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STUDENT HANDBOOK

Australian Red Cross Society (RTO 3605)

Registered Office: 23-47 Villiers Street, North Melbourne Vic 3051

Course Queries: 1300 367 428 or learn@redcross.org.au

RTO Queries or Comments: quality@redcross.org.au

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Specific Course information is available through the Red Cross website or printed course guides

1. Introduction

1.1 Welcome! Purpose of this Handbook

The Red Cross team welcomes you to Red Cross First Aid & Mental Health!

This handbook is provided to help you understand the way we work, and help you get the most from your training. We hope it will answer most questions that come up for you.

It is important that you take the time to read this handbook so that you understand your rights and responsibilities. We want to make sure that you have access to the information you need as you begin your training. This handbook will help you make informed decisions and provide information on how to get assistance when you need it.

Prior to the course, discuss your needs with your trainer. This will enable the trainer to provide the best training and assessment services.

Please don't hesitate to ask Red Cross staff if you have any concerns or questions about what you read in this handbook. We welcome any suggestions on how we can improve it.

All Red Cross staff members are here to help make your time with us as rewarding and interesting as possible. We encourage you to talk to us anytime if you have a problem, and share your suggestions and ideas with us about how we can improve our services.

By completing and signing your enrolment form, you are acknowledging that you have read the Student Handbook and will abide by the information in it.

We trust that your time with Red Cross will be enjoyable, and that the skills you learn here prove valuable in your future endeavours.

For more information about choosing a training or education provider, the National VET Regulator, the Australian Skills Quality Authority (ASQA) has developed a [Fact Sheet](#) to assist students in their decision-making.

The Management Team

Australian Red Cross Society (RTO 3605)

1.2 Australian Red Cross

Australian Red Cross Society is part of the Red Cross Red Crescent Movement, the world's largest humanitarian organisation.

With over 60,000 members and volunteers across the country, and aid workers throughout the Asia Pacific region and across the world, Australian Red Cross has achieved unparalleled outreach. When disaster strikes, or when a neighbour needs a helping hand, Red Cross is there, supported by almost 100 million volunteers in 186 countries.

Training

Australian Red Cross Society is a registered training organisation (RTO 3605) providing nationally recognised and accredited First Aid courses that comply with national, state and territory regulations.

Provision of First Aid courses is one of the most central and important Red Cross activities, with the aim of preventing loss of life and relieving suffering until health professionals arrive in an emergency. We deliver first aid training to over 90,000 individuals each year in over 80 locations, for both occupational and private needs.

Red Cross also provides a number of non-accredited courses to meet the needs of individual client groups.

For more information about Australian Red Cross Society RTO, please click [here](#).

2. About your training

2.1 Government Training Entitlements and Subsidies

If you are undertaking a government funded course, you may reduce your ability to access such funding in the future. If you are uncertain as to what this means to you and the course you are undertaking, please discuss with your Trainer or Red Cross staff member.

2.2 Unique Student Identifier (USI)

If you are undertaking nationally recognised training you will need to have a USI from 1st January 2015.

It is free and easy for you to create your own USI online. Go to www.usi.gov.au

Under legislation training organisations can only issue certificates when they have received your USI.

2.3 How to get the most from your training.

Step 1. Listen

Listen carefully to what is being explained. If you do not understand or you are unsure, ask questions, or ask for statements to be repeated.

Step 2. Observe

Watch closely when tasks are being demonstrated – take note of how things are being done. Again, ask for help if you need it – ask your trainer for examples.

Step 3. Don't be afraid

Don't be afraid to ask any questions. Remember – the only silly question is the one you did not ask. Don't be afraid of feedback and discussion, this will help you and your supervisor know how you are progressing.

Step 4. Do it

Active learning is 'having a go' yourself. Don't worry if you make mistakes – we all do. Learn from your mistakes and keep trying.

Step 5. Respect others

All students have the right to a safe and engaging learning environment. Respect the opinions of others and do your best to support the learning of all those involved.

2.4 Student rights and responsibilities

You have the right to...

