



# **Student Handbook**

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## TABLE OF CONTENTS

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	<b>No.</b>
Table of Contents	2
Introduction	3
1. Course Information	3
2. Pre-Course Preparation	3
3. Enrolment and Prerequisites	3
4. Reading, Learning and Other Difficulties	3
5. Course Assessment	4
6. Assessment Appeals	4
7. Recognition of Prior Learning (RPL)	4
8. Fees and Charges	4
9. Refunds	4
10. Incompletion of a Course	4
11. Course Cancellation	5
12. Student Responsibilities and Code of Behaviour	5
13. Course Evaluation and Feedback	5
14. Complaints	5
15. Legislative and Regulatory Requirements	5
16. Immediate Response First Aid's Policies	5
17. Privacy and Confidentiality	5
18. Access, Equity and Diversity	5
19. Anti-Discrimination and Sexual Harassment	6
20. Workplace Health and Safety	6
21. Further Available Information	6
22. Frequently Asked Questions	6
23. Acknowledgment Declaration	6

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# Welcome to Immediate Response First Aid

We thank you for booking with Immediate Response First Aid (IRFA) and look forward to meeting you. Please take the time to read this handbook as it will provide you with information on what to expect from your first aid course as well as your rights, responsibilities and IRFA's policies. As a Registered Training Organisation, IRFA has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. IRFA strives to provide quality training to individuals and groups with the intent of improving first aid awareness, knowledge and skills. We encourage the use of first aid in the home, at recreation and in the workplace with the aim of reducing the incidence of injury and suffering caused by accidents. We are constantly upgrading our own knowledge to reflect best practice and to be able to impart this to our clients in a practical and efficient manner. Our courses are developed to meet the needs of individuals and businesses and ensure that qualified and experienced trainers are selected to conduct our courses.

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## 1. Course Information

Nationally recognised qualifications on our scope of registration include:

<i>Course</i>	<i>Award Issued</i>
HLTCPR201A Perform CPR	Statement of Attainment
HLTFA201A Provide Basic Emergency Life Support	Statement of Attainment
HLTFA301B Apply First Aid	Statement of Attainment
HLTFA404A Apply Advanced Resuscitation Techniques	Statement of Attainment
39253QLD Low Voltage Electrical Work Rescue	Statement of Attainment
Other Training:	
<i>Course</i>	<i>Award Issued</i>
Anaphylaxis and EpiPen Management	Certificate of Attendance

Please contact IRFA if you require further specific information regarding any of our courses.

## 2. Pre-Course Preparation

Paper Based Pre-Course Material: Once you have booked into your course if required you will receive the relevant:

- Self-Paced Learning Workbook and
- First Aid Guide
- PLUS additional notes specific to your course e.g. Anaphylaxis and EpiPen Training, AED training and/or oxygen administration

Please complete the self-paced learning workbook/s prior to the course date and bring along with you to your course.

Online Learning Pre-Course Material: If you book your course online and register for on-line learning you will need to complete the associated online modules prior to your course date and successfully complete the online workbook. Once completed please print the Online Workbook Assessment Certificate to bring with you to your course.

If you have difficulties with any aspect of your pre-course workbook do not worry, as all elements will be covered during the course. Please also feel free to contact us for assistance. IRFA provides encouragement and support to all students; however, all participants have a responsibility to make every effort to maintain satisfactory progress in their training.

## 3. Enrolment and Prerequisites

Our courses require participants to be 16 years or older or have the written permission of a parent or legal guardian. Other details may be required to ascertain a participant's suitability for a course and confirmation of their identity. Access to the course is open to all subject to the payment of fees, availability and the extent to which the course outcomes and pre-requisites match the needs of an individual.

## 4. Reading, Learning and Other Difficulties

If you have any difficulties with reading, learning or any other difficulty such as physical ailment your trainer will assist you in every way possible to achieve success on the course. If possible please advise us of any concerns prior to the course. IRFA would like to ensure all students are given appropriate support and encouraged to pursue their vocational education and training goals through participation in courses offered. If your needs exceed IRFA's capacity we are happy to assist you further and refer you to an appropriate external agency where you can seek support.

## 5. Course Assessment

Trainers will deliver courses to meet Australian Quality Training Framework (AQTF) Standards required by approved Registered Training Organisations. You will be assessed as Competent or Not Yet Competent by your Trainer/Assessor (please note that partial credits will be accorded where applicable). IRFA understands that not all participants learn in the same manner, and we will do our best to meet individual needs as required. Assessment as a first aider is achieved by practical and theory assessment. Should you be assessed as Not Yet Competent you are given two additional attempts to become competent at no charge. If after these attempts you are still deemed Not Yet Competent then you will need to repeat the course / unit at your own expense.

