid Training Institute. The purpose of this handbook/booklet is to help you understand what our courses are about, what you will need to do to successfully complete the course, and how we can help you.

Please take the time to read this information as it covers your rights in relation to refunds, what to do if you have a complaint or criticism, and what we expect from you as one of our course participants.

We sincerely hope you have a great time on the course and learn lots of practical information. By the end of the course, we believe you will feel confident and capable in any first aid or safety situation.

Your role on the course is to engage in the training sessions to the best of your ability and communicate any challenges you may encounter with your trainer.

## OUR MISSION

The National First Aid Training Institute team inspires its corporate and general public clients to have the confidence to apply practical first aid in the real world by creating a fun-filled learning environment.

If you have any queries regarding this information, please contact the National First Aid Training Institute Head Office by phoning 1800 851 819 or email [admin@nfti.com.au](mailto:admin@nfti.com.au).

### DISCLAIMER

This information is provided to you in conjunction with your formal enrolment. The guidelines apply to all National First Aid Training Institute's training programs.

Please read this information carefully before enrolling in the course of your choice.

## ENROLMENT

Course registration can be easily done by phone, email or on our website. Once you have reserved your place in the course, we will contact you with a booking confirmation and payment options. Your place will be temporarily reserved pending payment. Once payment is received, your position on the course is confirmed and you will be issued a receipt and booking confirmation.

## COURSE INFORMATION

COURSE CODE	COURSE NAME	DURATION	
		Online Theory	Practical
HLTAID011	Provide First Aid (E-learning)	Up to 4 hours	6 hours
HLTAID012	Provide First Aid in an Education and Care Setting (E-learning)	Up to 4 hours	7 hours
HLTAID009	Provide cardiopulmonary resuscitation		2 hours
HLTAID009 22556VIC 22578VIC	<b>BUNDLE</b> Provide cardiopulmonary resuscitation Asthma Anaphylaxis		3 hours
UETDRRF004	Perform rescue from a live LV panel		3 hours
HLTAID015	Provide advanced resuscitation and oxygen therapy		4 hours
HLTAID014	Provide Advanced First Aid	Up to 4 hours	16 hours

## COURSE COSTS AND BOOKING

To find out more about the cost and booking one of our courses, please visit the National First Aid Training Institute [website](#).

Alternatively, you can contact our office on 1800 851 819 or email [admin@nfti.edu.au](mailto:admin@nfti.edu.au).

## UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier (USI) was introduced on 1<sup>st</sup> January 2015. The USI creates an online record for each participant for any accredited training completed, whether this be short first aid courses, TAFE certificates, or university studies. The USI register allows you to print or email a record of all your training completed to supply to current or potential employers. It also ensures that you have a current record of all your training so any records are not lost.

You will need to provide National First Aid Training Institute with your USI in order to receive your Statement of Attainment. If you need to create a USI, please go to our website [www.nfti.edu.au](http://www.nfti.edu.au), where you will find further information and a link to the USI website.

National First Aid Training Institute are now issuing a digital Statement of Attainment following successful completion of any accredited National First Aid Training Institute course. If you require a hard copy of your certificate, please let us know.

## REFUNDS AND CANCELLATION FEES

If the course is cancelled for any reason or the course is full by the time payment is received, a full refund or transfer to another course (if mutually acceptable) will be offered to all participants.

Should you wish to cancel your enrolment for any reason prior to the commencement of the course, a refund may be issued as shown below:

TIMING OF REQUEST	AMOUNT REFUNDED
A cancellation request is received at least two days (48 hours) before the course is due to commence	Full refund
A cancellation request is received some time in the 48 hours prior to course commencement	Full refund minus a \$30 administration fee
A cancellation request is received after the course has started	No refund offered

# ASSESSMENT PROCESS

## Competency based assessment

To determine whether a person is competent they must be assessed against a set of criteria. National First Aid Training Institute uses a competency-based approach, which allows us to use a variety of assessment methods to support the learning needs of our participants. We feel that it is important for you to get the chance to gather evidence and/or demonstrate your skills to the trainer that shows you can competently perform in your role and meet the nominated unit requirements when under assessment.

For you to demonstrate that you are competent, you must be able to satisfactorily demonstrate the completion of competency-based scenarios and tasks during our courses. Examples of assessment may include:

- Completion of online course material
- Attending and participating in scheduled training classes/lessons
- Practical activities and written tasks within the classroom sessions.