- High quality training that is focused on your development
- A Statement of Attainment or Certificate (when found competent)
- The opportunity to receive Recognition of Prior Learning (RPL)
- Opportunity to explore and develop options
- Access and equity within the training environment
- A training environment free from harassment
- Privacy and confidentiality
- Appeal assessment decisions
- Access your records.

Your responsibilities are...

To adhere to the following Student Code of Conduct at all times:

2.5 Student Code of Conduct

1. Regular and punctual attendance

- Arrive at class on time.
- Advise the trainer in advance of expected absence, lateness or early departure.
- Explain absence to trainer on arrival/return to classroom.

2. Completion of all class and assessment tasks

- If you are absent for a class, provide medical certificate or statutory declaration.
- Negotiate a time with your trainer to catch up on any missed task as soon as possible.

3. Responsible, respectful and cooperative behaviour

- Treat staff and fellow students in a respectful manner.
- Respect other people's property.
- Comply with requests from staff.
- Do not use offensive language.
- Avoid disrupting/interrupting others.
- Come to class appropriately dressed.
- Switch mobile phones to silent or vibrate mode during class.
- No form of bullying, harassment or discrimination will be tolerated.

4. Preparedness to work effectively in class

- Participate in all learning activities to the best of your ability.
- Bring all necessary materials to class including stationery.

5. Respect Red Cross Training facilities

- Do not eat in classrooms.
- Do not enter the classroom until your trainer arrives.
- Do not draw/write graffiti on tables or other property.
- Leave rooms tidy (chairs and tables straight; rubbish in bins) at end of classes.
- Do not interfere with equipment or materials on display in classrooms.
- Treat surrounding grounds and car parks with respect – place rubbish in bins, drive in a considerate manner and obey signs.

6. Safety considerations

- Notify Red Cross of any perceived hazards in training environments.
- Always wait in a well-lit area before and after class.
- Please notify the trainer of any visitors to the class.

7. Legal requirements

- Alcohol, drugs and non-prescribed medication are strictly prohibited.
- Smoking is not allowed on or in the immediate surrounds of Red Cross premises, unless in a clearly designated smoking area.
- No weapons of any kind are permitted on any premises used by Red Cross.

Students found in breach of the Code of Conduct will face disciplinary action.

3. Competency-Based Training

3.1 Overview

Competency-Based Training (CBT) focuses more on what the student is expected to be able to do in the workplace than simply having theoretical knowledge. An important characteristic of CBT is that it is focused not only on the actual tasks required in the workplace, but also on the ability to transfer and apply skills, knowledge and mindset to new situations and environments.

3.2 Training delivery

Red Cross provides flexible delivery of courses depending on your needs via face to face and online.

3.3 What is assessment?

Assessment is the process of collecting evidence that demonstrates your ability to perform a task or possession of the required knowledge and mental readiness to perform the task to achieve the recognised minimum industry standard.

This will include but not be limited to information regarding assessment methods and alternative assessment methods (if required) to accommodate individual needs or circumstances.

3.4 Types of assessments

Up to three methods of assessment may be applied to test each competency. Some of the methods are:

Observation, in which the student is observed performing a series of, tasks a number of times to determine their competency.

Verbal question and answers, in which the student is questioned to determine the depth of their understanding of the process, to ensure that they are competent.

Written assessment, in which the student is given the opportunity to demonstrate their competency through written activities etc.

All assessment tasks take into account any language, literacy or cultural issues related to the task and context.

Upon completion of your assessment, you will either be assessed as:

- **Competent**, which means you have demonstrated the required skills and knowledge, **OR**
- **Not yet competent**, which means you have not yet been able to demonstrate the required skills and knowledge, and will need further training and/or practice before you are given the opportunity to be re-assessed.

3.5 Concerns about your assessment

If you are concerned about your results or the process by which your assessment took place please refer to the Red Cross Complaints and Appeals Policy.

3.6 I already have some qualifications!

Credit transfer is the process of transferring and granting you credit for accredited study you have previously completed. Red Cross has a mutual obligation to recognise all Australian Qualifications Framework (AQF) credentials and Statements of Attainment issued by other RTOs.

In order to be granted credit transfer, you must provide Red Cross with original or certified copies of associated certificates and/or Statements of Attainment prior to commencement of the unit(s). You must have obtained a pass or been deemed competent in order to be granted credit transfer.

