

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
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Web: <http://training.gov.au>

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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 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 4,500 volunteers donate 4 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, and 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 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 the West Australian VET regulator – Training Accreditation Council (TAC) to operate in Western Australia.

St John RTO adheres to:

1. Standards for Registered Training Organisation (RTOs) 2015
Link: <http://www.comlaw.gov.au/Details/F2014L01377>
2. Vocational Education And Training Act 1996
Link: [http://www.slp.wa.gov.au/pco/prod/FileStore.nsf/Documents/MRDocument:20660P/\\$FILE/Vocational%20Education%20And%20Training%20Act%201996%20-%20\[02-q0-02\].pdf?OpenElement](http://www.slp.wa.gov.au/pco/prod/FileStore.nsf/Documents/MRDocument:20660P/$FILE/Vocational%20Education%20And%20Training%20Act%201996%20-%20[02-q0-02].pdf?OpenElement)
3. Vocational Education and Training (General) Regulations 2009
Link: http://www5.austlii.edu.au/au/legis/wa/consol_reg/veatr2009470/
4. Department of Education and Training Guidelines and Requirements
Link: <https://www.education.gov.au/>
5. Australian Qualifications Framework (AQF)
Link: <http://www.agf.edu.au/>
6. Training Package Requirements
Link: <http://training.gov.au/Home/Tga>
7. Training Accreditation Council (TAC) Guidelines and Regulatory Requirements
Link: <http://www.tac.wa.gov.au/Pages/default.aspx>

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 learners 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 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: <http://www.stjohnambulance.com.au/st-john/first-aid-training/important-course-information>

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). 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/st-john/first-aid-training/first-aid-courses> or by phoning General Enquiries (08) 9334 1233.

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

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 Get 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
- ▶ Immi Card.

Important: To make sure 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 participants move or change their name, they will need to notify St John RTO of the changes. It is important that participants provide their 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

St John RTO respects participant's privacy. Personal information provided to us will be used for the purposes of:

- ▶ The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting;
- ▶ Training Accreditation Council (TAC) audits and reporting,
- ▶ General training administration: identification, communication, state and, program monitoring, moderation, validation, evaluation and surveys.

Participant personal information will not be used for any purpose outside the Privacy Act guidelines by St John RTO.

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 to participants that have successfully completed one or more units of competency, a Qualification Testamur and a Record of Results will be issued to participants that have demonstrate competency in a full qualification, plus where they have paid course fees and have supplied St John RTO with their Unique Student Identifier (USI).

5. National Recognition and Recognition of Prior Learning

Credit and Credit Transfer

National Recognition comes into place when a participant provides 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 participants for the units, skill sets or qualifications that they 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, in the form of equivalency for non-matching units of competency.

Please note: Credit Transfer and Credit are a recognition process and as such they **DO 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 the participant 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 participants 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 a participant's competencies and award credit toward a participant's current training, the participants will need to demonstrate that they have the skills and knowledge as outlined in the Units of Competency (UoC).

Should a participant wish to apply for Credit, Credit Transfer or Recognition of Prior Learning (RPL):

- ▶ Refer to the St John RTO Policy No. 8 National Recognition and RPL;
- ▶ Request the relevant RPL Kit/s;
- ▶ Pay fees; and
- ▶ Submit an application form.

6. Course Delivery Arrangements

Course Delivery Arrangements

St John RTO offers flexible delivery options in order to meet different needs of our participants:

- ▶ Face-to-face training and assessment;
- ▶ Blended option: pre-learning and online learning with face-to-face;
- ▶ Combination of Recognition of Prior Learning and face-to-face delivery.

Face-to-Face Option

Course participants attend training and assessment in a classroom setting where Trainers and Assessors will present the required knowledge and skills to course participants. Participants would then have time to practice new skills and applied knowledge in industry relevant scenarios to meet their training needs.

Blended Delivery Option

Blended delivery means that a course may be delivered in more than one way, this usually means that participants will learn online, self-paced and by attending face-to-face session(s).

Course participants may receive course materials in the following formats, prior to attendance at the face-to-face component of the course.

- ▶ Paper based;
- ▶ Via a USB; or
- ▶ Access them online.

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

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

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

If a gap is identified after a formal RPL assessment, RPL candidates 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, a participant will have to be formally identified. You will be required to identify yourself on at least three 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 participants need to produce preferably photo evidence (i.e. driver's license) or another acceptable form of identification to their Trainer and Assessor.

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 different needs of our participants:

- ▶ 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, participants may be assessed using a selection of the following methods:

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

Assessment Plan

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

Before undertaking any assessment activity, participants are required to discuss and sign an Assessment Plan with their 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 participant 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 a participant to be assessed as competent, they need to demonstrate the ability to perform tasks and duties to the standard expected in the workplace.

For each skills and/or assessment, participants can either:

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

To meet the skills and knowledge requirements, participants 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 participants are deemed Not Yet Competent (NYC) after their second assessment attempt the assessor will provide information on how to arrange 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 imbedded in the Units of Competency.

Assessment Submission

If participants need to submit their assessment activities (it applies mainly to full qualifications), they are required to submit their assessment tasks via e-mail from a nominated email address.

Participants will need to supply one e-mail address to the assessor. Participants are required to send their assessment tasks from the nominated email address only.

Assessment submitted from alternative email addresses will not be considered.

