



Learner's HANDBOOK



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RTO DETAILS

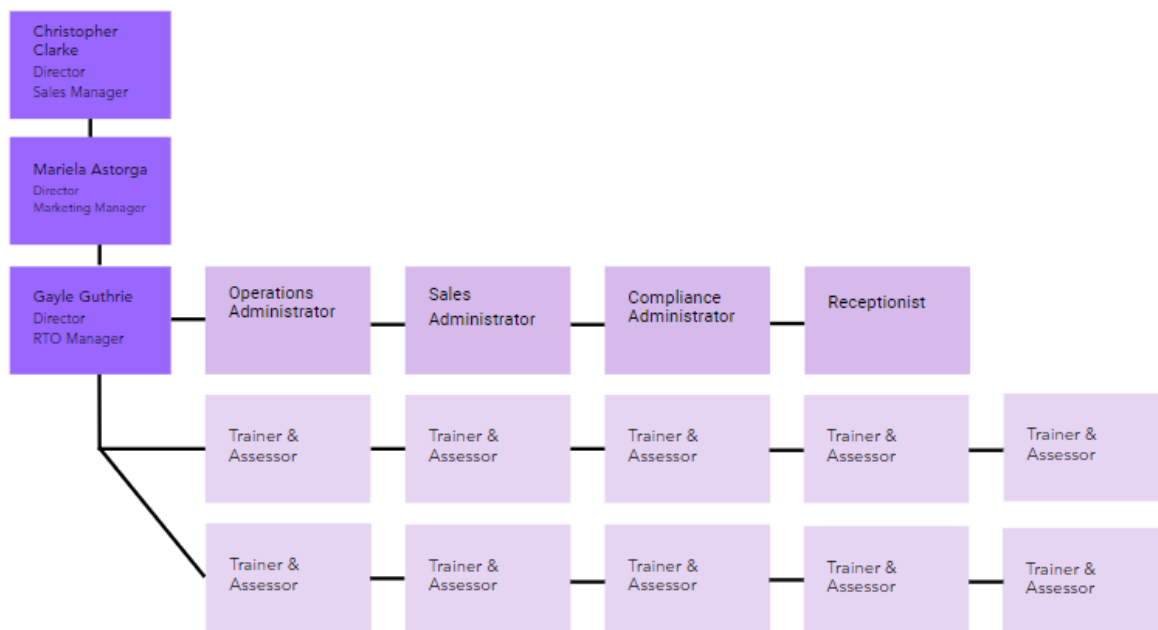
Registered Business Name:	Fluid First Aid
Registered Trading Name:	Fluid First Aid
Central Administration Office:	4 Sibley Street, North Lakes, QLD 4509
Postal Address:	PO Box 5528, West End, QLD 4101
ABN:	22 607 923 900
RTO Number:	45508
Director:	Christopher Clarke
RTO Manager:	Christopher Clarke

CONTACT DETAILS

Name of Contact Person: Vicki Marston
Role: Manager
Phone: 1300 976 276
Mobile: 0423 185 801
Email: vicki@fluidlearning.com.au

Customer Service
Mobile 0457 934 777
Email: admin3@fluidlearning.com.au

ORGANISATIONAL STRUCTURE



VISION, MISSION & VALUES

Vision

Pushing boundaries of learning by creating engaging and captivating experiences.

Mission

- Explore edgy, memorable and effective ways to heighten engagement
- Systemise what we do to ensure stakeholder experiences are precisely choreographed
- Measure our performance by listening and responding to our stakeholders
- Resonate to the beautiful differences between us all

Values

Brave, Edgy, Curious, Disciplined, Caring, Professional

INTRODUCTION

Thank you for choosing *Fluid First Aid*. We deliver nationally recognised training that has been specifically designed to meet the needs of the *First Aid* Industry.

This Handbook provides learners with information about the nationally recognised training courses they are enrolled in and about the operations of our RTO. It also covers your rights and responsibilities and the key concepts of Policies and Procedures that are relevant to your studies and time spent in our training room.

If you have any questions about anything included in this Handbook please ask your trainer/assessor or contact *Fluid First Aid* by emailing admin@fluidlearning.com.au or by calling 1300 976 276.

