



## Learner Information Brochure & Enrolment Form

### **HLTAID008– Manage first aid services & resources**

#### What does the course involve?

This course involves the skills, knowledge and techniques required to establish, maintain & facilitate the provision of appropriate first aid in the workplace. It is best suited to workers occupying positions of an occupational health & safety or management role. [HLTAID006 Provide advanced first aid is included in this program.](#)

#### What is the course content?

Content
<p><b>1. Determine workplace first aid requirements by:</b> Identifying hazards &amp; assess risks, identifying first aid equipment, resources and personnel, developing action plans, encouraging risk minimization.</p>
<p><b>2. Establish and maintain workplace first aid by:</b> Establish &amp; maintain workplace first aid, monitor and maintain available first aid equipment, resources and personnel, conduct regular inspections of stock and equipment operational readiness &amp; deployment.</p>
<p><b>3. Maintain workplace first aid records by:</b> Ensure maintenance of first aid records and sending to appropriate bodies, maintain confidentiality of records.</p>
<p><b>4. Review the provision of first aid in the workplace by:</b> Participating the debriefing/evaluation to improve operations, evaluate management of workplace first aid incidents and contribute to the review of first aid practices.</p>

#### How will I be assessed?

You will be assessed in the following ways:

1. Practical assessment—2 x 2 minutes of continuous CPR on a manikin & a mass casualty exercise
2. Written assessment— 40 multi choice questions & 10 short answer questions
3. Skills and knowledge assessment—a series of simulated exercises, risk assessment and writing of response plans.

#### What is the amount of training I can expect on the course?

The course is completed over a generic period of **8 hrs**, but this time is flexible and will be gauged on the skills and knowledge of the learner. (See *Amount of Training* page 2).

#### Are there any pre-course requirements or pre-requisites?

1. You will be required to provide your **Student Identifier** number prior to the commencement of the course ([usi.gov.au](http://usi.gov.au) to register).
2. You will require sufficient language and literacy skills to write a report of an incident.
3. You must be 18 years of age or over and have the necessary health and fitness to carry out the assessment requirements, to complete continuous 2 minutes of CPR on an adult manikin (kneeling on the floor only) and 2 minutes of continuous CPR on a baby manikin. Some participants may find the physical aspects of this training strenuous. If you have any injuries or physical limitations, please call to discuss these PRIOR to attending the course.
4. You MUST complete the CPR workbook (sent out on enrolment) prior to, or on attendance of the classroom phase of the course. **(This is a mandatory requirement).**

#### Where is the training held?

The course is delivered at various sites and venues in WA. Our Jandakot training rooms, on-site or in various allocated high quality and appropriate venues around Perth.



**What if I have some experience, does this reduce the hours? (Amount of training)**

To ensure we meet the requirements of your current skills, knowledge & relevant experience, we conduct our training via flexible learning methods. Whilst we have identified the course is scheduled for a generic period of 4 hours, should you feel you have significant amount of relevant experience in this unit of competence, it may be that you can proceed directly to the assessment process (RPL), therefore reducing the amount of training needed to be complete this course. Alternatively if you are facing challenges and require substantial preparation, learning support, language, literacy & numeracy assistance, reasonable adjustments and personal coaching we may need to increase the time in training. With this in mind, we ask you to answer a question on page 6 which allows you to define your own personal relevant experience in regard to this UOC. Once this enrolment form is returned we will call you to discuss your options further.

**Modes of Delivery**

Mode of Delivery	Duration	Assessment
1 – Generic Full Program	8 hours training including: face to face classroom tuition, some home study, reading tasks, mentoring, practical, written and knowledge assessments with full learning support.	Practical, written & knowledge assessments.
2—Customised & Flexible Program	8 - 10 hours over 2 days training including: face to face classroom tuition, some home study, reading tasks, mentoring, practical, written and knowledge assessments with full extended learning support.	Practical, written & knowledge assessments.
3 - Online E-Learning	Flexible online training via an online e-learning system which comprises of 13 modules plus 4 hours in-classroom practical and knowledge assessments	Practical, written & knowledge assessments.
2 - RPL	Should you have previous knowledge on this subject and wish to follow our RPL program we can assist by providing you with an <i>assessment only</i> program in order to test your current skill level on this unit of competence.	As per our RPL procedure requirement.