Partially completed or incomplete submissions will not be accepted and will be returned to participants 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 imbedded 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 participants require assistance with LLN or require an interpreter, they need to inform St John RTO office prior to the course commencing.

Should a participant need assistance with LLN during the course, they will need to approach their 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 the participant's control and when these circumstances prevent them from performing an assessment.

Participants are required to submit a request for special consideration in writing to the assessor in sufficient time prior to a participant's 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

Participants will be considered for a six (6) months 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 participants do not complete all of the requirements in their course by the required deadline (and have not applied for an extension), their enrolment will be treated as expired.

If a participant wishes to continue with the course they 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 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.

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 or appeal, via the St John Ambulance Western Australia website Complaint system:

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

- ▶ Within five (5) working days you will be sent an acknowledgement of your complaint or appeal. The issue will be investigated and you will be advised in writing of the outcome; and
- ▶ The complaint or appeal will be dealt with within thirty (30) working days of receipt of a written complaint or appeal.

If the matter is not resolved satisfactorily, the participant may contact the National Training Complaints Hotline on 13 38 73 or email: skilling@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 participant 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 participants needs prior to course commencement;
- ▶ Identifying the participant 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 for participants undertaking full qualifications;
- ▶ Limited IT Support;
- ▶ Learning materials in large print on request;
- ▶ Contextualised skills practice and assessment scenarios to meet a participants 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/st-john/first-aid-training/important-course-information>

11. Participant Rights and Responsibilities

To ensure all course participants receive equal opportunities and gain the maximum benefit from their time with us, these rules apply to all participants that attend our training courses.

Attendance

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

Participants are expected to attend 100% of classes. Participants who do not attend sufficient sessions in any one part of their program 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 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 themselves 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. Any person who is asked to leave a session or course has the right of appeal through our complaints/grievance process.

Mobile Phones

Participants are asked to switch off their phones or mobile devices or set them to silent mode during the class time. Tea breaks are provided to enable participants to check their messages.

Smoking

St John is a smoke free venue.

Emergency Procedures

Participants will receive emergency evacuation instructions upon arrival at the St John RTO training venue. The trainer 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 participants will need to complete the course will be supplied.

Participants 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 participants 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 the participant's enrolment and loss of course fees. Therefore, whenever participants are including a reference to another person's research or ideas (whether by direct quotation or by paraphrasing), participants must appropriately cite the source of that reference. If participants are ever in doubt about the most appropriate form of referencing, participants should consult their Trainer and Assessor.

Participants 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 participants may be subject to penalties independent of St John RTO regulations and procedures.

Participant Welfare

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

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

Should participants identify themselves as having a disability; the Trainer and Assessor will liaise with them and relevant disability support agencies/workers to address the delivery and assessment requirements of the participants 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 participants are encouraged to provide their feedback throughout the course they are attending.

Participants wishing to provide additional feedback on any issues or areas for improvement 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/st-john/first-aid-training/st-john-rto-policies>

Access and Equity Policy

St John RTO is responsible for ensuring access and equity for all participants. This ensures all participants are treated equally and fairly and have equal access to participation in training. Selection of participants into courses is based on participants 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 participants 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 apply 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 participants as the participants and relate to the industry that we are conducting training for.

Commonwealth Legislation includes but is not limited to:

- ▶ Fair Work Act 2009;
- ▶ Copyright Act 1968;
- ▶ Sex Discrimination Act 1984;
- ▶ Privacy Act 1988;
- ▶ National Vocational Education and Training Regulator Act 2011;
- ▶ Australian Human Rights and Equal Opportunity Commission Act 1986;
- ▶ Disability Standards for Education 2005;
- ▶ Disability Discrimination Act 1992;
- ▶ Racial Hatred Act 1975;
- ▶ Racial Discrimination Act 1975;
- ▶ Skilling Australia's Workforce Act 2005;
- ▶ Work, Health and Safety Act 2011;

- ▶ Student Identifier Act 2014; and
- ▶ Standards for Registered Training Organisations (RTO's) 2015.

State Legislation includes but is not limited to:

- ▶ Vocational Education and Training Act (WA) 1996;
- ▶ Vocational Education and Training (General) Regulations 2009;
- ▶ Equal Opportunity Act (WA) 1984;
- ▶ Workers Compensation and Injury Management Act (WA) 1981;
- ▶ WA Dangerous Goods Safety Act 2004;
- ▶ Occupational Safety and Health Act 1984; and
- ▶ Freedom of Information Act 1992.
- ▶ Road Traffic Act 1974;
- ▶ Poisons Act;
- ▶ 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

Please click on the course links below for more information:

1. [HLTAID001 Provide cardiopulmonary resuscitation](#)
2. [HLTAID002 Provide basic emergency life support](#)
3. [HLTAID003 Provide first aid](#)
4. [HLTAID004 Provide an emergency first aid response in an education and care setting](#)
5. [HLTAID005 Provide first aid in remote situations](#)
6. [HLTAID006 Provide advanced first aid](#)
7. [HLTAID007 Provide advanced resuscitation](#)
8. [UETTDRRF06B Perform rescue from a live LV panel](#)
9. [HLTAMBT301B Transport non-emergency clients under operational conditions](#)

Skill Set

10. [HLTSS00027 Occupational First Aid Skill Set](#)

Qualifications

11. [HLT21112 Certificate II in Emergency Medical Service First Aid Response](#)
12. [HLT41012 Certificate IV in Health Care \(Ambulance\)](#)



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