

Learner Information Handbook for HLTAID003 – Provide first aid



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A message from Mary Casey, CEO

My dream to establish Casey College came about from operating our nursing service, Nursing Group. There became a desperate need for highly trained and skilled carers both in the Aged Care Sector as well as the Community Sector.

With the continued shortage of Registered Nurses, the roles and duties of the Assistants in Nursing (AIN's) had to increase. This meant taking the profession of the AIN's to a much higher level.

The establishment of Casey College managed to achieve this and it has been a major contributing factor to up skilling and training AIN's to a level of excellence, giving them a prestigious and sought after career which also enables them to pursue further studies and opportunities.

We've seen thousands of students through our doors over the years and we now have a reputation of excellence. We are very proud of our achievements and continue to always change in order to provide the best possible training.

Mary Casey
CEO

Why do your course with Casey College?

Casey College is a registered business of Nursing Group Pty Ltd. Nursing Group (established in 1993) is a community nursing service which employs hundreds of nurses throughout NSW. Casey College supplies qualified assistant nurses to not only Nursing Group but too many employers throughout NSW. Casey College has been assisting people to **believe** in their dreams and goals, **discover** their potential through the best training and education in order to **become** whatever they desire to be.

Our aim is to positively transform lives through education

There is nothing more rewarding then providing good, kind and compassionate care to the elderly, terminally ill or people with a disability. It takes a certain kind of person to pursue this career and we make sure that you are the best you can be, by supporting you during the whole course, providing guidance with your studies if this is required. We ensure that you get plenty of practice in the class room so that you feel confident doing practical tasks such as personal care, transferring, feeding, taking vital signs (temperature, pulse and blood pressure)etc.

We will organise work experience for you, with one of many great facilities that are happy to take our students for the three week placement. This gives you a perfect opportunity to practice and gain a comprehensive understanding of what you have learnt. While you are there, our trainers will assess your work and answer any questions you may have.

This is also an opportunity for you to impress recruiters from these facilities. Many of our students are offered employment by the facility they attend for work placement before they even finish the course! If you are interested in working in the community we are able to offer all successful graduates an opportunity to attend an interview with Nursing Group.

Thank you for considering Casey College. We look forward to meeting with you and hopefully helping you to become a professional and start a wonderful new career.

Course Information: HLTAID003 – Provide first aid

The HLTAID003 – Provide first aid is Nationally Recognised and is accepted by WorkCover.

Our training is delivered by fully qualified Trainers/Assessors with many years of industry experience, in a fun environment, in our state of the art training room that fully caters for vital practical experience.

Gaining this certificate will not only meet a job, volunteer or official requirement but will also give you lifesaving skills that you may need to apply in any everyday situation with your family and/or friends.

The HLTAID003 – Provide first aid is valid for 3 years, but please note that the CPR component should be updated yearly.

How we deliver our course

The HLTAID003 – Provide first aid, contains both theory and practical components

The theory component is to be completed by you prior to the course day and handed in at the commencement of the course. The theory consists of a Pre-course workbook with multiple choice questions which you can attend at your own pace at home. This Pre-course Workbook is available online or as a hardcopy.

The practical component is delivered in one day (usually 9am to 4.30pm). The practical (course day) will involve lectures, role plays and practical demonstration and assessment tasks. You will have the opportunity to gain confidence in our simulated “real life” scenarios.

Course costs

The cost of the HLTAID003 – Provide first aid, is \$99 and full payment is required upon enrolment to retain your place in the course.

Eligibility

There are no formal entry requirements for this course, however, you must meet the below criteria to be eligible to enrol.

1. You must be physically fit as you will be required to attend to some practical assessment tasks.
2. Have the ability to read and write in English – Please advise us before enrolling if you feel you will need extra help.

Course Materials

All course materials will be supplied by Casey College and are included in your course fee unless specifically stated. Our materials have been developed in-house by industry specialists and are updated on a regular basis. They cover and exceed the requirements that your current or future employers are looking for. Our materials are clear and easy to follow. If you need replacement of your Pre-course workbook, a fee will apply of \$10.00.

Assessment

Apart from you Pre-course workbook there are no other written assessments. You must complete the Pre-course workbook prior to the course day. If you do not complete this you will not be able to participate on the day. A refund will not be applicable.

The HLTAID003 – Provide first aid has a practical skills assessment. Once the Trainer goes over all the information and skills required you then have time to practice all the skills you have learnt. These will be assessed in a scenario based environment.