**What is the accreditation process?**

On successful completion of this course you will receive a 'Statement of Attainment' for **2 units of competence** [HLTAID008—Manage first aid services & resources](#) and [HLTAID006—Provide advanced first aid](#)

**What should I wear, is there a dress code?**

Due to the nature of the course we recommend you wear casual comfortable attire (slacks and loose fitting shirt/t-shirt is recommended for both males and females). Should you complete this course on-site in a mining or construction area, you will be required to wear your normal daily attire (eg PPE to simulate a more exact simulation process).

**How do I pay and enrol?**

Simply complete this form and payment of \$165 to:

Mail: **Medic Aid WA**—PO Box 177, Bindoon. WA 6502

Email: [medicaidwa@bigpond.com](mailto:medicaidwa@bigpond.com)

Phone: or call us to book and pay on 0427 987 597 - Once enrolment has been made you will receive a receipt of confirmation from our RTO and all the required learning materials for the course.

**Are there any pre-course study requirements?**

On enrolment you will receive a CPR Manual & Pre-Course Workbook. The workbook must be completed prior to attendance of the classroom phase of the course. This workbook must be brought with you on the day of training or your attendance on the course will be rescheduled.

**How do I know the training is appropriate for me?**

This course is conducted by highly skilled practitioners with no less than 25 years experience in this industry, as paramedics and nurses. The course has been developed with industry consultation and feedback, ensuring full consideration & provision of the required equipment, training, and assessment resources have been considered in order to achieve the best needs of learners and the specific outcomes of the course.



## Please read the following 'Administration Requirements':

**Educational & Support Services & Standards** – *The RTO* has developed a *Code of Practice* that ensures we maintain policies and management practices, which provide for the highest delivery of educational standards within Australia. It also

covers the marketing and delivery of vocational education and training services, which safeguard the interests and welfare of our learners and trainees.

At our venues, we maintain a learning environment that is conducive to the success of the learners. We have full capacity to deliver the nominated course and we provide adequate facilities including all equipment, appropriate resource materials and high quality facilitation. There are no hidden costs, with all applicable fees stated in this brochure. A *Code of Practice* will be provided to you and discussed in our initial introduction brief to you on commencement of the course.

**Refund Policy** – *The RTO* has a 100% refund policy of any money paid prior to the commencement of any course, if a request for refund is received in writing 8 days prior to the course. Our full refund policy can be viewed in our Refund Policy & Procedure but is outlined as follows:

- Notification within 24-48hrs of the commencement of the Training Program = All Course Fees are Non-Refundable.
- 3-7 days training = \$30 Cancellation Fee will be deducted from the refund amount (to cover administrative costs).
- More than 8 days prior to training = Full Refund.

**Enrolment / Admission** – Enrolment is finalised upon receipt of a completed application form with payment lodged at our office via mail, phone or email.

**Award of Qualification** – On successful completion of the course each learner is awarded a *Statement of Attainment/Qualification Certificate* listing the unit of competence that have been successfully completed NLT 30 days after the fact. These certificates are protected with an anti fraud stamp which will not allow fraudulent copies to be made.

**Marketing** – *The RTO* markets all vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information, no false or misleading comparisons will be drawn with any other provider or course.

**Manuals / Facilities** – The tuition fee includes all relevant manuals and training materials. The only materials each participant is required to bring with them are notebooks and pen. The facilitators use overhead projectors, powerpoint presentations, and videos as required for the theory component of the course. The training venues are all equipped with all necessary equipment to run the classroom component of the training, all assessments are completed on-site and in-situ. Practical and assessment tasks of the program are conducted on appropriate and relevant pieces of equipment that are safe and risk assessed prior to any of our courses commencing.

