

Participant Handbook

St John Ambulance Western Australia Ltd

St John RTO No. 0392



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St John operates as a Registered Training Organisation under the name of
 The College of Pre-Hospital Care
 National RTO No. 0392
 Web: <http://training.gov.au>

Modification History			
Superseded version	New Version	New Version Date	Changes
Version 5	Version 6	June 2018	Privacy Notice included
Version 4	Version 5	January 2018	Insertion of ASQA information.
Version 3	Version 4	July 2017	Hyperlinks and legislation update
Version 2	Version 3	June 2016	To reflect the change to the National Training Complaints Hotline email address
Version 1	Version 2	May 2016	Document updated to reflect new RTO processes
Not Applicable	Version 1	July 2015	Document created
File Path:	St John RTO Participant Handbook January 2018 Version 6.docx		

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Welcome

Welcome to St John Ambulance Western Australia Ltd (St John), a world class provider of pre-hospital care in Western Australia.

We are a charitable, non-profit, humanitarian company focused on making first aid a part of every Western Australian's life. We are also proud to deliver a high quality Ambulance service for the State.

St John has been running the Western Australian Ambulance service for more than 90 years and teaching first aid for over 120 years.

Here at St John we value every person on our team, as it takes the committed effort of each and every one of us to achieve our mission every day.

This Participant Handbook outlines a range of processes, procedures and information designed to support, assist and guide participants through their chosen course of study.

We are confident that we will provide an exciting learning experience and look forward to assisting participants to learn and develop new skills and knowledge, and achieve their learning outcomes.

About St John

Our purpose for being in Western Australia is for the unique contribution that we make in serving humanity and developing resilient communities in this State.

We will achieve our purpose when we:

1. Make first aid a part of everyone's life; and
2. Deliver high quality cost effective ambulance services to Western Australia.

Choose St John RTO and support your Community

Every time that you purchase a service or product from St John, you are not only receiving the best quality product or service available, you are also helping us to provide the Western Australian community with vital lifesaving services at no cost. We do this through a variety of initiatives, such as:

- ▶ **We've provided free first aid training to more than 500,000 school children**
 - By choosing St John, you've contributed to training over half a million school children in first aid, free of charge.
- ▶ **We maintain a state-wide network of defibrillators**
 - By choosing St John, you're supporting our Community First Responder program, which maintains the locations of defibrillators and a contact person across WA. This means we're able to empower bystanders to assist victims of sudden cardiac arrest in the vital minutes before paramedics arrive.
- ▶ **Over 5400 volunteers donate 3.5 million hours every year**
 - That's over \$200 million worth of work that our volunteers contribute to the WA community. They are your regional Volunteer Ambulance Officers, your First Aid Officers at events as well as Trainers helping to deliver free first aid training to school children across the state.
- ▶ **We provide free Community Ambulance visits**
 - When you choose St John you help provide free Ambulance visits to all school aged children, which help children feel safe and secure if they ever need to travel in an Ambulance.
- ▶ **We provide free first aid training in communities all over WA**
 - By choosing St John for your first aid services and training, you are helping us to provide free first aid training sessions at local events, in public places and for community groups throughout the state. You are helping make first aid training accessible to more people and are assisting us in making first aid a part of everyone's life.

1. St John Registered Training Organisation (RTO)

St John Ambulance Western Australia Ltd (St John) operates as a Registered Training Organisation (RTO) under the name of the College of Pre-Hospital Care (CPHC) No.0392.

St John RTO is registered with Australian Skills Quality Authority (ASQA). The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

St John RTO adheres to:

1. Standards for Registered Training Organisations (RTOs) 2015
Link: <http://www.comlaw.gov.au/Details/F2014L01377>
2. The National Vocational Education and Training Regulator Act 2011
Link: <https://www.legislation.gov.au/Details/C2011A00012>
3. VET Quality Framework
Link: <https://www.asqa.gov.au/vet-registration/understand-requirements-registration>
4. Australian Qualifications Framework (AQF)
Link: <http://www.aqf.edu.au/>
6. Training Package Requirements
Link: <http://training.gov.au/Home/Tga>
7. The Australian Skills Quality Authority (ASQA) Guidelines and Regulatory Requirements
Link: <https://www.asqa.gov.au/>

St John RTO's Scope of Registration can be accessed on:
<http://training.gov.au/Organisation/Details/0392>.