Unique Student Identifier or USI

As of the 1st January 2015 anyone studying Nationally Recognised training in Australia will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training

records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

You will need to apply for a USI and supply Casey College with this in order for us to issue your certificate/s at the end of your course. For further information please go to: <http://usi.gov.au/Students/Pages/default.aspx>

Who you can go to for information.

Your main point of contact will be your Training Consultant. Training Consultants manage all administrative aspects of your enrolment and are there to support you. You will also be able to ask your trainer for advice and assistance during the day. Contact details for your location are on our website or at the end of this handbook.

Important Learner Information

Nationally Recognised Training/Qualifications

A Nationally Recognised Qualification is a formal qualification, issued by an approved body (such as The Casey College) that recognises a person has achieved learning outcomes relevant to industry or community needs and which meet nationally agreed standards. People receiving nationally recognised training can be confident that the skills and knowledge they attain are recognised and valued across Australia.

If you complete individual units of competency from an accredited course you will receive a Statement of Attainment for the unit/s successfully completed. If you complete an entire course, you will receive a full qualification certificate and transcript of units.

Skill Sets are nationally recognised units of competency that are a combination of units from a training package. They are designed to build on an existing qualification to broaden a candidate's ability to undertake required or additional job roles.

These statements and awards (certificates) that are issued from a Nationally Recognised Training Organisation are recognised by all other Registered Training Organisations and by employers in Australia.

Non-accredited courses.

Casey College offers a wide range of non-accredited courses that are of the highest quality and contain best practice information. We offer a comprehensive range of nursing courses to help you stay on top of your game. From the basic topics, to the very technical ones. These nursing courses can be undertaken in small groups on our site or off site, some can even be attended online. Our face-to-face courses are highly practical. They will leave you feeling truly confident with the new skills you have gained, and you will have fun in the process!

Please contact one of our Training Consultants or check out our website for further details or access.

Casey College endeavours to clearly distinguish between non-accredited and accredited courses. If you are still unsure, check whether there is a nationally recognised qualification or unit code and ask your consultant whether the course is accredited.

Learner's Rights

As a participant in one of our courses, you are entitled to:

- Be treated fairly and with respect
- Learn in an environment free of discrimination or harassment
- Pursue educational goals in a supportive and stimulating environment
- Privacy concerning assessment records and confidential information
- Access assessment procedures and progressive results.

Learner's Responsibilities

You must also agree to:

- Treat other people with respect, fairness and courtesy and refrain from discrimination or harassment
- Not engage in plagiarism, collusion or cheating in any assessment event (see page 13)
- Be punctual and regular in attendance and follow housekeeping rules

- Submit assessment events by the agreed date or seek approval for an extension of time
- Observe the Workplace Health and Safety requirements of Casey College and other partnering facilities
- Avoid any behaviour which may offend, embarrass or threaten others
- Provide adequate notice of any changes to their enrolment status
- Pay fees that are due in a timely manner

Access and Equity

Casey College is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the Disability Discrimination Act 1992 and the Anti-discrimination Act 1977.

Casey College also maintains compliance with the Disability Standards for Education 2005 including processes relating to:

- Enrolment
- Participation
- Curriculum development
- Accreditation and delivery
- Participant support services
- Elimination of harassment and victimisation

Casey College promotes access and equity. This includes ensuring access to programs by groups who require special consideration including:

- People of Aboriginal and Torres Strait Islander descent.
- People with disabilities.
- People from ethnic minorities who are recognised as experiencing a disadvantage in career development

Casey College strives to maximise opportunities for access, participation and outcomes for all participants within the vocational education, training and employment system. Casey College will ensure the provision of access and equity services to participants as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent people from accessing and participating in our services. Casey College is committed to treating all prospective and actual participants on the same basis.

Casey College embraces the responsibility of ensuring that all RTO Personnel acquire the knowledge and skills to relate to participants without direct or indirect discrimination. All RTO Personnel are aware of and know how to use available company or external resources or be able to confidently refer participants to appropriate tutoring and community support services.

The Casey College is committed to addressing any additional support arrangement requests within reason that are made by potential accredited course participants.

In the Casey College Application and Agreement pack for an accredited course there is an option for "Other Special Needs". This can be checked as either YES or NO, and details of the special needs stated.

All complaints of discrimination or harassment must be reported immediately to the appropriate person. Any reported/identified discrimination or harassment allegations will be investigated and acted upon in an appropriate manner, as to protect the rights and well-being of the individual. If you want to report an issue, please follow the Complaints Procedure.

Complaints Procedure

Casey College ensure that complaints and appeals are dealt with and resolved in a fair, confidential, constructive and timely manner and that positive outcomes are achieved. Procedures are in place to ensure that the rights of the person making the complaint and the respondent are protected and that there are no repercussions.