**Recognition of Prior Learning (RPL)** – RPL is provided to all our learners. The existing skills, knowledge and experience of the learner will be addressed prior to your attendance and during the course, however learners can apply for exemptions from units contained within a course where they can demonstrate that they have the relevant skills or knowledge, possibly moving directly to an *assessment only* requirement. These skills or knowledge may have been obtained from prior study (especially in similar courses) or even from life experience. RPL is a way of recognising these skills and knowledge. Obviously the prior learning must be relevant to a course of study offered by *the RTO*. You must provide **documentary evidence** of your prior learning for **each unit** you claim an exemption, and be assessed by the RTO BM & Trainer or a panel established by *the RTO*. This assessment can only commence after the application fee is paid. In the event that you are successful, you will be exempt from completing the unit/s you have gained RPL for. This means you will not be graded by the *RTO* for this unit, but will be recognised as having completed the unit. If you are unsuccessful, you have the opportunity to appeal to the CEO of *the RTO* as outlined in our **Appeals on Assessment**.

**Outcomes** – On completion of our courses you will:

- Have been provided all the necessary knowledge & skills to satisfy this unit of competency,
- Be able to appropriately represent the industry in accordance with any legal requirements; and
- Be able to protect the interests of yourself, and your employer.

**Appeals on Assessments** – Any participant who is not satisfied with the outcome of their training may make an appeal. This appeal should be made directly to the course trainer. The appeal period is 5 days from the completion of a final assessment.

**Complaints** – All complaints & appeals will be handled fairly, effectively and efficiently. If at any time during the course you feel unhappy over any facet of the training that we are delivering, then a complaint may be lodged with either the course trainer or any of the RTO staff. We will manage complaints that are associated with our RTO, staff of the RTO, a third party to the RTO or any learner of the RTO. Our comprehensive Complaints & Appeal Policy is available at any time from our office which details our processes and provided on our website.

**Recognition of Qualifications Issued by RTOS** – *The RTO* will recognise the AQF qualifications and statements of attainment issued by other RTOs. Should a learner provide a *valid & current* statement of attainment or qualification certificate the RTO will record this as credit transfer against relevant units of competency. However, if the statement of attainment or certificate is older than the current Training Package/ accredited course the learner will be required to map the old unit codes against the new codes to demonstrate that they are the same and the credit can be granted.



**Access & Equity** — *The RTO* is committed to integrating access & equity principles within all the services we provide to our clients. All staff recognise the rights of learners and provide information, advice and support that are consistent with our *Code of Practice*, regardless of cultural background, gender, sexuality, disability or age.

You have the right to learn in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner while you are studying with us. If, at any time, you feel that any staff member is not abiding by our *Code of Practice* we advise you to report your complaints or grievance to your supervisor/trainer or anyone in our organisation, or simply complete our complaints and appeals form by a request through our office.

**Access of Training Records**— All learners have access to their records at any time. By completing a *request to access records*, learners are able to access their records of progress at any stage of the training process.

**Provision for Language, Literacy & Numeracy Assessment** — We provide advice, support and help for any language, literacy and numeracy assistance, on request. We will also capture information on the needs of our learner's language, literacy and numeracy skills through our enrolment forms, and throughout the learning process. If at any time we feel a learner requires any language, literacy and numeracy assistance we will either provide this support measure or tailor learning and assessment materials to match learner needs.

**Client Support & Learner Needs** — We currently offer support in (i) RPL assessment; (ii) options in learning; (iii) guidance on career options; (iv) one on one tutoring; (v) pre-course interviews; (vi) training needs analysis; (vii) flexible delivery.

**Flexible Learning & Assessment Procedures** — Our training and assessment procedures are flexible and take into account learner needs. We will ensure that throughout our scope of registration:

- i) All required equipment, venue & resources, for the delivery of any course, are in place and maintained in good working order.
- ii) Training and assessment will only be conducted by qualified staff with industry competence.
- iii) All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material and provided in our prescribed venue and facilities.