2. Terms and Conditions

All St John RTO No. 0392 prospective and existing course participants are required to familiarise themselves with the terms and conditions set out in this Handbook.

St John RTO No. 0392 recommends that you always refer to the online version of this document to ensure that you are receiving the most up to date information.

This Handbook is available from our website <http://www.stjohnambulance.com.au>

3. Administration Matters

Enrolment Process

Prior to attending any St John RTO course, all participants are required to complete an electronic or paper based Enrolment Form. Successful course enrolment is subject to:

- ▶ Availability; and
- ▶ Sufficient enrolments.

Participant Acknowledgement Declaration

St John RTO is committed to:

- ▶ Providing factual and current information to prospective participants about our courses;
- ▶ Participant rights and obligations, and our obligations and responsibilities to the participant; and
- ▶ Ensuring that the course that you choose meets your individual needs by taking into account your:
 - Skills;
 - Workplace experience;
 - Education; and
 - Any disabilities;

thus enabling you to make informed decisions about which course is appropriate for you.

You will be required to complete a Participant Acknowledgement Declaration on enrolment confirming you have read and fully understood information on:

- ▶ Full Course Code and Titles;
- ▶ Modes of delivery and assessment;
- ▶ Course venues;
- ▶ Pre-enrolment and Enrolment requirements;
- ▶ Education and Support Services;
- ▶ Course Fees and Cancellations;
- ▶ Complaints and Appeals Procedure;
- ▶ Participant Rights and Obligations; and
- ▶ Third Party Providers.

This information and the declaration are available on the St John RTO's website under Terms and Conditions when making a course booking.

Course Fees

Course fees are available on the St John RTO's website or on application of enrolment through First Aid Services and Training (FAST).

Contact details on each Regional area can be found at:

<http://www.stjohnambulance.com.au/st-john/about-us/contact-us#RegionalContacts>

St John RTO reserves the right to determine the course fees payable.

Course fees are payable via:

- ▶ Cash;
- ▶ Credit card;
- ▶ EFT;
- ▶ Cheque or money order; and
- ▶ Invoice or Purchase Order.

All cheques are made payable to St John Ambulance Western Australia Ltd. Payments via invoice or Purchase Orders are available only by prior arrangement with St John.

Current information on course fees can be found on the St John Ambulance WA Ltd website: <http://www.stjohnambulance.com.au/st-john/first-aid-training/first-aid-courses> or by phoning General Enquiries (08) 9334 1233.

Cancellations and Course Transfers

St John RTO has processes in place in the event of the participant wishing to cancel or transfer their enrolment, or if the scheduled course is cancelled.

Current information on cancellations can be found on the St John Ambulance WA Ltd website: <http://www.stjohnambulance.com.au/first-aid-training/participant-information> or by phoning General Enquiries (08) 9334 1233.

For regional areas please contact the sub-centre directly for more information:

<http://www.stjohnambulance.com.au/st-john/about-us/contact-us#RegionalContacts>

The St John RTO Policy No. 16 Course Fees is available on our website at

<http://www.stjohnambulance.com.au/first-aid-training/first-aid-courses?sort=popularity&show=0>

Unique Student Identifier (USI)

From the 1st January 2015 any participant undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) in Australia will need to have a Unique Student Identifier (USI).

This will give access to an online USI account which contains a record of all your nationally recognised training results from the 1st January 2015 onwards.

Once you have created a USI, you will need to provide this at enrolment for each RTO you study with so that your training outcomes can be linked. You will be able to:

- ▶ View and update your details;
- ▶ Give permission for an RTO to view and update your account; and
- ▶ View and download your training records and results in the form of a transcript. This will assist you with job applications and enrolment in further training.

How to Obtain a USI

It is free and easy to create your own USI.

Step 1

Have at least one (1) or preferably two (2) forms of ID ready from the list below:

- ▶ Driver's Licence;
- ▶ Medicare Card;
- ▶ Australian Passport;
- ▶ Visa (with Non-Australian Passport) for international students;
- ▶ Birth Certificate (Australian);
- ▶ Certificate of Registration by Descent;
- ▶ Citizenship Certificate; and
- ▶ ImmiCard.