ABOUT US

Founded in 2015, Fluid First Aid is a locally owned and operated Registered Training Organisation focussed on developing and delivering training in first aid, health and safety.

A fluid experience is distinctly memorable and highly effective because it's fun, inspiring, creative, edgy and accessible to diverse learning styles and abilities.

Our success is founded on developing innovative systems, processes, resources, tools and programs that make learning, managing and implementing first aid, health and safety procedures not just easy but fun!

We value:

- Fun
- Brave
- Humble
- Simple
- Cool
- Family

These values propel us toward our goal of becoming true innovators and securing a strong and lasting presence in the training industry nationally, while remaining centred on our clients needs and feedback and the experience of the individual learner.

OUR TRAINING PROGRAMS

We have been approved by ASQA, the national regulator for vocational education and training (VET) in Australia, to deliver and assess the following Qualifications:

HLTAID009 Provide Cardiopulmonary Resuscitation

HLTAID011 Provide First Aid

HLTAID012 Provide First aid in an education and care setting

UETTDRRF04 Perform Rescue from a live LV panel

Our Method of Delivery

We deliver our courses through online training programs and by developing practical skills in the classroom, and in the workplace .

Campus locations

We have campuses in the following locations:

- North Lakes
- Hamilton
- Nathan

Our Guarantee

We guarantee that we will provide quality training and assessment that meets the is relevant to Registered Training Organisations and in the time frame and as described in our Course Information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund learner fees in accordance with our Fee and Refund Policy.

CODE OF PRACTICE

The following list describes the principles that guide our operations.

Fluid First Aid provides quality training and assessment for all learners in accordance with its responsibilities as a Registered Training Organisation and is committed to fair, reasonable, and ethical practices in all of its undertakings.

Training and Assessment Delivery: Training and Assessment delivery will ensure clients are given every opportunity to achieve a satisfactory learning outcome.

Client Information: We ensure practices conform to Privacy Legislation requirements and that all staff are aware of their responsibilities with regard to confidentiality of learner information. Learners will be made aware when Personal Information is to be shared with Government or other bodies.

Complaints and Appeals: We have an accessible Complaints and Appeals Policy and Procedure which ensure all complaints and appeals are dealt with in a timely and fair manner.

Financial Management: We implement best practice financial management systems and provide clearly stated fee and refund policies to learners prior to enrolment.

Marketing: We are committed to the provision of accurate and ethical marketing by ourselves and those acting on our behalf as appointed agents for marketing and enrolment services. Promotional materials accurately reflect the cost of the training, the duration of training, provision for RPL and Credit Transfer and methods of training delivery.

Provision of Information: Accurate information is provided prior to enrolment and course commencement. This information includes course structure, fees, prerequisites, enrolment processes, course outlines and vocational outcomes, assessment methods and dates, opportunities for recognition and learner support and provision for special needs.

Access and Equity: We are committed to an inclusive approach to the development, conduct and evaluation of training programs. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

Anti-Discrimination and Harassment: We are committed to ensuring that all staff and learners have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

Legislative Compliance: We provide training and work environment that complies with all relevant federal and state legislation including Equal Opportunity, Work Health and Safety, Disability Standards, Privacy, Anti-Discrimination and Fair Work requirements.

Records management: We have systems in place to assure accurate record and data management that enable client's access to records and information within a stated time frame. Accurate statistical information will be provided to relevant organisations as required. We implement USI requirements according to Government policy.

Recognition: We ensure that all learners have access to information regarding opportunities of recognition including RPL, RCC and Credit Transfer. Procedures and forms are in place to ensure any application for recognition is assessed in a timely and supportive manner. See separate recognition policy, procedures and forms.

Professional Staff: We employ trainers and assessors with relevant and current qualifications and

industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure current relevance of skills and knowledge.

Qualifications Issuance: We implement systems to ensure that Qualifications and Statements of Attainment are issued within the legislated time frame after a competency decision has been made.