However, as required for competency-based training and assessment, the assessment method can be altered to suit the learning needs of individuals. Please talk to your trainer if you feel that the way you are being trained and/or assessed is not suited to you. We can offer assistance in a variety of participant situations. For example, if you don't feel comfortable with online learning, we can provide you with paper versions for you to complete.

Across our courses, practical assessments may include demonstration of skills in bandaging, handling of conscious and unconscious patients, CPR, and scenario/role plays. This can involve considerable work on the floor, so it is extremely important that you let the Trainer know if you have any physical disabilities or injuries that need to be taken into consideration. It is recommended that participants have sufficient proficiency in English and visual interpretation skills to complete the training.

Please note that the Training Package unit for CPR specifically states that participants will need to demonstrate two minutes of CPR on a mannequin on the floor. If you have limited mobility or have a current injury, please contact us to discuss this further.

## Possible Assessment Outcomes

In competency-based assessment for the unit in which you are enrolled, you will receive one of two (2) outcomes for the assessment events in our courses:

- **Competent (C):** meaning the participant has satisfactorily fulfilled all assessment requirements from the course and a Statement of Attainment (SOA) can be issued if National First Aid Training Institute have been supplied with a valid USI.
- **Not Yet Competent (NYC):** meaning the participant must undergo a re-assessment, as they have not yet been able to satisfactorily demonstrate

some or all of the competencies required for accreditation during the course assessment. Re-assessments can be arranged through the National First Aid Training Institute's Head Office. If required, please contact them on 1800 851 819 to discuss the additional fees involved, and to schedule a reassessment time.

Please note that all accredited National First Aid Training Institute courses contain both a written and practical assessment. You must be deemed competent in both assessments to receive a Statement of Attainment.

Your trainer will endeavour to help every participant reach his/her personal goals, in relation to achieving the qualification sought. However, the participant's effort must represent that he/she is also determined to complete training successfully. If this is not the case, withdrawal from the course and/or cancellation may be the consequence. So always try your best, follow instructions, policies and procedures – and if unsure, ask before you take action.

## ASSESSMENT APPEALS/ASSESSMENT GRIEVANCE

If you feel that you have been assessed unfairly or have a grievance regarding your training and/or assessment, in the first instance you should discuss this with your trainer. If you wish to lodge a formal assessment appeal/grievance, you should either contact the National First Aid Training Institute Head Office or refer to the Complaints Policy at [www.nfti.edu.au](http://www.nfti.edu.au).

## PARTICIPANT SUPPORT

Many people are concerned about undertaking training again, particularly if it has been a few years since leaving school, or because of difficulties with reading or writing, or perhaps physical ailments. Our task is to assist you in every way to achieve success on the course so please help us to help you by fully informing National First Aid Training Institute on enrolment of any special needs/requirements or concerns you may have. You should ideally discuss this with the administration team at the time of booking or bring it to the attention of your trainer before the course starts.

## BEHAVIOUR ON COURSE

We want everyone to have an enjoyable learning experience while undertaking our courses and expect participants to behave in a respectful manner towards each other and the trainer. Any behaviour that negatively impacts other participants will not be tolerated and will result in the participant's removal from the course. This includes any participant who is adversely affected by drugs and alcohol.

## SMOKING

Laws in Australia prohibit smoking inside workplaces, commercial outdoor eating areas, or within 4 metres of any outdoor commercial building entrance.



## RECORDS AND PRIVACY

Your records are securely stored and are freely available to you upon request. All information about you is considered confidential and will not be released to any other person without your written consent.

## CERTIFICATES

On successful completion of your course, National First Aid Training Institute will issue a Statement of Attainment, stating the course and listing each unit successfully achieved. The qualification is linked to a registered accredited course or Nationally Recognised Training Package. You will receive a digital Statement of Attainment by email. Should you require a hard copy, please request one at the course. Printed replacement certificates can be issued for a fee of \$10.00 per certificate. Please contact the office should you need a certificate issued.

## CREDIT TRANSFER

NFTI recognizes the AQF qualifications and Statements of Attainment issued by any other RTO and gives credit for these towards an award, where appropriate.