Important: To ensure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

Step 2

Have your personal contact details ready (such as; email address, mobile number or address).

Step 3

Visit the USI website at: www.usi.gov.au

Step 4

Select the 'Create a USI' link and follow the steps.

Step 5

Agree to the Terms and Conditions.

Step 6

Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7

You should then write down the USI and keep it somewhere handy and safe.

It is important that you complete this process at enrolment. If you have any questions or require assistance you can either:

- ▶ Visit the website www.usi.gov.au to find more information; or
- ▶ Contact the Department of Industry by email: usi@industry.gov.au.

Entry Requirements

Please refer to the course specific information for entry requirements.

Change of Details

If you move address or change your name, you will need to notify St John RTO of the changes. It is important that you provide up-to-date contact details so that course related notifications can reach them.

In the case of a name change, a certified copy of for example a Marriage Certificate issued by the Registry of Births, Deaths and Marriages must be submitted.

Privacy and Access to Training Records

Under the Data Provision Requirements 2012, St John Ambulance (Western Australia) Ltd, RTO No: 0392 is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by St John Ambulance (Western Australia) Ltd, RTO No: 0392 for statistical, regulatory and research purposes. St John Ambulance (Western Australia) Ltd, RTO No: 0392 may disclose your personal information for these purposes to third parties, including:

- ▶ School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- ▶ Employer – if you are enrolled in training paid by your employer;
- ▶ Commonwealth and State or Territory government departments and authorised agencies;
- ▶ NCVER;
- ▶ Organisations conducting student surveys; and
- ▶ Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- ▶ Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- ▶ Facilitating statistics and research relating to education, including surveys;
- ▶ Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- ▶ Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey, which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

It is a mandatory requirement to read and familiarise yourself with the Privacy Policy and answer the question relating to your declaration and consent.

You will have access to your training records on request.

Third Party Providers

St John RTO Third Party Providers are organisations that provide first aid training within selected organisations. If your course is conducted by a Third Party Provider you will be advised on enrolment.

4. RTO Guarantee

St John RTO is committed to providing the training, assessment and access to support services in every accredited course that we offer.

The RTO guarantee applies to all participants who enrol into our courses, have paid their fees and have commenced training.

Our guarantee is that you will receive training, assessment and access to support services that you require to complete your chosen course.

A Statement of Attainment will be issued on successful completion of one or more units of competency, a Qualification Testamur and a Record of Results will be issued on demonstration of competency in a full qualification, plus where you have paid course fees and have supplied St John RTO with your Unique Student Identifier (USI).

5. National Recognition and Recognition of Prior Learning

Credit Transfer

National Recognition comes into place when you provide suitable evidence that they have successfully completed a unit of competency, skill set, or an AQF qualification at any RTO or University.

National Recognition means that St John RTO will provide credit to the units, skill sets or qualifications that you have already been assessed as competent by other RTOs or Universities.

St John RTO will provide a credit transfer for matching Units of Competency or credit.

Please note: Credit Transfer is a recognition process and as such they **DOES NOT** involve assessment.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a form of an assessment of competence of a person.

RPL allows you to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training and costs associated with it.

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses:

- a) Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or Statement of Attainment (for example, a certificate, diploma or university degree);
- b) Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or Statement of Attainment (for example, in-house professional development programs conducted by a business); and
- c) Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the

acquisition of interpersonal skills developed through several years as a sales representative).

Applying for National Recognition and RPL

St John will assist you in seeking National Recognition and Recognition of Prior Learning for formal recognition of their experience, skills and knowledge obtained through either:

- ▶ Formal;
- ▶ Informal; or
- ▶ Non-formal learning.

In order for St John RTO to formally recognise your competencies and award recognition, you will need to demonstrate that you have the skills and knowledge as outlined in the Units of Competency (UoC).

Should you wish to apply for Credit, Credit Transfer or Recognition of Prior Learning (RPL) you will need to:

- ▶ Refer to the St John RTO Policy No. 8 National Recognition and RPL <http://www.stjohnambulance.com.au/first-aid-training/policies-and-standards-for-rtos>
- ▶ Request the relevant RPL Kit/s;
- ▶ Pay fees; and
- ▶ Submit your application.