Complaints are recorded and measured for the continuous improvement of RTO operations and validation of assessment and training strategies.

We always try to encourage people to resolve any issue(s) with the person(s) involved directly. If this is not an option, participants and other stakeholders can report a complaint via the following options:

- Verbally: to the trainer, the Training Consultant or Manager.
- In writing: to the Training Consultant, or Manager.
- Via the Course Evaluation Form.

Complaints may be made anonymously, however if the issue(s) are impossible to resolve, participants may be requested to come forward in order to come to a resolution.

Timelines for action:

- A formal investigation of the complaint will be initiated within 48 hours (or two working/business days) of receiving the information
- Feedback regarding the progress of the investigation or resolution outcomes will be provided at intervals of no more than five working days, until the issue is resolved.
- Once an outcome has been achieved all stakeholders will be advised verbally or in writing of the outcome. If feedback is verbal a record of the conversation will be created by the person handling the complaint.

If necessary, an independent mediator may be asked to assist in the resolution of the grievance. Mediators can be sourced through: [Leadr Association of Dispute Resolution](#) or Free call: 1800 651 650

If all of the above are unsuccessful then, an external agency may be required to assist in resolving the grievance. Persons may seek advice or lodge their complaint with one of the external agencies listed below:

ASQA – Complaints Team

Hotline 1300 701 801
Email complaintsteam@asqa.gov.au.
Mail Australian Skills Quality Authority
GPO Box 9928 Melbourne VIC 3001

Anti-Discrimination Commissioner:

Mail Sydney Office
PO Box A2122, Sydney South NSW 1235
Phone (02) 9268 5555

Human Rights and Equal Opportunity Commission

Phone 1300 656 419

State Industry Training Centre

Phone 13 28 11

Office of Fair Trading

Phone 13 32 20

Appeals procedure

Definition: an appeal: an expression of disagreement with any type of decision made by the RTO.

If the appeal is not related to training and assessment outcomes, then the complaints procedure is to be followed.

For appeals regarding assessment or course outcomes, the process below must be followed.

If you are dissatisfied with the result you can, within 6 months from the date of the result, appeal the decision by:

- Contacting the Training Consultant to discuss your concerns. You will be required to provide documentation to support your appeal
- If you are not happy with this outcome you can lodge your appeal with the CEO
- If you are still not satisfied with the result, you have the right to a third party review. Please note that additional cost may be involved in this process

Timelines for action:

- The process will commence within 48 business hours of the appeal being lodged
- Feedback regarding the progress of the investigation or resolution outcomes will be given at intervals of no more than five working days, until the issue is resolved.

Once an outcome has been achieved all participants will be advised in writing of the outcome.

Confidentiality and your training records

Training Records cover all documentation and information relating to training and assessment activities. It includes, but is not limited to: enrolment information, commencement and completion dates for individuals of all competency units, individual assessment information for each unit of competency, information on awards issued (award, date, certificate number), individual participation data (assignments/assessments where practicable, attendance), documentation/records of grievances, complaints, appeals and recognition process documents (application and results).

Casey College is committed to maintaining and safeguarding the confidentiality and privacy of all individual participant information. It will document and implement procedures to ensure the integrity, accuracy and currency of records.

Casey College follows the Privacy Principles below:

1. Collection - We will collect only the information necessary for our functions.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - participants will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.
11. All information given to Casey College for the sole purpose of creating or verifying a Unique Student Identifier (USI) will be destroyed immediately after creating or verifying a USI.

How we manage your details:

Individual participant records are stored in a secure area and with safeguards in place to minimise loss, unauthorised access and use and/or modification or misuse.

Participant results are kept for a period of no less than 30 years.

Training records will be collected and stored to meet the requirements of external reporting requirements

Access to individual participant training records will comply with the Australian Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records. Requests to access records must be in writing to the Training Consultant.
- Individuals authorising the release of specific information to third parties. Requests to access records must be in writing to the Training Consultant.
- RTO staff who require the information for their role
- Office of Training and Tertiary Education or their representative for activities under the Standards for Registered Training Organisations, for example ASQA or DET.
- Legal requirements (e.g. subpoena, search warrants, social service benefits, evidence act).

Change of Details

If you move or change your name, you need to notify Casey College of the changes. It is crucial to keep your address details up-to-date so that your Training Consultant is able to contact you. This can be done via email or letter to your Training Consultant.