NFTI delivers individual units of competency rather than full qualifications. These units of competency remain valid for a set period, after which they expire and the unit must be competed again. As such, NFTI does not generally offer Credit Transfer for standalone units.

Some units of competency that NFTI delivers have other units contained inside them. Where the assessment requirements for the unit of competency contains the assessment requirements for the included unit, Credit Transfer will not be accepted. You will need to discuss with the admin team at Head Office whether Credit Transfer is available in your situation.

## CHILDREN

We offer non-accredited parents first aid courses, where we welcome babies up to the age of 10 months. We also offer a children's first aid course for kids aged 9-14 years of age. To attend accredited first aid courses, a child must be a minimum of 12 years old and sufficiently mature to participate in an adult learning environment for the duration of the course. They must also have sufficient physical strength to perform CPR compressions continuously for a minimum of 2 minutes and either be accompanied by an adult or have written parental permission. Approval for children to participate will be given on a case-by-case basis.

For our accredited first aid and CPR training sessions we cannot allow children or babies to attend. These sessions are designed to be an adult learning environment. We do not have suitable facilities for baby changing or childcare. We can't guarantee the health and safety of children or babies during these sessions, due to the nature of the scenarios and heavy equipment.

## RECOGNITION OF PRIOR LEARNING (RPL)

Participants can apply for Recognition of Prior Learning (RPL). RPL is a process through which experience in the workplace, voluntary work, social or domestic activities, through informal or formal training or other life experiences, can be evaluated via a recognized process. This information is used to gather evidence that the participant is “competent” in the requirements of whole unit/s. The evidence must be current for the participant’s application to be approved. Applications must be submitted at enrolment or soon thereafter for processing.

NFTI as an RTO recognizes that competencies can be achieved in several ways, including:

- formal and informal training
- previous work experience
- voluntary work, and
- general life experience

Where you feel that you have already achieved the required level of competency (via any of the above methods), an application for RPL can be obtained from NFTI. This must be done at the time of enrolment.

Strict guidelines apply and evidence will need to be gathered by you to be successful in gaining Recognition. Examples of evidence required for successful application for RPL include:

- work history
- letters from employers – previous and current
- demonstration of skills acquisition
- photographs
- video recordings
- letters from customers/clients
- letter/statements from other educational institutions, and
- references

Where an applicant feels they can demonstrate current competency in the unit of competence they may apply for an RPL assessment by contacting NFTI.

Please note that the RPL process attracts a fee. You will be given fee information for the relevant unit/s prior to making formal application.

## RELATED LEGISLATION

We must inform all applicants of their obligations in relation to the following legislations, applicable to their training program and role as a participant within a national qualification:

- Occupational Health & Safety Act/Workplace
- National Vocational Education and Training Regulator Act 2011
- Protected Disclosure Act
- Applicable Anti-Discrimination, Harassment Workplace Bullying Acts, procedures and policies

- Manual Tasks Code of Practice, Australian Standards and Safe Work at Heights
- Any RTO related policies, procedures, or protocols
- First Aid Code of Practice

## ROLE OF THE PARTICIPANT

The participant has a responsibility to:

- provide all documentation/undertake actions required at time of enrolment
- treat others with courtesy, respect, and fairness
- respect the safety, wellbeing and property of others
- refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others
- respect NFTI resources and facilities
- participate actively and positively in learning and assessment activities
- make NFTI aware of any issues that may impact on your training and assessment and seek assistance **when needed**.

## ROLE OF THE RTO

The RTO has the responsibility to:

- facilitate the RTO component of the training process with participants and training providers
- adhere to all legal requirements within the VET Framework
- adhere to all reporting requirements within the VET Framework and also RTO policies, procedures and protocols
- inform participants and/or employers of their responsibilities via inductions, information handbooks and course materials
- assess individual training requirements of participants to identify special needs
- support participants and employers throughout the NFTI courses by:
  - coaching and mentoring of participants throughout the training process where required
  - providing training and assessment materials, information and instructions for participants to complete training and assessment
  - coordinating the issuance of certification upon successful completion
  - being available by telephone and email to handle any concerns
  - customising modules and/or courses to suit the individual/business learning requirements, within reason and ensuring that learning and assessment requirements are met
  - reporting to applicable regulatory bodies as required to summarise participation, assessment outcomes and client management, and
- issuing a Statement of Attainment to all participants who successfully complete the assessment requirements of their course.