6. Course Delivery Arrangements

Course Delivery Arrangements

St John RTO offers flexible delivery options in order to meet your learning needs:

- ▶ Blended option: pre-learning and online assessments; with face-to-face demonstration, practise and assessment of required performance criteria and skills and knowledge for the unit of competency/s;
- ▶ Face-to-face training and assessment; and
- ▶ Combination of Recognition of Prior Learning and face-to-face delivery.

Blended Delivery Option

Blended delivery means that a course may be delivered in more than one (1) way; this usually means that you will learn online and complete the theory assessments at your own pace and by attending face-to-face session(s).

You may receive course materials in the following formats, prior to attendance at the face-to-face component of the course:

- ▶ LMS online; or
- ▶ Paper based.

These learning materials must be read, understood and completed prior to attendance at the face-to-face component of the course.

Face-to-Face Option

You will attend training and assessment in a classroom setting where Trainers and Assessors will present the required knowledge and skills. You would then have time to practise new skills and applied knowledge in industry relevant scenarios to meet your training needs.

Combination of Recognition of Prior Learning and Face-to-Face Option

St John RTO provides Recognition of Prior Learning (RPL) to all courses offered. If you believe you have the skills and knowledge to meet the outcomes of the Unit of Competency offered you are invited to apply for RPL.

If a gap is identified after a formal RPL assessment, you will have an option to join face-to-face training to meet the requirements of the Unit of Competency.

7. Assessment Arrangements

Participant Identification Check

Prior to undertaking any assessments, you will have to be formally identified. You will be required to identify yourself on at least three (3) different occasions:

1. Upon course enrolment;
2. When undertaking online assessments; and
3. When attending face-to-face session, but prior to undertaking any assessment activity.

For online assessment requirements you:

- ▶ Will be allocated a logon and password; and
- ▶ Required to sign a declaration prior to commencing your assessment.

For classroom assessment arrangements, the identification usually takes place first thing in the morning when you need to produce preferably photo evidence (i.e. drivers licence) or another acceptable form of identification to the Trainer and Assessor or Volunteer First Aid Assistant.

Failure to produce an acceptable form of identification will result in re-scheduling of the assessment.

Assessment Pathways

St John RTO offers flexible assessment pathways in order to meet your different learning needs:

- ▶ Pathway 1: Training and Assessment Pathway;
- ▶ Pathway 2: Up front Assessment or Recognition of Prior Learning and Challenge Testing; and
- ▶ Pathway 3: Combination of Pathway 1 and Pathway 2.

The assessment tasks in each course will vary however both knowledge and skills will need to be demonstrated to meet the Unit of Competency requirements.

Depending on the requirements of the Unit of Competency, you may be assessed using a selection of the following methods:

- ▶ Written Assessment:
 - eLearning;
 - Classroom based;

- Case Studies; or
- Projects.
- ▶ Practical Assessment:
 - Observation of Skills Demonstration;
 - Case Studies;
 - Projects; or
 - Verbal Questioning.
- ▶ Recognition of Prior Learning: work and life experience gathered evidence; and challenge testing.

Full information about assessments will be available in the Learning Management System (LMS).

Assessment Plan

An Assessment Plan is the “what, when and how” of your assessments. It prepares you for the assessment activities. Furthermore, an Assessment Plan outlines any additional assistance you may require in order to undertake your assessment tasks.

There are two (2) Assessment Plan options:

1. A paper based Assessment Plan option – utilised when a course is delivered without an LMS content; and
2. LMS implied Assessment Plan option– utilised in LMS where the layout of the Participant page visually indicates the Assessment information and requirements.

Before undertaking any assessment activity, you are required to discuss and sign an Assessment Plan with your Trainer and Assessor.

The Assessment Plan outlines detail such as:

- ▶ Units of competency;
- ▶ Assessment methods;
- ▶ Assessment evidence;
- ▶ Dates of assessment; and
- ▶ Reasonable Adjustment (additional) assistance (if required).

Assessment or Achieving Competency

Benchmark in assessing your competence is a Unit of Competency. Units of Competency can be found on: www.training.gov.au website. Units of competency have a number of requirements:

- ▶ Performance criteria;
- ▶ Assessment requirements; and
- ▶ Foundation Skills requirements.

Competency based training is based on the concept that people can learn transferable skills and most training is transferable.