Where a previously attained qualification does not meet AQF requirements or does not match the unit(s) applied, you may be directed to either apply for Recognition of Prior Learning or undertake a competency assessment.

In some cases, as in first aid units, credit transfer is not possible.

3.7 Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of equating an individual's prior learning to the learning outcomes/units of competency offered by a training organisation. It is available to all individuals enrolled in a nationally accredited training program and may include competencies attained through work experience, life experience and/or previous non-accredited studies.

In some cases, as in first aid units, RPL may not be possible.

What is involved?

As part of RPL assessment, your existing skills and knowledge are assessed against a range of industry standards by a qualified assessor. You can demonstrate your competence in a variety of ways including performing tasks, reporting/describing how you carry out tasks in the work place, providing references or written testimonials from past or current employers, or by providing work samples.

Benefits of applying for recognition:

- Recognition can accelerate your pathway to qualification.
- Recognition helps keep your studies interesting and challenging (as you are not learning things you already know).
- Recognition can reduce the cost of your qualification.
- Recognition will never cost you more than the training it replaces and may cost you a lot less.
- Recognition gives you the opportunity to have your skills and past learning formally acknowledged.

3.8 Issuing of Certificates and Statements of Attainment

You must be assessed as competent in all units of competency in a qualification before being issued a Certificate for the course in which you are enrolled. You will only be issued a qualification upon satisfactory completion of your course, provision of your Unique Student Identifier (USI) and payment of all outstanding fees.

If you partially complete a qualification, or are assessed as competent in one or more but not all units of competency, you may be issued with a Statement of Attainment.

Red Cross must issue all Australian Qualification Framework (AQF) Certificates and Statements of Attainment within 30 days of submission of all compliant and completed final assessments and required paperwork on completion of the training program, only to students who have provided Australian Red Cross Society with all their correct Unique Student Identifier (USI) details, and paid all outstanding fees.

For First Aid and other short courses, Red Cross aims to issue certificates between 1 to 7 days of unit/course completion depending on location.

4. Red Cross Policies and Procedures

Red Cross is committed to ensuring that its students are treated fairly and enjoy their training experience. To ensure you get the most from your training, the following information is provided to help you understand our policies.

4.1 Fees and charges

Details of fees and charges for courses are available from our website, or by contacting Red Cross customer service centre personally. Red Cross understands that circumstances may arise that negatively affect a student's ability to participate as planned in a training program. Red Cross's refund policy is outlined below.

Refunds will be issued when:

- You provide written notice of course withdrawal with more than 5 days notice, a refund of 80% of fees paid will be given;
- Review of credit transfer indicates that you are not required to undertake the course/part course.
- You are unable to attend due to extended hospitalisation/illness/pregnancy/childbirth.

Refunds will not be issued when:

- Changes occur in your work hours that prevent you from attending.
- It becomes inconvenient for you to travel to class.
- You move interstate.
- You change jobs or become retrenched.
- You leave before completing the course/unit of competency.
- You are expelled from Red Cross Training Services for a serious breach of discipline.

The following refund conditions apply:

- For course withdrawals with more than 5 days notice, a refund of 80% of fees paid will be given;
- For course withdrawals with 5 or less days notice, a 50% refund will be given;
- No refund will be given where you do not commence on the agreed commencement date, or withdraw after the course has commenced.
- Approved allowable refunds will be paid within 4 weeks of receipt of written request.
- Course fees are not transferable.
- Full refunds will be made if Red Cross cannot provide a course for any reason.

4.2 Cooling off period

The Standards for RTOS 2015 require Red Cross to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Red Cross do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled in a course. For refund option in other circumstances, students must refer to the refund policy.

4.3 Privacy and confidentiality

Red Cross respects your right to privacy, and any personal information you provide will be held in confidence. Red Cross will handle your information in accordance with the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy Regulation 2013, which apply to all personal information provided to us.

Your personal information is included on the enrolment form for the purpose of collecting data for training registration and assessment results. We are obliged to pass on information to government agencies as part of your registration as a training student. This information is only used for statistical data collection. Red Cross will always pass this information on in accordance with government privacy guidelines.