In the case of a name change, a certified copy of documentation (for example, Marriage Certificate or Registry of Births, Deaths and Marriages or Change of Name Form) must be submitted with the change of details form.

Course Fees

All fees and charges are clearly stated on our website and in course information packages. The course fee is usually all inclusive; however, if there are any additional costs, these will be clearly explained in the learner information pack.

Remember to clarify any costs with the Training Consultant prior to enrolment if you are not sure.

Some course fees can be paid by instalments. When a participant elects to pay the course fees by instalments they must ensure each instalment is paid on or before the due date specified. Failure to make these payments may result in assessments not being able to be marked and therefore affect your eligibility to attend work placement. Learners will not be able to obtain their qualification until all monies owed are paid to Casey College.

Disciplinary action

If a participant breaches any of the responsibilities or conditions outlined with Casey College framework provided, we will commence investigating and counselling to try to resolve the issues using our disciplinary processes.

HOWEVER any of the following will result in termination of your participation in the course, and legal action may be taken: stealing, victimisation, discrimination, harassment, assault, the use of alcohol or drugs prior or during training.

Issuing the Qualifications

Once you have successfully completed your qualification or units of competency, you will receive a transcript of your results setting out the competencies that make up the Certificate or Statement of Attainment.

Your Certificate (s) will name Nursing Group Pty Ltd trading as Casey College as the Registered Training Provider.

Certificates are only issued once. In the event of loss or destruction a copy can be requested for a cost of \$40.00. Your application to obtain a copy of our certificate must be in writing and you must provide proof of your identity. This is to avoid identity theft or fraud.

You can access your results at any time by talking to your Training Consultant. We keep a register of these for 30 year after course completion.

Language, Literacy and Numeracy

Some recognised qualifications require a learner to have a certain level of English literacy and Numeracy skills. This is in reference to verbal, written and comprehension skills. The level required is determined by the training package set for the relevant qualification.

Casey College must comply with these requirements, and as a result part of the enrolment process can include (but not be limited to) a literacy and numeracy assessment prior to being enrolled.

Applicants who experience some degree of difficulty with the Literacy and Numeracy assessment will be provided support to help develop these skills to the required level. This support may include a referral to participate in an English Language class. Details of local providers can be obtained from the Training Consultant.

Learning Support Services

In addition to the Language, literacy and Numeracy support, Casey College provides support to learners who experience difficulties through their studies. This support may include (but not be limited to):

- Tutorials
- One on one trainer support
- Reasonable adjustment
- Verbal re-assessing
- Gap training

Plagiarism

When a student/s submits/s an assessment package that is the same as another student's work this will be considered as plagiarism (copying). The student/s will receive an assessment result of Not Satisfactory. The students may not be given a second chance to complete the assessment package and may be dismissed from the course

Credit Transfer

Students who have previously completed a qualification or unit of, may be awarded a Credit Transfer for units already assessed as competent. This means that any equivalent unit of competency listed on a statement of attainment can be Credit Transferred to your current studies.

What this means for you:

This means that if you are eligible for a Credit Transfer, you will not be required to repeat that unit.

Casey College will honour all mutual recognition requirements as specified by the standards. Casey College is not required to re-issue a qualification or Statement of Attainment awarded by other providers for an equivalent qualification, or the same units of competence.

Please speak with your Training Consultant if you think you may be eligible.

Recognition of Prior Learning (RPL)

All enrollees are offered Recognition of Prior Learning, this may include skills gained over time through formal studies, professional work or life experience.

What this means for you:

This means that if you have skills relevant to the qualification being studied, that you may be able to gain RPL (Recognition of Prior Learning) through an assessment process.

The assessment process will involve showing evidence of the skills or knowledge gained over time or through previous study. RPL does attract additional fees to your course cost.

To find out further information or to ascertain if you would be eligible for RPL please speak with your Training Consultant.

Refunds and cancellations

Course dates are subject to change and Casey College will endeavour to provide notice wherever possible.

Courses will be run subject to adequate numbers of enrolments. If a course is cancelled by Casey College, a refund of all monies will be given in the form it was paid. Casey College will not be held liable for other costs incurred due to course cancellation or re-scheduling.

It is the policy of the Casey College to provide a framework and guidelines for a timely and adequate refund of participant fees where applicable. Instead of requesting a refund, participants may at any stage, apply to defer to a future identical course (provided it is attended within twelve (12) months of enrolment). A course can only be

postponed once and if you cancel the postponed course the money paid will be forfeited regardless of the amount of notice given.