Professional conduct: All RTO staff and learners will maintain awareness that VET Training is about professional conduct and will apply the same standard during course attendance:

Professional conduct is the standard applying to a typical workplace and includes:

- Use of substances is forbidden in the training environment
- Personal presentation must be at the level required in the training environment
- Language used will maintain the standard expected in a workplace
- Punctuality is required and the workplace or RTO expects to be informed about any lateness or absence and may require a medical certificate for verification.

Workplace Health and Safety: We are committed to ensuring the health, safety and welfare of staff and learners at all worksites and training venues.

Liaison with Industry: We are committed to ensuring that training and assessment practices are relevant to current industry needs by developing ongoing networks with Industry and Industry groups. Independent industry representatives will be consulted with regard to the development of training and assessment strategies and for validation of assessment tools.

Subcontracting/ Third Party Arrangements: we are aware when appointing a third party to provide services on our behalf, such as marketing, enrolment and training and assessment, that it is our responsibility to ensure the quality and integrity of these services and to implement systematic monitoring processes to ensure all legislative and ethical standards are maintained.

LEGISLATIVE REQUIREMENTS

As a Registered Training Organisation we comply with relevant Commonwealth, State and regulatory requirements including the NVR Standards for Registered Training Organisations 2015. If there are changes in legislation or regulations that may affect your participation in your studies we will make sure you are informed of them through emails and by updating this Handbook and our website.

The following legislation is relevant to our operations:

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act. 2011
- Australian Human Rights Commission Act 1986
- Equal Opportunities ACT 1987
- Age Discrimination Act 2004 (Cwth)
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Copyright Act 1968
- Learner Identifiers Act 2014
- Competition and Consumer Act 2010

Queensland

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Work Health and Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003
- Child Employment Act 2006
- Child Protection Act 1999

- Fair Trading Act 1989
- Child Protection (Offender Reporting and Registration) Act 2013
- Consumer Affairs and Fair Trading Act 2013

Learner RIGHTS & RESPONSIBILITIES

Learner RIGHTS

Fluid First Aid will ensure that all enrolled learners will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This will be electronically sent to your email address used to enrol.
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment and materials
- be fully informed of their obligations in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training program
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other

training

- be provided with a safe training environment free from hazards, harassment and discrimination
- be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.

LEARNERS RESPONSIBILITIES

All learners must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other learners or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide a USI or give permission to obtain one on their behalf.

QUALITY ASSURANCE

We are committed to providing training and assessment of the highest quality. This includes improving programs and services through:

- Collecting feedback from learners, employers and industry with regard to the quality of our training, assessment and administrative services.
- Implementation and maintenance of NVR Standards for RTO's 2015 and the Standards for AQF certification documents.
- Implementing a continuous improvement strategy across all our services

- Systematic review of our systems and procedures to ensure they meet legislative standards.

If you are unhappy with any aspect of our service to you, please discuss it with us, we will take your opinion seriously and do our best to improve our practice to your satisfaction. If, however, you wish to make a formal complaint or appeal against an assessment outcome then you should follow the Complaints and Appeals Process as described in the Complaints and Appeals Policy.

LEARNER FEEDBACK

As part of our Quality Assurance process you will be asked towards the end of your training program to complete a feedback form that asks about your level of satisfaction with the training and support you have received. Please take time to complete this form accurately so that we can improve our training, assessment and administrative processes.

LEARNER SUPPORT

We are committed to making every effort to ensure you successfully complete our training program. On enrolment you will be asked if you have any special learning or assessment needs. learners who identify as such are contacted to ensure appropriate support is put in place and/or reasonable adjustments are made to learning and assessment processes?

Please talk to us at enrolment or at any time during your studies if you require any support to successfully complete your studies. We will meet with you and discuss your support needs; we will develop a support plan and provide access, or referral, to relevant support services.

Support may include the following:

- language, Literacy and Numeracy (LLN) support
- assistive technology
- additional tutorials
- other mechanisms, such as assistance in using technology for online delivery components.
- child care referrals
- disability support

In a situation where we cannot provide the necessary support, we will make referrals to relevant support organisations.

We will notify you if there are any additional costs as a result of the provision of individual support.