## RTO GUARANTEE

Upon accepting an enrolment, NFTI confirms that it:

- guarantees that in the event we are unable for any reason to deliver training that has been paid for in full, we will refund the course fees or make alternative arrangements for the training
- agrees with and understands the terms and conditions as set out in this handbook and the enrolment process and confirms the accuracy of the information which has been supplied, and
- understands the obligations as per the National Vocational Education and Training Regulator Act 2012, Standards for Registered Training Organisations 2015 <https://www.legislation.gov.au/Details/C2017C00217>.

## PARTICIPANT CONSENT

Upon undertaking an enrolment, you confirm that you:

- agree with and understand the terms and conditions as set out in the information handbook and the enrolment process and confirm the accuracy of the information which has been supplied by you
- have read and accepted the terms, obligations, and conditions as set out in the Information Handbook
- understand your obligations within the course
- acknowledge that the RTO will verify or supply information about you to State and Federal Government Agencies and/or Agencies authorised by these bodies. Consent to information being supplied to the National Centre for Vocational Studies (NCVER) and/or Agencies authorised to undertake surveys by the Government
- understand that your enrollment does not guarantee competency, certification and/or completion of the requirements within the course, and
- understand that non-completion of the training course may result in termination of your enrolment and therefore may result in a NYC outcome at assessment.

## GENERAL FEEDBACK

Our team constantly seeks to achieve greater client satisfaction. A vital part of this goal is feedback from you about the course structure, administration and the trainer and his/her presentation.

The Course Evaluation Sheet will allow you to cover most general areas or criticisms. Apart from this feedback, if you have any minor issues or suggestions that you feel could improve the course, please feel free to raise them with the instructor at the time or email [admin@nfti.edu.au](mailto:admin@nfti.edu.au). We welcome your feedback.

## COMPLAINTS/APPEALS

NFTI treats all complaints very seriously and confidentially. We will always

endeavour to resolve the issues of contention as quickly and painlessly as possible. Either go to your trainer directly, or if that is unacceptable to you, contact NFTI directly so that we can fully explain the processes to you.

### **Making a Formal Complaint**

There may be occasions when issues or complaints that have been raised with your trainer have not been resolved, or when a serious issue arises that you believe warrants the lodgment of a formal complaint.

Only written complaints will be investigated and may be submitted on this form, either through the Trainer or directly to the RTO Manager (this form is provided for you on the back page).

### **Complaint Considerations**

All complaints are taken seriously, and NFTI will work in a positive and constructive manner, acceptable to all parties, to ensure resolution of any conflicts:

- contact between parties will only occur with mutual consent
- confidentiality will be maintained in every step of the process
- a complainant will be entitled to a support person who may be involved in all discussion/meetings at any stage of the resolution process
- persons who have had a formal complaint lodged against them will have a right of reply at all stages of the process, and
- persons lodging a formal complaint shall be entitled to either stop the process or withdraw their complaint at any time.

### **Complaint Resolution Procedure**

1. All formal complaints must be submitted to the RTO Manager detailing the nature of the complaint and any steps already taken to resolve the issue.
2. A response to a written complaint is required within 2 business days indicating receipt of the complaint.
3. A neutral party will be appointed to investigate the complaint.
4. NFTI team members will be given a copy of the complaint and are required to respond in writing within 5 business days.
5. NFTI Management (or an appointed representative) will fully review the events, including by telephone or personal interviews, to determine their findings.
6. A written response will be sent to all parties concerned detailing the outcome of the investigation and any actions taken as a result of the findings.
7. Any party has the right of appeal if not satisfied, but if no notification of appeal has been received within 5 business days of the written decision, the result is considered final.

If any party is not satisfied with the findings of the General Manager and you are unable to reach a satisfactory outcome with NFTI, an independent review may be conducted. If following an independent review you are still not satisfied, you may lodge a complaint with Australian Skills Quality Authority (ASQA) at <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

# COMPLAINT LODGEMENT FORM

Please use this form to detail your concerns. If more space is required, please attached additional pages.

Your Name:			
Phone:	W:	H:	M:
Trainer's Name:			
Date:			
Time:			
Venue:			
Summary of Concern or Incident:			
Steps already taken to resolve the issue by all parties concerned?			