Competency based assessment is a process where an Assessor works with a participant to collect evidence of competence, using the benchmarks provided in the Training Packages in the form of units of competency, skill sets or qualifications.

For you to be assessed as competent, you need to demonstrate the ability to perform tasks and duties to the standard expected in the workplace.

For each skill and/or assessment, you will either be deemed:

- ▶ Requirement Meet (RM); or
- ▶ Requirement Not Met (RNM) for their demonstrated skills or knowledge.

To meet the skills and knowledge requirements, you will:

- ▶ Be assessed against the entire unit of competency;
- ▶ Be assessed over a period of time (during the course) and/or range of scenarios;
- ▶ Demonstrate each skill and knowledge successfully; and
- ▶ Achieve full competency.

The final outcome for achieving competency for a Unit of Competency is marked as Competent (C).

The final outcome for NOT achieving competency is marked as Not Yet Competent (NYC).

Re-assessment

If you are deemed Not Yet Competent (NYC) after your second assessment attempt the Assessor will provide information on how to arrange a re-assessment.

Foundation Skills

Foundation skills are core or essential skills we all need to engage successfully in work and life.

The term 'Foundation Skills' include:

- ▶ Core skills such as: reading, writing, oral communication, numeracy and learning; and
- ▶ Employability skills critical for effective performance in the workplace such as: communication, team work, problem solving, initiative and enterprise, planning and organising, self-management, learning and technology.

Foundation skills underpin vocational learning and skills development of each participant. Foundations skills are embedded in the Units of Competency.

Assessment Submission

If you need to submit your assessment activities (it applies mainly to full qualifications), you are required to submit your assessment tasks via LMS.

Partially completed or incomplete submissions will not be accepted and will be returned to you for re-submission.

Reasonable Adjustment

Reasonable adjustment refers to actions taken to provide a participant with a disability the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for St John RTO and must be allowable within rules defined in the Training Package.

A person with a disability has the same right to study at any educational institution as any other person. It is unlawful for an education service provider to discriminate against someone because of their disability.

If a person with a disability meets the necessary course entry requirements, they should have just as much chance to study there as anyone else.

The determination of “reasonable” requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.

Provision of Language, Literacy and Numeracy (LLN)

Language, literacy and numeracy (LLN) skills underpin almost all areas of work and influence the performance of workplace tasks.

Being a part of the Foundation Skills, LLN is embedded in the Units of Competency/Training Package and as such it is approached as an integral part of the Unit and learning in general.

If you require assistance with LLN or require an interpreter, you need to inform St John RTO office prior to the course commencing.

Should you need assistance with LLN during the face-to-face session, you will need to approach your Trainer and Assessor on the day and discuss it with them.

Special Considerations

Short Courses Extension Requests

Special consideration is only given in serious and exceptional circumstances that are beyond your control and when these circumstances prevent you from performing an assessment.

You are required to submit a request for special consideration in writing to the Trainer and Assessor in sufficient time prior to your assessment date for a decision to be made. Applications without this supporting documentation will not be considered (for example; medical certificate, statutory declaration, and so on).

Extension and Expiration of Full Qualifications

You will be considered for a six (6) month course extension (applies to full qualifications only) without incurring additional fees. Subsequent requests for extension will not be granted and you will be required to re-enrol subject to qualification availability.

If you do not complete all of the requirements in your course by the required deadline (and have not applied for an extension), your enrolment will be treated as expired.

If you wish to continue with the course you will need to re-enrol and pay the full qualification fee.

8. Certification

A Statement of Attainment or Qualification will be issued upon:

- ▶ Successful course completion;
- ▶ Receipt of validated USI number; and
- ▶ Full payment of course fees.

Successful completion of a short course (of minimum one Unit of Competency) or incomplete qualification will result in the issuance of a Statement of Attainment only.

A Qualification will be issued for successful completion of all course requirements associated with a qualification. A Qualification is accompanied by a Record of Results document which lists all units of competency associated with the qualification.

Replacement Certification

Any request for additional hard copies of certification documentation will attract a fee. Please contact our office for more details.

9. Complaint and Appeals Process

Should you be deemed Not Yet Competent (NYC), or you wish to lodge a complaint or appeal you will have an opportunity to discuss the decision with your Trainer and Assessor.