At Red Cross, we make every effort to ensure your personal data remains secure and that access to your information is restricted to only those who need and have legal right to know.

For further information please visit the following sites shown below:

Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy Regulation 2013 – <http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform>

Government statistical information privacy policy – <http://www.ncver.edu.au/privacy>

Red Cross Privacy Policy - <http://www.redcross.org.au/privacy.aspx>

4.4 Access and equity

Red Cross is committed to promoting a fair and equitable work and training environment that is free from discrimination, harassment and vilification for all clients and staff.

Training and assessment services are available to all clients regardless of ethnicity, gender, age, marital status, sexual orientation, and physical or intellectual impairment.

Sexual harassment is illegal, and will not be permitted in the workplace, or in the training environment.

Red Cross will treat every client fairly and without discrimination.

Complaints and appeals procedures are in place to ensure that any concerns are dealt with immediately and appropriately.

Clients will be granted access to services offered by the Red Cross on the basis of individual assessment of their eligibility for the service(s) being provided, and selection will comply with relevant equal opportunity legislation and the selection criteria for the service. While practicing an open access policy, Red Cross recognises that client eligibility for services may be influenced by:

- Government funding/contract requirements
- Course prerequisites
- Availability of services

4.5 Complaints and appeals

Red Cross is committed to ensuring that we deliver a fair and equitable service to all our clients. If at any time during your dealings with us you have any concerns about training, assessment or service, we encourage you to:

- Try to resolve the matter with the party concerned.
- If the grievance remains unresolved, then formally register your concern in writing to:

National Quality Manager
Australian Red Cross Society (RTO 3605)
23 – 47 Villiers Street
North Melbourne VIC 3051

OR email: quality@redcross.org.au using the Complaints and Appeals form. Forms are available from Red Cross Administration support staff or are available on our website.

If we are unable to successfully resolve the issue, then we will appoint a mutually agreed mediator to review the grievance.

A complete copy of the Complaints and Appeals policy is available on our website and from administration support staff on request.

4.6 Course withdrawal

If you choose to withdraw from a course prior to completion, notice must be given in writing via the Withdrawal, Transfer or Refund form available from administration staff.

4.7 Changes to personal details

It is your responsibility to notify us in writing within 7 days of any change of name, address or employment that occurs during the term of your studies with us. A Change of Details form is available from administration staff.

4.8 Access to records

You are welcome to access your records at any time by phoning the office or by speaking with your trainer. Your assessment records are kept on our student management system and you can request an interim statement by contacting your relevant Red Cross office.

Your trainer will update your training plan and records as you work through your course.

4.9 Student support/welfare/guidance

Red Cross wishes to ensure that all students are supported in their studies to the fullest extent. If you are experiencing any difficulties with the course please see your trainer, training administrator or another member of the training staff.

Students seeking advice on welfare or guidance on other matters may make an appointment at any time with your trainer or training administrator for free advice relating to study on the following topics: (overleaf)

- Managing time
- Setting and achieving goals
- Motivation
- Ways of learning
- Coping with assessments
- Self-management/self-care

4.10 Plagiarism, cheating and collusion

Plagiarism is taking and using the ideas and/or expressions and/or wording of another person or organisation and passing them off as your own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Cheating is seeking to obtain an unfair advantage in the assessment of any piece of work – for example by copying another student’s work.

Collusion is unauthorised collaboration between students and/or the unauthorised act of a student presenting work that is the product of directly working with others as his or her own

Plagiarism, intentional or unintentional, cheating and collusion are practices that run counter to Red Cross’s values of honesty, excellence and integrity. As such, you are expected to act with integrity at all times and only submit work that is your own, that has been appropriately referenced and includes acknowledgements of all texts and resource materials used in the development of the work.

Where Red Cross establishes that incidents of plagiarism, cheating and collusion have occurred, these incidents will be investigated and may result in disciplinary action.

4.11 Student feedback

We value and need your feedback about the course you are attending. All students are requested to complete at least two participation surveys. There are two surveys that you may be asked to complete:

- a. **Student evaluation** – this is an internal survey designed and monitored by us for continuous improvement purposes. It assists us to provide direct feedback about the training, resources and trainers. You will be required to complete survey sheets after each workshop/unit of competency.
- b. **National quality indicators** – under the ASQA Vocational Education and Training (VET) quality framework, we are required to provide student satisfaction data to a national database. This survey is completed at the end of your training and is compulsory.