Cancellations before commencement

Enrolments cancelled more than fourteen (14) business days (excluding weekends and public holidays) prior to commencement of the course can either be transferred, or a cancellation fee of \$100 applies (or full course cost if under \$100)

Enrolments cancelled within fourteen (14) business days (excluding weekends and public holidays) prior to commencement of the course can either be transferred, or a cancellation fee of \$400 applies (or full course cost if under \$400)

When no notice is given for non-attendance, no refund is applicable.

Cancellations after commencement

Cancellations during the course will result in forfeiting of all monies paid.

Refunds for special circumstances

Learners may apply to the Training Consultant for a refund of the fees for special circumstances, please call us to discuss this further. If the Participant is not eligible for a refund, the Training Consultant will advise them in writing with the reason/s for refusal.

Social Media

Social Media should not be used in a way that can be perceived as bullying, discriminating, as sexual harassment or defamatory towards the company or any associate of the company (this includes trainers, students past and present). This includes all multi-media, social networking websites, and blogs both in professional and personal use. Disciplinary action will be taken if this policy is breached.

Withdrawing or Postponing to another Course

If you wish to withdraw or postpone from your enrolled program, a unit of competency or module you must notify your Training Consultant in writing. Withdrawal is a serious consideration, and you are encouraged to discuss your choice with your supervisor/manager and Training Consultant before taking this step. Fees may be associated with withdrawing from a unit, module or program. See refunds section.

Work Health and Safety

Casey College will ensure that training will only be conducted in work-safe conditions and in comfortable surroundings suitable for training. If you see a hazard, no matter how small, please advise the Trainer or Training Consultant immediately. Remember: WHS is everybody's business.

How to enrol

Once you have chosen your course and have read the relevant Learner Handbook, and you believe you meet the eligibility criteria, please complete the learner application and agreement pack.

Once complete (or should you have any questions) you should call your nearest office to book an interview.

When attending this interview please ensure that you have the required 100 points of identification, payment/deposit and your USI.

Additional E-learning and Short Courses (non-accredited):

As you know, in the workplace and especially when you are applying for a job, it pays to stand out from the crowd. The additional non-accredited courses that we offer are not compulsory; however, these courses have been designed following feedback from employers on additional skills that they highly regard when choosing the right staff. Attending these courses may also offer you more opportunities to work in various fields and roles.

Sample courses on offer:

- Bowel Care Workshop
- Diabetes Workshop

- Dementia Workshop
- Assist with Medications Workshop
- Wound Care Workshop

You can also choose to expand your skills and knowledge by attending an additional non-accredited short course at a very low cost with Casey College. These short courses were designed in consultation with employers, and will give you an edge compared to other applicants when you are applying for jobs because of the extra skills you will have. You will receive a separate certificate of attendance for each a short course you attend.....ANDit looks great in your portfolio.

Casey College's Code of Practice

Casey College's code of practice is there to protect you. Casey College's Registered Training Organisation (RTO) will conduct all training with honesty, integrity and professionalism.

Our quality system strives for the following goals:

- The ethical and responsible recruitment of participants. All participants will be given the best opportunity to attend training programs, which are suitable for their learning needs and goals.
- Provide training services that are flexible and designed to suit the needs of participants. All assessments will be valid, reliable, flexible and fair.
- Provide all participants with opportunities for Recognition of Prior Learning and current competencies.
- Staff delivering training and assessment will meet all qualifications and experience requirements.
- Casey College will adopt policies and practices that maintain high professional standards for the management and delivery of training and assessment, and will only deliver courses or competencies where the capability of delivering a quality assured service is guaranteed
- At the commencement of the course, each participant will be issued with the necessary course information to clarify learning outcomes and expectations for assessment.
- Enable participants to access a fair and equitable process for appeals and grievances on any issues concerning training and assessment.

Governing Legislation

Registered Training Organisations are subject to a variety of legislations related to training and assessment, as well as general business practices. These legislations that Casey College abides to include:

- National VET Regulator Act 2011
- Work Health and Safety Act 2011
- NSW Workplace Injury Management and Worker's Compensation Act 1998
- Anti-Discrimination Act 1977
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Privacy and Personal Information Act 1998
- Privacy Amendment (Private Sector) Act 2000
- The Commonwealth Copyright Act 1968
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeship Regulation 2010
- Student Identifiers Act 2014,
- Standards for Registered Training Organisations (RTOs) 2015

Sydney/Casula Campus

The Casey Centre
445 Hume Highway
CASUALA NSW 2170

Ph.: (02) 8778 7777
*For Sydney and surrounding
areas*

Nowra Office

The Casey Centre
29 Bridge Road
NOWRA NSW 2541

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