Complaints: relates to training delivery, course conduct, conflicts and general complaints. Failing satisfactory resolution your Trainer and Assessor will forward your complaint to their Line Manager. You will be able to discuss your issues with them.

Failing satisfactory resolution you will be able to lodge a written complaint, via the St John Ambulance Western Australia website Complaint system:

<http://www.stjohnambulance.com.au/st-john/about-us/contact-us/feedback-complaints>

- ▶ Refer to the St John RTO Policy No. 17 Complaints and Appeals
<http://www.stjohnambulance.com.au/first-aid-training/policies-and-standards-for-rtos>
- ▶ Within five (5) working days you will be sent an acknowledgement of your complaint. The issue will be investigated and you will be advised in writing of the outcome; and
- ▶ The complaint will be dealt with within thirty (30) working days of receipt of a written complaint or appeal.

Appeals: are solely for competency decisions.

Appeals for Observation Checklists completed via the Learning Management System (LMS) are lodged via the LMS at the time of competency discussions with the Assessor. Failing satisfactory resolution your Trainer and Assessor will press the appeals button in LMS.

For all other assessment decisions you will be able to lodge a written complaint, via the St John Ambulance Western Australia website Complaint system:

<http://www.stjohnambulance.com.au/st-john/about-us/contact-us/feedback-complaints>

- ▶ You will receive an email stating your appeal has been acknowledged and the issue will be investigated; and
- ▶ The appeal will be dealt with within thirty (30) days of receipt

If the matter is not resolved satisfactorily, you may contact the National Training Complaints Hotline on 13 38 73 or email: NTCH@education.gov.au for an independent review.

10. Participant Services and Support

St John RTO will identify the need, offer access and information about Education and Support Services to its course participants.

St John RTO will identify your education and support needs by:

- ▶ Requesting that you complete a declaration that you have received sufficient information to make a judgement about a course that meets your individual needs;
- ▶ Informing St John RTO Trainers and Assessors of your needs prior to course commencement;
- ▶ Identifying your needs when negotiating an Assessment Plan; and
- ▶ Discuss the need for support in consultation with a St John RTO Trainer and Assessor.

St John RTO will provide following in-house support services free of charge:

- ▶ Pre-enrolment materials;
- ▶ Mentoring sessions if you are undertaking a full qualification;
- ▶ Limited IT Support;
- ▶ Learning materials in large print on request;
- ▶ Contextualised skills practise and assessment scenarios to meet your individual needs;
- ▶ Consultation with St John RTO Trainers and Assessors on request;
- ▶ Reasonable adjustment during assessment; and
- ▶ Limited language, literacy and numeracy support.

St John RTO will provide information of external support services which may have eligibility accrue a fee:

- ▶ WA Deaf Society Inc.;
- ▶ Central Institute of Technology;
- ▶ VISIBILITY (formally Association for the Blind WA);
- ▶ Disability Services Australia;
- ▶ Senses;
- ▶ Read Write Now;
- ▶ Australian Dyslexia Association;
- ▶ Mission Australia;
- ▶ Polytechnic West;
- ▶ (LLN Support);
- ▶ Multicultural Services Centre of WA Inc.;

- ▶ Active Foundation;
- ▶ Wheatbelt Aboriginal Health Services;
- ▶ Broadband for Seniors;
- ▶ Australian Government Indigenous Incentives;
- ▶ Reading, Writing Hotline;
- ▶ TIS Translation and Interpreting Service;
- ▶ Beyond Blue;
- ▶ ACA - Australian Counselling Association; and
- ▶ Lifeline.

Please refer to the important information page on our website for External Support Services: <http://www.stjohnambulance.com.au/first-aid-training/participant-information>

11. Participant Rights and Responsibilities

To ensure you receive equal opportunities and gain the maximum benefit from your time with us, these rules apply when you attend our training courses.

Attendance

Courses are designed as a thorough, fast-paced approach to gaining a qualification. Therefore commitment to punctuality and full attendance in each part of the course is critical to maximise your opportunities for success.

You are expected to attend 100% of classes. If you do not attend sufficient sessions in any one part of your program you may not be able to continue due to the integrated delivery and assessment approach.