4.12 Governing-body-commissioned surveys

As a student, you may receive an invitation to participate in surveys and/or projects from the National Centre for Vocational Education Research (NCVER) or other state or federal training bodies. Red Cross encourages all students who receive such invitations to engage in surveys and/or projects, as these provide important information that helps shape policy and funding in the vocational education sector.

4.13 Workplace Health and Safety (WHS)

People are our most important asset and their health and safety our greatest responsibility.

Red Cross is committed to ensuring that the workplace and training environment is safe and without risk to the health safety and welfare of all our staff, our contractors and students.

All persons in the workplace have responsibilities in relation to WHS.

The responsibilities of Red Cross employees and students include:

- Following safe work practices and all WHS rules.
- Not misusing or interfering with anything provided in the interest of health and safety.
- Wearing and maintaining personal protective equipment supplied.
- Reporting all hazards and encouraging others to maintain a workplace free from harm.
- Actively participating in WHS training programs.
- Reporting any/all accidents to the trainer and recording them on an Incident Report

4.14 Assessment resubmission

Where your assessment task(s) submitted is assessed as Not Yet Competent, you may have the opportunity to resit your assessment on the day of training.

5. Useful information

5.1 Definitions of terms you may encounter

| | |
|-------------------|--|
| Assessor | An assessor is employed by your RTO to assess your skills against National Competency Standards (an assessor is often a trainer as well) |
| Competency | The ability to perform a task in a given period of time |
| RTO | Registered Training Organisation |
| Trainer | A trainer is a person that is employed by your RTO to deliver training to you (a trainer is usually an assessor as well) |

5.2 Useful links/related sites

Training.gov.au <http://www.training.gov.au>

Department of Education and Training <https://education.gov.au/>

Fair Work Australia <http://www.fwa.gov.au/>

State and Territory training authorities:

Australian Capital Territory <http://www.det.act.gov.au/>

New South Wales <https://www.det.nsw.edu.au/home/>

Northern Territory <http://www.det.nt.gov.au/>

Queensland <http://deta.qld.gov.au/>

South Australia <http://www.skills.sa.gov.au/training-learning>

Tasmania <http://www.skills.tas.gov.au/>

Victoria <http://www.education.vic.gov.au>

Western Australia <http://www.dtwd.wa.gov.au>

5.3 Support services

Organisation contacts and telephone numbers that may be useful

Useful telephone numbers:

| | |
|--|--------------|
| ▪ Reading Writing Hotline | 1300 655 506 |
| ▪ Lifeline (24 hours) | 131 114 |
| ▪ Child Protection Crisis Line (after hours) | 131 278 |
| ▪ Kids Help Line | 1800 551 800 |
| ▪ Maternal and Child Health Service (24 hours) | 132 229 |
| ▪ Men's Line Australia (24 hours) | 1300 789 978 |
| ▪ Poisons Information Line (24 hours) | 131 126 |
| ▪ Suicide Help Line (24 hours) | 1300 651 251 |
| ▪ Victims Support Help Line | 1800 819 817 |
| ▪ Youth Substance Abuse Service | 1800 014 446 |

6. State and Territory Office Contacts

National Contact Details

For all enquiries about training:

Phone 1300 367 428

Email learn@redcross.org.au

MAJOR TRAINING LOCATIONS

Australian Capital Territory

Cnr Hindmarsh Drive & Palmer Street, Garren ACT 2605

New South Wales

St Andrews House, Level 4, 464 Kent Street, Sydney NSW 2000

Northern Territory

Ground Floor, Darwin Plaza Darwin Mall, Darwin NT 0801

Queensland

49 Park Rd, Milton QLD 4064

South Australia

Level 1, 212 Pirie Street, Adelaide SA 5000

Tasmania

40 Melville Street, Hobart TAS 7000

Victoria

23-47 Villiers Street, North Melbourne VIC 3051

Western Australia

110 Goderich Street, East Perth WA 6004