ACCESS AND EQUITY

We are committed to providing equitable access to our services for everyone and do not discriminate on the basis of race, religion, socioeconomic status, gender, colour, sexual preference, physical or mental disability, marital status, family or carer responsibilities, pregnancy, breastfeeding, political opinion, national extraction or social origin.

ANTI-DISCRIMINATION AND HARASSMENT

We take any complaints of harassment or discrimination very seriously and are committed to providing a learning environment where staff and learners are treated with dignity and respect and free from all forms of discrimination or harassment. Please refer to the confidential Complaints and Appeals process if you feel you have been discriminated against or harassed.

DISCIPLINARY ACTION

We are committed to providing training in an environment of mutual respect and cooperation.

If a learner exhibits disrespectful or disruptive behaviour then the Trainer/Assessor has the authority to warn the learner that their behaviour is unsuitable. If there is no improvement or the immediate safety or well-being of others is at risk then the learner will be directed to leave the training environment.

Examples of when disciplinary action may be required include when a learner:

- Brings or consumes illegal drugs or alcohol on the premises
- Is under the influence of drugs or alcohol
- Damages property or removes property or resources belonging to the training venue.
- Assaults (physically or verbally) any person or persons on the training or business premises
- Fails to comply with any instructions relating to the safety of anyone on the premises
- Exhibits aggressive, disorderly, disruptive, harassing behaviour or interferes with the comfort, safety or well-being of any person who is acting lawfully and entitled to be present
- Colludes, plagiarises or cheats in assignments or assessments
- Enters any part of the training or business premises when not entitled to do so, or having entered, refuses to leave said premises.

In all Instances, if there has been a cause for disciplinary action **RTO Manager** must be informed immediately.

If a learner wishes to make a complaint in relation to the disciplinary action taken they should be directed to follow the Complaints Procedure.

ACCESS TO RECORDS

If at any time you would like to access your learner records please email the office:

admin@fluidlearning.com.au and a mutually convenient time will be arranged.

WORKPLACE HEALTH AND SAFETY

Fluid First Aid is committed to ensuring the health, safety and welfare of staff and learners at all worksites and training venues and is bound by the requirements of the Work Health and Safety Act 2011.

As a learner it is your responsibility:

- To inform us of any accidents or incidents that occur which may affect the health and safety of anyone working or studying at our training sites and/or workplace.
- To take reasonable care of others at the training site and/or workplace and cooperating with RTO staff in ensuring health and safety.
- To ensure the training environment is not misused or interfered with.
- To cooperate with the employer or any other person to meet a requirement made for health and safety under the Act.

You should report any WHS related issues to your trainer and assessor or a staff member as soon as possible after the event or after identifying a hazard.

ENTRY REQUIREMENTS

Entry requirements for our courses vary and are detailed in the Course Information on our website.

PRIVACY

We respect the privacy of our learners and ensure that all information is collected and stored in accordance with the Privacy Act of 1988 and the Australian Privacy Principles.

We do not give out personal information to any person or agency without your permission, unless we are required to do so by law.

The personal information that you provide to the learner Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the learner Identifiers Act 2014 and the Privacy Act 1988. The [USI Privacy Policy](#) provides information about the protection of your information, including how you can access and seek correction of your personal information held by the learner Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are

handled.

PRIVACY NOTICE

Under Data Provision Requirements 2012, *Fluid First Aid* 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 the enrollment form and your training activity data) may be used or disclosed by *Fluid First Aid* for statistical, regulatory and research purposes. *Fluid First Aid* may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary learner 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 learner 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 learner 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).

The above information will be included on the enrolment form and you will be required to sign a

declaration to say that the information you have provided is true and correct and you agree to the collection of this information.

UNIQUE LEARNER IDENTIFIER (USI)

All learners in Australia must have a Unique learner Identifier (USI). This will be a lifelong number which will enable your records and results obtained to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before we, or any, RTO can issue Certificates or Statements of Attainment. You will be asked to provide this on enrolment.

In most cases you will easily be able to set up your own USI on the [USI Website](#), however, if you require support with this we can obtain one on your behalf by signing the relevant Privacy Form.