Unacceptable Behaviour

Unacceptable behaviour may include:

- ▶ Continuous interruptions to the Trainer and Assessor while delivering the course content;
- ▶ Being disrespectful to other participants or personnel from other agencies involved in the training;
- ▶ Harassment by using offensive language;
- ▶ Any form of harassment;
- ▶ Acting in an unsafe manner that places yourself and others at risk;
- ▶ Refusing to participate when required in group activities; and
- ▶ Continued absence at required times.

Any person who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. If you are asked to leave a session or course you have the right of appeal through our complaints/grievance process.

Mobile Phones

You are asked to switch off your mobile phone and electronic devices or set them to silent mode during the class time. Tea breaks are provided to enable you to check your messages.

Smoking

St John is a smoke free venue.

Emergency Procedures

You will receive emergency evacuation instructions upon arrival at the St John RTO training venue. The Trainer and Assessor will provide more instructions in the event of an emergency.

Please note every St John RTO site has a different emergency procedure. Ensure that you are familiar with the emergency procedures before any training takes place.

Disability Access

All St John RTO venues have access for disabled people.

Participant Guides and Course Equipment

All of the materials that you will need to complete the course will be supplied.

You need to remember that all St John RTO learning materials, documents, information and resources are fully protected by copyright and relevant registrations. All St John RTO material is prepared by qualified and experienced professionals.

The information in the handbook has been developed for learners to use as part of their Vocational Education Training (VET) program and we strongly recommend that you read and strive to develop an understanding of the content before the commencement of the course.

Similar Themes and Topics

Units of Competency covered in your course often have themes and/or topics that are similar to other Units of Competency. As you read a Participant Guide, you may find that some of the information is the same or similar to information you may have read in a previous Participant Guide. If you come across information that may seem repetitive and you are familiar with the topic, please feel free to move onto the next topic within the Participant Guide.

Plagiarism

Plagiarism is the copying of another person's ideas or expressions without appropriate acknowledgement and presenting these ideas or forms of expression as their own. It includes not only written works such as books or journals, but data or images that may be presented in tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

Plagiarism also includes the use of (or passing off) the work of another author as their own. St John RTO regards plagiarism as an extremely serious offence. The

penalties associated with plagiarism are severe and the fines imposed are cancellation of your enrolment and loss of course fees. Therefore, whenever you are including a reference to another person's research or ideas (whether by direct quotation or by paraphrasing), you must appropriately cite the source of that reference. If you are ever in doubt about the most appropriate form of referencing, please consult your Trainer and Assessor.

You should also be aware that there are laws in place to protect the ideas and expressions (that is, the intellectual property) of individuals and/or groups and their right to be attributed as the authors of their work. These are known as 'copyright' and 'moral rights' and are included in the Copyright Act.

Plagiarism offences may also be breaches of the Copyright Act and you may be subject to penalties independent of St John RTO regulations and procedures.

Participant Welfare

If you are experiencing any problems, personal or training related, that could preclude you from achieving their potential in this course, you are encouraged to contact your Trainer and Assessor for assistance.

Where appropriate, the Trainer and Assessor will arrange external support. Confidentiality is assured.

Should you identify yourself as having a disability; the Trainer and Assessor will liaise with you and relevant disability support agencies/workers to address the delivery and assessment requirements through customisation of the program.

Course Evaluation and Quality Improvements

St John regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants, employers and staff concerning educational and service improvements or changes that would improve our existing training and client services provided by St John RTO.

All St John RTO courses are interactive courses and you are encouraged to provide your feedback throughout the course you are attending.

If you wish to provide additional feedback on any issues or areas for improvement you are encouraged to do so.

Summary of Key Policies

St John RTO is committed to ensuring that everyone has the opportunity to successfully gain knowledge and skills and experience through training. We encourage all people to participate and benefit to the same level.

St John has thirty (30) Policies and Procedures in place to support its RTO. Fifteen (15) of these policies relate directly to the participants:

- ▶ St John RTO Policy No. 3 Education and Support Services;
- ▶ St John RTO Policy No. 6 Course Delivery and Assessment System;
- ▶ St John RTO Policy No. 8 National Recognition and RPL
- ▶ St John RTO Policy No. 9 Transition to New Training Products;
- ▶ St John RTO Policy No. 12 Issuing of AQF Certification;
- ▶ St John RTO Policy No. 13 USI Requirements;
- ▶ St John RTO Policy No. 15 Pre-enrolment and Enrolment;
- ▶ St John RTO Policy No. 16 Course Fees;
- ▶ St John RTO Policy No. 17 Complaints and Appeals;
- ▶ St John RTO Policy No. 22 Records Management;
- ▶ St John RTO Policy No. 23 RTO Compliance with VET E-Standards for Training;
- ▶ St John RTO Policy No. 24 Participant Identification;
- ▶ St John RTO Policy No. 28 Access and Equity;
- ▶ St John RTO Policy No. 29 Continuous Improvement; and
- ▶ St John RTO Policy No. 30 Plagiarism.