This means that any training and assessment received by learners, is done in accordance with the National Quality Training Framework and any qualifications achieved from *the RTO* will be recognised nationally.

**Welfare & Guidance Services** — We will endeavour to provide welfare and guidance to all learners. This includes (i) Occupational Health and Safety; (ii) development & review of payment plans & schedules when requested (iii) learning pathways and possible RPL opportunities; (iv) provision for special learning needs; (v) provision for special cultural and religious needs; and (vi) provision for special dietary needs.

**Legislation** — All learners within *the RTO* will be informed of legislative requirements during our induction brief, on the introduction to the course and via our *Code of Practice*. Each learner is required to comply with a range of legislation as stipulated in our *Legislation Policy*. Updates of any changes to relevant legislation will be advised to learners immediately and updated at each *management meeting* to ensure our staff and our learners are fully updated at all times.

**Disciplinary Procedure & Rules** — To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all personnel in attendance at any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. More information is provided in our *Code of Practice*.

**All inclusive Tuition Fees** – The tuition fee includes all relevant manuals, training materials, industry expert facilitators who will guide you through the training and assessment process, your theory and practical assessment, certificate/qualification and any ongoing assistance or additional out of hours support as required throughout your training. **No further fees or charges will apply.**

**Lost Qualifications** – Should the learner lose the qualification/certificate awarded from our RTO, a new testamur can be re-printed at a cost of \$25.

**Support Services** – If any learner has difficulty with any aspect of the course, you will be able to ask the trainer for extra assistance at any non-lecturing time. Support can be provided, via internet, email or phone. If required you may also ring our office with any queries relating to the course or any difficulties you may have regarding your participation on any course, between the hours of 8.30am and 4.30pm daily.



## APPLICATION FOR ENROLMENT

I Am Enrolling For: [HLTAID008—Manage first aid services & resources \(inclusive of HLTAID006 Provide advanced first aid\)](#)

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

No/Street: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post code: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ Mobile: \_\_\_\_\_

Email address: \_\_\_\_\_

Date of birth: \_\_\_\_\_ Are you an Australian Citizen or permanent resident?  Yes  No

Male  Female: \_\_\_\_\_ Are you an Aboriginal or Torres Strait Islander?  Yes  No

1. Do you have any disability that may impede your training? (e.g. hearing loss or you require wheel chair access).  Yes  No  
 2. Do you have any religious or cultural requirements on the course?  Yes  No  
 3. Do you feel you will require assistance with learning, language and numeracy  Yes  No  
 Please provide us with a brief description if you answered yes to any of these questions.  
 .....  
 .....

**What is your Student Identification Number** (this must be provided on enrolment).....

Is English your first language?  Yes  No

This program includes , reading tasks, mentoring, face to face classroom tuition, home study, practical application of skills taught in the classroom, practical assessment, report writing, theory assessment and full learning support.  your selection

Program 1 <input type="checkbox"/>	Generic Program	\$165
Program 2 <input type="checkbox"/>	Customised & Flexible Learning Program	\$165
Program 3 <input type="checkbox"/>	On Line E-Learning Program	\$165
Program 4 <input type="checkbox"/>	RPL	\$165

### PROOF OF IDENTIFICATION—Do you have any of the following forms of identification – Please tick

Drivers Licence/Photo ID	Medicare Card	Passport	Birth Certificate
Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

### PAYMENT ARRANGEMENTS— I am paying by the following method - Please tick

- By Credit Card – (Please see details below)
  - By Money Order or Cheque
  - With Cash
  - With Purchase Order or Government Funded Program
  - Via a pre-arranged *Payment Plan* with the RTO
  - Via Direct Deposit to: Bank—St George / Acct Name-Medic Aid WA / BSB-116879 / Acct Number- 487481474
- Receipt/Reference number =** .....

**CREDIT CARD PAYMENT AUTHORITY** Please tick  :  Bankcard  Master Card  Visa

Card Number : ..... Expiry Date: ..... / .....