The only people who can apply for an exemption from obtaining and supplying a USI are as follows:

- International learners undertaking their entire VET course outside Australia (also known as offshore training).
- learners who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or statement of attainment in respect of that training.
- learners who have applied for and obtained an individual exemption in writing from the learner Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

If you are provided with an exemption, your training outcome will not be recorded on a USI account and will not be available in future years as part of the authenticated USI transcript service.

ATTENDANCE

We expect learners to complete the online learning prior to attending all of the practical training sessions. Dates are outlined in the course information on our website. If you are unavoidably unable to attend you must inform the office 1300 976 276 or **email admin@fluidlearning.com.au** prior to the start of the scheduled training.

CANCELLING AN ENROLMENT OR WITHDRAWING FROM TRAINING

Cancellation of enrolments or intention to withdraw from training ie. after you have commenced the online learning, must be made in writing to **admin@fluidlearning.com.au**. Requests for refunds must also be in writing. (For further details on refunds refer to the Fee and Refunds section later in this Handbook).

ISSUING CERTIFICATES AND STATEMENTS OF ATTAINMENT

It is the responsibility of Fluid First Aid to issue AQF Certification Documentation. We will issue all Certificates or Statements of Attainment within 30 days of the learner being assessed as competent if the training program in which the learner is enrolled is complete and all agreed fees have been paid.

FEES AND REFUNDS

CORPORATE CLIENTS

If you are an employee of an organisation that is paying for your training this section will not apply to you as we will have informed your employer of the fees and refunds applicable to corporate clients.

PUBLIC LEARNERS

If you are enrolling directly into one of our courses the following will apply:

We will supply you with information about all fees and charges prior to enrolment. This information will be in the course information on our website.

Fees comprise:

- Administration Fees: we charge an administration fee of \$25 for each enrolment and this is non-refundable
- Course Fees: course fees are set for each course.
- Request for certificate on the day of completion will cost \$25

All students under the age of 18 are required to have a completed parent consent form prior to attendance of a public Fluid First Aid course.

Fee Protection

We are aware of our obligations as Registered Training Organisation to protect any learner fees paid in advance. To this effect we do not collect fees in advance of more than \$1500 per learner.

PAYMENT SCHEDULE

Not applicable to our one day training all fees must be paid in advance.

FEES FOR RECOGNITION

There are no fees for Credit Transfer, fees for RPL will depend on the number of units applied for and a price will be supplied on initial enquiry or application. RPL is generally charged at 100% of the enrolment fee.

REPLACEMENT OF CERTIFICATES OR STATEMENTS OF ATTAINMENT

We don't charge to replace an electronic Certificate or Statement of Attainment. You can download from your Log in. If you need a hard copy certificate posted a charge of \$25 will apply. There is a \$25 fee if the certificate is requested on the day of completion, this will be sent electronically to your nominated email address on your account.

REFUND POLICY

We will make refunds to learners in certain circumstances as listed in the table below. To apply for a refund you should email a request to: admin@fluidlearning.com.au

Public Individual Course Booking

CIRCUMSTANCE	REFUND POLICY
Cancelling your course booking 24 hours or more before your practical workshop	Full refund of the course fee less administration fee of \$25. .
Cancelling your course booking less than 24 hours before your practical workshop, or in case of lateness or no-show	No refund will be given. You may re-book at a discounted price of 20% of the full course fee. This option is valued for a period of 2 months.
Rescheduling your course booking 24 hours or more before the booked Workshop	Reschedule your booking one time without penalty. Any further reschedule requests for the same booking will attract a fee of \$10.00 for each request. Unused course fees held by us due to rescheduling will expire three (3) months after the original payment was made and cannot be refunded or used for credit.
If Fluid First Aid cancel a workshop due to unforeseen circumstances	You will be entitled to a full refund of fees paid, or booking can be rescheduled at no cost.

Private Corporate Group Booking

CIRCUMSTANCE	REFUND POLICY
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Cancelling your private group workshop booking with more than 7 days notice	Full refund of fees minus a \$50 Administration Fee.
Cancelling your private group workshop booking with less than 7 days notice	No refund of fees will be given.
Rescheduling your private group workshop booking with more than 7 days notice	One time with no penalty. Subsequent reschedule requests for the same booking will attract a \$50.00 fee in addition to the course fees. Any course fees that are held by us, will expire six (6) months after the original payment was made and cannot be refunded or used for credit.
Rescheduling your private group workshop booking with less than 7 days notice	A rebooking fee equal to 50% of course cost will be charged (up to max. \$500).