You can access these policies on our website:

<http://www.stjohnambulance.com.au/first-aid-training/policies-and-standards-for-rtos>

Access and Equity Policy

St John RTO is responsible for ensuring access and equity for all participants. This ensures you are treated equally and fairly and have equal access to participation in training. Your selection into courses is based on you meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis. No potential participant will be discriminated against for any other reason.

Discrimination and Harassment Policy

St John's Discrimination and Harassment Policy covers St John RTO which aims to provide an environment free from discrimination and harassment for both participants and staff. Discrimination and harassment comes in many forms and may relate to gender, age, race, religion, sexual preference or physical disability. If within the course context you believe this has occurred, the Trainer and Assessor needs to be informed who will then discuss options and information with participants.

Occupational Health and Safety Policy

St John's Occupational Health and Safety Policy applies to all staff and participants of St John RTO. Staff and participants have the primary responsibility to ensure they work safely, without risk of injury to themselves, fellow workers/participants and others in the workplace or public.

Legislation

These legislations govern our obligations as a Registered Training Organisation, our obligations to you as the participant and relate to the industry that we are conducting training for.

St John RTO complies with, but is not limited to the following legislation:

Occupational Health and Safety

- ▶ Work Health and Safety Act 2011 – Commonwealth;
- ▶ Fair Work Act 2009 – Commonwealth;
- ▶ Human Rights and Equal Opportunity Commission Act 1986 – Commonwealth;
- ▶ Occupational Health and Safety Act 1984 – State
- ▶ Occupational Health and Safety Regulations 1996 – State;
- ▶ Occupational Safety and Health and Electricity Licensing Amendment (Live Work) Regulations 2017; and
- ▶ Workers Compensation and Injury Management Act 1981 – State.

Anti-Discrimination

- ▶ Disability Standards for Education 2005 Reviewed 2015– Commonwealth;
- ▶ Disability Discrimination Act 1992 – Commonwealth;
- ▶ Racial Hatred Act 1995 – Commonwealth
- ▶ Racial Discrimination Act 1975 – Commonwealth;
- ▶ Sex Discrimination Act 1984 – Commonwealth; and
- ▶ Equal Opportunity Act 1984 – State
- ▶ Australian Human Rights Commission Act 1986 - Commonwealth

VET

- ▶ National Vocational Education and Training Regulator Act 2011 – Commonwealth;
- ▶ The National Vocational Education and Training (Consequential Amendments) Act 2011;
- ▶ The National Vocational Education and Training Regulator (Transitional Provisions) Act 2009;
- ▶ Skilling Australia’s Workforce Act 2005 – Commonwealth;
- ▶ Vocational Education and Training Act 1996 – State;
- ▶ Vocational Education and Training Regulations 2009 – State; and
- ▶ Student Identifiers Act 2014 – Commonwealth.

General

- ▶ The Copyright Act 1968 – Commonwealth;
- ▶ Education and Care Services National Law (WA) 2012 – State;
- ▶ Privacy Act 1988 – Commonwealth;
- ▶ Freedom of Information Act 1992 – State;
- ▶ Poisons Act 1964 – State;
- ▶ Poisons Regulations 1965 – State;
- ▶ Road Traffic Act 1974 – State; and
- ▶ Dangerous Goods Safety Act 2004 – State.
- ▶ Poisons Regulations 1965.

12. Course Information

Detailed information relating to all St John RTO courses is available on our website:

<http://www.stjohnambulance.com.au/>

If you do not have access to the internet, please contact our office on (08) 9334 1233 and we will arrange for the relevant information to be posted to you.

First Aid Courses and Full Qualifications

<http://www.stjohnambulance.com.au/first-aid-training/first-aid-courses>



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