**Practical:** Practical assessment includes CPR, bandaging, handling of a conscious and unconscious casualty and scenario/role plays. This may involve work on the floor, so advise your trainer if you have any physical disability or injury that needs consideration.

**Theory Assessment:** Includes a multiple-choice theory paper that must be completed by each student. A level of Competent must be achieved to be successful (assessment may be oral if required). To be Competent you must achieve 100% - all answers correct. If you achieve more than 80% you are eligible for an immediate resit and if you achieve less than 80% you will be marked as Not Yet Competent and will need to attend another training session.

**Requirements for Completion:** 100% attendance and participation. All criteria on the practical competency assessment guidelines must be met and a mark of 100% achieved in the written exam before you can be deemed as competent and issued with your certificate.

## 6. Assessment Appeals

All participants have the right to appeal against an assessment decision. Any appeal related to assessment must be lodged within the appeal period, that being within five (5) working days after course completion. IRFA ensures that all assessment appeals and grievances are dealt with in a fair manner. Students must outline their appeal and forward it to IRFA management for review. The appeal will be dealt with in a timely manner with the results being forwarded to the student in writing. If the student is not happy with the result IRFA will willingly seek independent mediation and/or referral to the appropriate governing or regulatory body where applicable.

## 7. Recognition of Prior Learning & Other Registered Training Organisations

In accordance with the Australian Qualifications Framework we recognise qualifications issued by other issuing authorities. We can also offer RPL to applicants who feel they meet some or all of the competencies. Application should be sought before attending a course. Please contact us for further information and to receive the appropriate application form.

## 8. Fees and Charges

IRFA fees are inclusive of all course costs including resources, equipment, pre-course information and certificates.

## 9. Refunds

- If a participant is not satisfied with the course content and delivery of a training course a refund will be given.
- Students cancelling their attendance of a course with 48 hours prior notice to the course date will be offered the choice of a full refund of the course fee which will occur within 14 working days from the time of cancellation or a future mutually agreeable course date.
- Students cancelling their attendance of a course with less than 48 hours prior notice to the course date will be offered a future mutually agreeable course date with no charge or a refund of course fees with the deduction of a \$20.00 processing fee.
- Corporate clients cancelling a course with greater than 5 working days prior notice to the course date will receive a full refund of course fees within 10 working days of the refund request if a mutually agreeable future course date is not arranged.
- Corporate cancellations of less than 5 working days prior notice to the course date will incur a \$100.00 cancellation fee with all other monies being refunded within 10 working days of the refund request if a mutually agreeable future course date is not arranged.
- IRFA will request a return of pre-course materials that have been despatched to clients who cancel and request a refund. If not returned clients will incur a fee of \$20.00 for the pre-course information. This fee may be deducted from the refund amount. Pre-course information returned will be at the expense of the client.

## 10. Incompletion of a Course

If a participant leaves prior to the completion of all assessment tasks during the face to face training, qualifications will not be issued and the participant will forfeit 100% of the course fee. IRFA will always take into consideration extenuating circumstances and may allow the participant to attend a future mutually acceptable course date.

## **11. Course Cancellation**

IRFA may cancel a course where there are insufficient participant numbers. In the event of course cancellation, participants will be notified as soon as possible and refunded their full course cost or offered a new course on a mutually acceptable date.

## **12. Student Responsibilities and Code of Behaviour**

It is the trainer's responsibility to ensure the comfort and safety of all students. The trainer has the right to evict a student in the first instance who displays disruptive or offensive behaviour, and/or is adversely drug or alcohol affected. It is the responsibility of all IRFA students to:

- Conduct themselves in a safe and healthy manner.
- Behave in a manner which prevents injury and disease to themselves, their trainer and fellow students.
- Identify and report any possible hazards from equipment, facilities and the environment to their trainer.
- Comply with instructions from their trainer in the event of an emergency.
- Refrain from smoking anywhere in the building.
- Refrain from drinking and/or eating in the training rooms.
- Attend class punctually.
- Comply with the assessment information outlined in the student handbook.
- Discuss any complaints or grievances with their trainer or IRFA management.
- Ensure no discriminatory, harassing or bullying behaviour at all times to any other individual.
- Report any discriminatory, harassment or bullying behaviour to their trainer, workplace supervisor or IRFA management.
- Refrain from unacceptable behaviour including the use of bad language, alcohol and drugs.
- Refrain from the use of devices which may disrupt classes including mobile phones and pagers.

Students who choose not to comply with the Code of Behaviour will be given a verbal warning in the first instance and dismissal in the second and final assistance with no refund of course costs.

## **13. Course Evaluation & Feedback**

IRFA is committed to the ongoing improvement of our training and services. To assist us with this, you will be asked to complete a Training Course Evaluation form. This is your opportunity to provide us with feedback on the course, trainer/s, enrolment process, facilities and equipment, training activities, materials and assessment procedures. Your comments are valuable to us and we thank you for your time in completing this evaluation form.