ASSESSMENTS

Fluid First Aid undertakes to ensure that all assessments of learners in nationally registered training will be done in accordance with the criteria laid down in the course outline and in the training package.

ASSESSMENT OUTCOMES

Each assessment task will be assessed as satisfactory (S) or not yet satisfactory (NYS) by your assessor. Satisfactory completion of all tasks will lead to a verdict of competence at the unit level. If you are deemed NYS for any task, your assessor will explain the areas you need to strengthen and you will be given time for revision and practice prior to resitting the assessment task.

If after two attempts you have not completed the task satisfactorily you will be required to undergo more training and then resit the assessment and there will be additional costs which is equal to the course fee less 20% discount.

REASONABLE ADJUSTMENT

Fluid First Aid understands that not all learners are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual learners. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the learner being assessed.

Learners with any of the following could expect reasonable adjustment to occur and should speak to

their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Braille translations
- Use of technology such as voice activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

Learners who indicate they require extra support will be interviewed at enrolment to ensure any required adjustments are included in a learner Support Plan.

SUBMISSION OF ASSESSMENTS

Assessments must be finished or handed in on time as per the Assessment Schedule you will be given at the start of your training. Extensions to assessment deadlines must be requested in writing to your assessor and it is at their discretion if extra time will be allowed.

AUTHENTICITY OF WORK

When you submit the online assignment for assessment you will declare that it is all your own work and has not been copied from other sources.

ASSESSMENT APPEALS PROCEDURE

For information on how to appeal and assessment decisions refer to the Complaints and Appeals Policy included in this Handbook.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; school work, life or sporting experience.

RPL can only be granted at the unit level, that is you cannot apply for RPL for part of a unit.

If you apply for Recognition and are successful it can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

All learners are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how that competency was acquired.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:

1. If you feel you want to apply for RPL, contact our office; we will explain the initial application process and send you out an RPL Application Form.
2. When we receive the completed RPL Application Form, we will arrange for you to meet with the assessor to discuss your application and make sure you understand the evidence collecting process. At this stage you will be given an RPL Assessment Kit.
3. We will schedule further meetings to assess the evidence you have provided
4. When all the evidence has been submitted the assessor will decide if you are competent in all aspects of the unit(s).
5. If yes: Statements of Attainments are issued for the units achieved or a Certificate is issued if you have achieved competence in all units in a Qualification.
6. If no: a meeting will be arranged with the assessor to explain areas requiring further evidence or training.

CREDIT TRANSFER (CT)

Fluid First Aid recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be asked to submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).
3. You can apply for Credit Transfer at any time but we encourage you to apply before

commencing a training program. This will reduce unnecessary training and ensure a reduction in your learner fee if Credit Transfer is awarded.

4. Credit transfer can only be awarded for whole units of competence. You cannot enrol in a training program only for credit transfer.

OTHER POLICIES AND PROCEDURES

Our Policies and Procedures guide our operations and determine how we conduct our services and business. Copies can be accessed on our website or on request from our office. The Complaints and Appeals Policy and Form are included below. If any changes are made to these Policies during the time you are training with us we will email you to ensure you are informed.

Policies include:

- Access and Equity Policy
- Anti-Discrimination and Harassment Policy
- Complaints and Appeals Policy
- Consumer Protection Policy
- Financial Management Policy
- Learner Support Policy
- Legislation Policy
- Marketing Policy
- Privacy Policy
- Qualifications Issuance Policy
- Quality Assurance Policy
- Recognition Policy
- Record Keeping Policy
- Training and Assessments Policy
- Transition Policy
- USI Policy

- Workplace Health and Safety Policy

ORGANISATIONAL CHANGE

Where there are any changes to agreed services we will advise you as soon as practicable, including a change in ownership or changes to existing third party arrangements or in relation to any new third party arrangements.

