



**Information Brochure & Enrolment Form**  
**HLTAID008- Manage first aid services and 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.

**What is the course content?**

The course content is as follows:

Content
<p><b><u>1. Determine workplace first aid requirements by:</u></b>            Identifying hazards &amp; assess risks, identifying first aid equipment, resources and personnel, developing action plans, encouraging risk minimization.</p>
<p><b><u>2. Establish and maintain workplace first aid facilities by:</u></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><u>3. Maintain workplace first aid records by:</u></b>            Ensure maintenance of first aid records and sending to appropriate bodies, maintain confidentiality of records.</p>
<p><b><u>4. Review the provision of first aid in the workplace by:</u></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—including three (3) practical skills tasks
2. Written assessment— a series of short answer questions
3. Skills and knowledge assessment— a series of exercises including risk assessment plans and evaluation and development of first aid response plans.

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

It is estimated that this course will take 16 hours to complete including:

- 8 hours self-directed learning including
- Reading Advanced first aid skills –John Haines
  - instructional videos
  - Review questions at the back of the first aid manual
- 8 hours face to face training including
- Theory based learning
  - Instructional practical learning scenarios
  - 3 Practical assessment tasks
  - short answer questions

**Are there any pre-enrolment requirements?**

1. You will be required to provide your **USI** 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 provide 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 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.

**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 to be completed with a combination of self-directed learning and face to face training as above, 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	Approximately 8 hours’ self-directed learning plus 1-day face to face Training including: face to face classroom tuition, reading tasks, mentoring, practical, written and knowledge assessments with full learning support. With pre-course home study and review questions (6 Hours)	Practical, written & knowledge assessments.
2 - Customised &/or Flexible Program	1—3 days training including: face to face classroom tuition, some pre-course home study, reading tasks, mentoring, practical, written and knowledge assessments with full extended learning support.	Practical, written & knowledge assessments.
3 - 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 [HLTAID008-Manage first aid services and resources](#)

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

Due to the nature of the course we recommend you wear casual comfortable attire (**enclosed shoes, 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 work environment).

**How do I pay and enrol?**

Simply complete this form a  
 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.**

**What is the cost of the course?**

The course fee is \$165.

**Where is the training held?**

The course is delivered at various sites and venues in WA.



### **Are there any pre-course study requirements for the course?**

You MUST complete the reading of the Emergency first aid –John Haines, review the 30 instructional videos and complete the questions at the back of the first aid manual.

**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 appropriate facilities including all equipment, 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 on enrolment 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 prior to 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 Certificate* listing the unit of competence that has been successfully completed no later than 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, power point 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 assessment tasks of the program are conducted on appropriate and relevant pieces of equipment that are safe and is in good working order 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 an assessment only process where they can demonstrate that they have the relevant skills or knowledge. RPL is a way of recognising these skills and knowledge. This assessment only process can only commence after the application fee is paid.

**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 workplace
- requirements; and be able to protect the interests of yourself, colleagues and your employer.

**Appeals on Assessments** – Any participant who is not satisfied with the outcome of their assessment 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 procedures



## Please read the following 'Administration Requirements':

**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, representative of our RTO or another learner 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, in the classroom. 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 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 course and via our *Code of Practice*. Each learner is required to comply with a range of legislation as stipulated in the organisations policies and procedures.

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 a 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 & LEARNER AGREEMENT

I Am Enrolling For: [HLTAID008—Manage first aid services and resources](#)

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 USI 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	\$145
Program 2 <input type="checkbox"/>	Customised & Flexible Learning Program	\$145
Program 3 <input type="checkbox"/>	RPL	\$145

**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 =** .....

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For all your medical and first aid needs  
RTO 52717

**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 For Enrolment & Learner Agreement** and payment has been made.
- I have read the information presented in this brochure and understand its content.
- I have completed the above questions, as above.
- I have provided the RTO with the following forms of Identification & requirements:
- My **'USI Number' (must be provided—register at [usi.gov.au](http://usi.gov.au))**
- 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**.
- I understand the requirements of this course are completion of a pre-course workbook, 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 enclosed shoes, casual comfortable clothing that includes slacks and long sleeve shirt or t-shirt for both males and females, unless on-site in mining or construction venues where I will wear PPE.
- 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.
- Identify 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.
- Provide your employer details below. (This is a regulatory reporting requirement for our RTO)

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

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

.....

<b>Full Name of Learner:</b> .....	
<i>I acknowledge and understand the above policies and requirements:</i>	
<b>Signed:</b> .....	<b>Date:</b> .....

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

<b><u>Admin use only</u></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 date entered	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Course Location/Venue address.....	..... _____		