## **14. Complaints**

IRFA takes all complaints seriously and confidentially. We endeavour to resolve issues of contention as quickly as possible. Please speak to your trainer or contact IRFA directly if you have a grievance or complaint, so that we can fully explain the process to you.

## **15. Legislative and Regulatory Requirements**

IRFA is committed to and complies with all relevant local, state and federal government legislation and regulatory requirements in its operation. A comprehensive list of these is available from IRFA upon request.

## **16. Immediate Response First Aid Policies**

All policies and procedures are available upon request from IRFA.

## **17. Privacy and Confidentiality**

IRFA complies with the Privacy Act and National Privacy Principles 2001, which provide guidance on the collection, storage, use and disclosure of personal information. Student records are securely stored and your records alone are freely available to you upon request. All your information is considered confidential and will not be released to any other person without your written consent.

## **18. Access, Equity and Diversity**

IRFA actively encourages the participation and involvement of a cross section of the community through the establishment of a non-discriminatory participant selection procedure. We conduct flexible training to meet specific needs of individual students and encourage students to advise us of their specific requirements to allow for appropriate learning strategies to be implemented. Our Access, Equity and Diversity policy ensures IRFA's commitment to providing equity in training including maximisation of access, participation and outcomes for all identified groups and the elimination of discrimination against all students in vocational education and training.

## 19. Anti-Discrimination and Sexual Harassment Policy

IRFA does not tolerate any form of discrimination. All persons have the right to an environment free of discrimination and harassment and IRFA is committed to always creating and maintaining safe environments for staff, students and visitors. All individuals are encouraged to report any discriminatory behaviour, harassment or bullying to their trainer, IRFA or the appropriate authorities.

## 20. Workplace Health and Safety

The management of IRFA are committed to implementing the Workplace Health and Safety Act 1995 and any future amendments. IRFA understands its obligation to ensure a work site and environment that is free from risk of injury, disease or illness caused by the environment or workplace activities. Every individual must take reasonable care to avoid harm to themselves and others. In most instances IRFA training is conducted on premises of colleges, universities and within workplaces, therefore the trainer must comply with the standards set by the institution in which it is training. IRFA has established procedures for risk management which all employees, contractors and visitors are required to adhere to. Action will be taken immediately to correct any unsafe condition which arises. IRFA management will continually monitor and review Workplace Health and Safety control measures.

## 21. Further details of the following may be obtained by contacting us:

- enrolment and orientation procedures
- course information; content and vocational outcomes
- fees and charges; refund policy and exemptions (where applicable)
- provision for language, literacy and numeracy assessment
- client support, including any external support the RTO has arranged for clients
- flexible learning and assessment procedures
- appeals and complaint procedures
- disciplinary procedures
- staff responsibilities for access and equity

## 22. Frequently Asked Questions

*Q. Is CPR included in the Apply First Aid course?*

**A.** Yes, CPR is a unit of the Apply First Aid course and will be completed on the same day.

*Q. My first aid certificate has expired; can I just pay for the refresher first aid course?*

**A.** You can only do the refresher course if your first aid certificate is still current. Health information is always changing so it is important to be up to date.

*Q. Is this course/certificate recognised in other states?*

**A.** Yes, our Apply First Aid and CPR courses are nationally recognised and WorkCover approved in every state.

*Q. Do I have to complete the workbook before the course?*

**A.** Yes, completion of the pre-course workbook is a requirement of this one day course. Your trainer has the right to ask you to attend a future class if it is not completed.

*Q. How long do the CPR, Apply First Aid and Apply First Aid Refresher courses take?*

**A.** The CPR pre-course reading takes 1 hour at home with 3 hours of face to face training. The Apply First Aid and Apply First Aid Refresher pre-course reading and workbook takes approximately 3-5 hours to complete at home plus 8 hours of face to face training on the day of the course.

*Q. When will I receive my certificate?*

**A.** If you are assessed as Competent you will receive your certificate by mail within 21 days. If you require evidence to show you have completed the course sooner a letter can be emailed to you in the interim (please ask your trainer).

*Q. Can I get a copy of my certificate if my original is lost?*

**A.** Yes, if your certificate is lost in the mail we are happy to replace it at no charge. If your certificate is reported lost longer than one month after you have completed the course a fee may be charged for a replacement.

## 23. Acknowledgement Declaration

Before you complete and sign the IRFA Student Enrolment and Assessment form, please ensure that you have read the Student Handbook and understand the contents. If you do not understand anything, please contact us for further information or explanation. By filling in and submitting the signed Student Enrolment and Assessment form you are acknowledging that you have read and understood the information contained in this handbook.

*Thank You and We Hope You Enjoy Your Course*