THIRD-PARTY ARRANGEMENTS

We will inform you regarding any arrangements, or changes to existing arrangements, we have with a Third Parties to market our services or deliver training and assessment on our behalf . This information will include:

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
- your rights, including: if the RTO, or a third party delivering training and assessment closes or ceases to deliver any part of the training product that the learner is enrolled in.

Currently, we have no third party arrangements.

COMPLAINTS AND APPEALS POLICY

Fluid First Aid understands its obligation to protect the rights of learners and is committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or learners and third parties who deliver or market or recruit on our behalf. All complaints and Appeals will be treated as an opportunity for improvement and will contribute to our Quality Assurance systems.

We also understand our obligation to manage requests for a review of decisions, including assessment decisions made by ourselves or a third party providing services on our behalf.

PROCEDURE

We will ensure that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner as follows.

Confidentiality is maintained throughout the processes outlined below.

THE COMPLAINTS PROCESS

1. Learners are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another learner. The Trainer/Assessor will make notes of the concern and follow up with the relevant staff member.
2. If the problem continues or is not easy to resolve informally a meeting with the RTO Manager is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the grievance and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
3. If the learner is not satisfied with the above actions a written grievance can be made. A Complaints Form is available in the learner Handbook or on the website. In this instance, the complaint will be handled by the Director/CEO/Appointed panel of three members.
4. If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant or appellant and their selection will be managed by the Director/CEO with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will

then be given regular updates on the progress of the matter.

COMPLAINTS AND APPEALS FORMS

The Complaints and Appeals Forms are available at the end of this Handbook and on our website.

THE ASSESSMENT APPEALS PROCESS

Fluid First Aid will consider all appeals against assessment decisions as documented below.

- Learners are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Learners are entitled to two attempts at assessment so in most cases the matter can be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.
- If the outcome is not resolved, then the assessment will be remarked by another, fully qualified, Assessor. This should be completed within 14 days of receiving the appeal.
- If the learner is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the learner Handbook and on the website.
- On receipt of the Appeal Form a meeting with the RTO Manager is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
- If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the Complaint first being submitted. If the 60 day target cannot be met the applicant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

COMPLAINTS AND APPEALS: ALTERNATIVE CONTACTS

If in the instance of an Appeal or Complaint not being resolved by the above processes, the learner will also be informed that there are other avenues of complaint. These include:

5. [Department of Fair Trading](#) for complaints regarding non-training issues such as disputes over refunds or charges.
6. The Australian Skills Quality Authority (ASQA) is the national regulator with regard to

training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their [website](#).

- [Workcover](#) is the point of contact for any Work Health and Safety issue, they can be emailed on: contact@workcover.qld.gov.au

RECORD KEEPING

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached. In the case of Assessment Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be kept. Copies will also be kept on the learner file.

MONITORING AND IMPROVEMENTS

All complaints and appeals are used to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at Staff /Management Meetings as a standing agenda item and processes are developed and implemented to mitigate the risk of future complaints or appeals.

COMPLAINTS AND APPEALS FORM

Feedback from students and our community is fundamental in reviewing our standards and practices. It is foreseeable that feedback at times will include divergent views, which may result in complaints. This form allows our students and company partnerships avenues for our company to receive and manage formal and informal feedback. Upon completion of this form, management will confidentially review and investigate. *(Refer to Complaints and Appeals Policy for further information).*

Section A - Complaints details	
Name of Complainant/Appellant:	
Contact details - Phone:	
Email:	

Section B - Complainant to complete	
Date of incident:	
Reason for Complaint / Appeal:	
Actions Taken to Date (With who and when have you discussed your complaint/appeal):	

Desired Resolution:	
Signature of Complainant:	
Date of signature:	

Upon completion, please email your completed form to gayle@fluidlearning.com.au

Section C - Internal use only. To be completed by an authorised representative	
Date received:	
Staff member completing investigation	
Action taken:	
Student advised of outcome:	<input type="checkbox"/> Email / letter attached <input type="checkbox"/> Attached any relevant notes <input type="checkbox"/> Student advised of outcome verbally <input type="checkbox"/> Student advised to seek appeal through external agency <input type="checkbox"/> Other, please specify below:
Signature of investigator:	
Date of signature:	