Cardholder's Name (Please Print) : \_\_\_\_\_

I authorise *Medic Aid WA* to deduct the following amount from my credit card: \$.....

Cardholder's Signature : \_\_\_\_\_ Date : ..... / ..... / .....





PLEASE ANSWER THE FOLLOWING QUESTION

“What level of experience do you feel you hold that is relevant to this course & its content?” (Please see page 1 for course content)

I feel I have significant amount of relevant experience. (✓)Yes  (✓)No

I feel I have a basic understanding only. (✓)Yes  (✓)No

I feel I may struggle with this course. (✓)Yes  (✓)No

I feel I have the necessary skills to write an incident report. (✓)Yes  (✓)No

Please tick (✓)

- I have completed the attached **Application/Enrolment Agreement and payment has been made.**
- I have read the information presented in this brochure and understand its content.
- I have completed the attached questions, as above.
- I will/have provided the RTO with the following forms of Identification & requirements:
- My **‘Student Identifier Number’** (must be provided—register at [usi.gov.au](http://usi.gov.au))  
Copy of my **Photographic ID.** (Eg; Drivers Licence, Photo ID Card or Passport)
- I understand if I have any special requirements, (catering, religious, cultural, language and literacy etc) I will need to contact the RTO prior to my training.
- I have read and agree that I understand the **RTO Administration Requirements** (Page 3 & 4).
- I understand the requirements of this course are face-to-face classroom work, mentoring, practical application of skills and knowledge taught in the classroom, practical assessment, theory assessment, and some home study.
- I understand and agree that by signing this document I am liable for all course fees, unless participating in a Government Funded Program.
- I am aware that it is an offence to make a false statement on this form.
- I understand it is a requirement that all originals of my qualifications and documentation must be viewed by the RTO staff on enrolment. (Required for RPL purposes only).
- I am aware that the fees for the course are inclusive of *everything*, as per stated within this document.
- I am aware I must wear casual comfortable clothing to the course, unless on-site in mining or construction venues.
- I understand that I enter into this agreement with the co-operation of the RTO.

**I understand whilst I am a learner at the RTO my responsibilities are as follows:** Please tick (✓)

- Attend class regularly, punctually and advise the RTO of any significant absences.
- Demonstrate pre-course study as per the course pre-requisites.
- Maintain attendance across the duration of the course.
- Comply with RTO dress code ( Wearing of slacks for all, unless on a mining or construction site).
- Comply with and assist in the RTOs emergency procedures.



- Conduct myself in a safe and healthy manner and behave in a manner which prevents injury to myself, my trainer, staff of the RTO and fellow learners.
- ID and report to a trainer any possible hazards from equipment, facilities and the environment.
- Ensure non-discriminatory or harassing behaviour to other learners, staff or visitors.
- Report any discriminatory behaviour or harassment.
- Register complaints, disputes and grievances with a trainer or other staff member.
- Refrain from smoking within the training facility.
- Refrain from drinking and /or eating in the classrooms.
- Refrain from unacceptable behaviour including bad language.
- Refrain from taking or supplying any non-prescription drugs and/or alcohol.
- Refrain from the use of devices which may disrupt the class eg mobile phones
- Comply with the assessment process.
- Abide by our Policies & Procedures.
- Notify our RTO within 7 days of any change of address and contact details.
- Your employer details are provided below. (This is a regulatory reporting requirement for our RTO)

**The name of my employer :** .....

**The address of my employer:**.....

**Full Name of Learner:**.....  
*I acknowledge and understand the above policies and requirements:*

**Signed:** ..... **Date:** .....

Please keep a copy for your own records and send the 'signed original' to:

**MedicAid WA**  
 Mail: **Medic Aid WA**—PO Box 177, Bindoon. WA 6502  
 Email: medicaidwa@bigpond.com  
 Phone: or call us to book and pay on 0427 987 597

<b>Admin use only</b> . USI Provided	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Address confirmed (for certificate) License check	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Input data	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Course dates entered	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Course location/venue address .....		