

STUDENT INFORMATION

Enrolment Terms and Conditions

Queensland Ambulance Service – Community Education



Applicable AQTF 2010 Conditions and Standards	Condition 3, Condition 5, Condition 6, Condition 7
Related Policy Documents	QAS Registered Training Organisation Policy Document

The information contained in this document has been developed to ensure that all students who are considering undertaking a First Aid course with Queensland Ambulance Service:

- Understand their rights and responsibilities
- Have access to information relevant to their learning
- Know how and where to seek assistance if required.

RTO and Health Training Package Information	
Name of RTO	Department of Community Safety, trading as Queensland Ambulance Service (QAS)
RTO Number	5285
ABN	19 823 962 345
Contact information	Website: www.ambulance.qld.gov.au Phone: 13 QGOV (13 7468) Email: firstaidtraining@dcs.qld.gov.au Post: GPO Box 1425, Brisbane QLD 4001
Employability Skills	Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions". There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology. These employability skills are embedded in the learning and assessment of units of competency delivered by QAS Community Education. More information can be found at http://employabilityskills.training.com.au/ .
Pathways	The units of competency delivered by QAS are from the Health Training Package HLT07, developed by the Community Services and Health Industry Skills Council (CSHISC). HLT07 provides other first aid units of competency that a student can progress to after completing this training program, including advanced first aid units of competency. First aid units of competency are also regularly used as core or elective units in a broad of qualifications. For more information on qualifications incorporating first aid units of competency, visit www.training.gov.au .
Scope of Registration	The document that informs the delivery and assessment of courses and programs offered by QAS (RTO) is the endorsed Health Training Package HLT07. For more information about the Department of Community Safety's scope of registration, visit www.training.gov.au .

General Information	
Complaint and Appeals Procedure	QAS Community Education has a Complaint and Appeals Procedure, and encourages students to make these issues known to management as outlined in the procedure through lodging a <i>Complaints Form</i> . Complaints and appeals will be treated with confidentiality and professionalism and acted upon within the quickest timeframes achievable in accordance with the Complaint and Appeals Procedure.
Induction	Housekeeping matters will be discussed at the commencement of each course, including fire and evacuation procedures. If this does not occur, please bring this to the course instructor's attention as it may have been an oversight and is mandatory information. Assessment requirements will also be explained throughout the course.
Records Management	Student records are kept on our secure learner management system and electronic files are backed up regularly. Hard copy files are kept secure. Students have access to personal records on provision of proof of identity. Students are obligated to keep QAS informed of changes to personal contact details to ensure the integrity of their personal record is maintained. QAS Community Education holds records of all statements of attainment issued for a period of 30 years (records pre-dating 1999 may be retrieved at a cost due to archiving). Also refer <i>Department of Community Safety Privacy Statement</i> http://www.communitysafety.qld.gov.au/info/privacy.htm .

Staff Responsibilities	QAS is committed to the highest standard of integrity, professionalism and accountability in preventing any inconsistency in its provision of services. It is QAS policy that students undertaking QAS Community Education courses are free of harassment and/or discrimination of any kind.
Student Welfare	Students with ongoing emotional trauma from previous life experiences may be affected through the learning process of first aid. Students are encouraged to seek support services from trained and experienced professionals. A range of support organisations are available. The course instructor will be able to provide some details of organisations that may be able to assist.

Learning and Assessment Information	
Appeals	Students have the right to appeal against assessment decisions. Appeals must be lodged within 14 days from the date an assessment result was received. Unsuccessful appeals may attract an appeal fee, which will be based on an hourly rate and the number of hours required by a trainer/assessor to review the appeal. Results of appeals will be communicated in writing. Appeals should be lodged using the <i>Complaints Form</i> available on the QAS website.
Challenge Test	Where students believe they have the required knowledge and competency, they may apply to undertake a Challenge Test. To apply for a Challenge Test, students must complete the applicable Challenge Test Application Form and submit with the Challenge Test Application Fee (see Financial Information). Also refer <i>Not Yet Competent</i> .
Competency Based Training	Competency-based training develops the skills, knowledge and attitudes required to perform tasks and as a result students are given every opportunity to reach the competency levels. Should a student not achieve competency (Not Yet Competent) for any reason by the conclusion of the course, an additional two attempts within a 14 day period will be given to become competent. If after these attempts the student is still deemed Not Yet Competent, the course may be repeated at the student's expense. Also refer <i>Fees, Charges and Refund Policy</i> .
Course Outcomes	Course content will vary according to the training undertaken. The outcome for QAS courses is your verified competency in the appropriate first aid care of casualties in given environments. Once you have been assessed as competent and successfully completed all course requirements (including payment of course fees), you will be issued with a Statement of Attainment relevant to the specific nationally recognised training.
Flexible Learning and Assessment	QAS Community Education courses are offered with flexibility, and many include internal and external delivery modes. The use of varied, innovative and appropriate teaching and learning strategies is encouraged and may include: lectures, student workbooks, demonstrations, scenarios, site visit, and group work. Students will be assessed in accordance with the performance criteria and evidence guides for each unit of competency. Comprehensive assessment of competency that seeks the integration of knowledge, skill and application is the course standard.
Language, Literacy & Numeracy Support	All delivery, assessment and instructions are carried out in English unless otherwise stated. There may be the opportunity available for students for reasonable adjustment concerning the assessment process, depending on the level of support required. Learning needs should be identified by the student to QAS Community Education prior to the commencement of the course. Students are responsible for costs associated with student support. Some examples of support offered include: language and literacy support for students who have difficulty with written or spoken English; numeracy support; and modification of learning and assessment tasks to accommodate the unique cultural or learning needs of students.
Reasonable Adjustment	The Australian Qualifications Training Framework (AQTF) defines reasonable adjustment as: "Adjustments that can be made to the way in which evidence of candidate performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised." Where students meet essential entry requirements and where required, QAS Community Education will make reasonable adjustments in line with AQTF guidelines and the Health Training Package HLT07 to learning and assessment processes in order for students to demonstrate competency. More information about the evidence criteria for units of competency is available at www.training.gov.au .
Recognition of Prior Learning (RPL)	RPL is an assessment process that ensures an individual's prior learning and/or experience are appropriately recognised. Units of competency may be achieved in several ways: formal training, work experience, informal training and life experience. Before apply for RPL students will need to make a judgement about whether they have relevant prior learning with current competency, and will need to self-assess by matching prior learning to the desired competencies using the QAS Community Education RPL Application Form, which includes an RPL Kit. To apply for RPL, students must complete the applicable RPL Application Form and submit with the RPL Application Fee (see Financial Information). Also refer <i>Not Yet Competent</i> .

Recognition of Qualifications	QAS Community Education recognises and accepts the training products, qualifications and Statements of Attainment of other RTOs and also from other States or Territories of Australia where equivalency of qualification can be demonstrated. Where previous qualifications are being used by students to fulfil pre-requisite requirements or towards demonstrating partial completion of a QAS course, a JP certified copy of the previous qualification must be supplied prior to QAS issuing the applicable course competency.
Strategy	All units of competency delivered by QAS Community Education are assessed at the time of delivery by a qualified trainer/assessor. Assessment tasks are designed to collect and evaluate evidence to determine whether a student can perform to the industry standards required. Delivery and assessment strategies are available for each unit of competency delivered by QAS Community Education.
Tasks	Assessment tasks may include pre-course activities, on-course activities, scenarios, group work, practical demonstrations, verbal assessment or written theory assessment.

Financial Information	
Challenge Test Fee	Where a Challenge Test is applied for, a fee will be charged equivalent to the course fee for the unit of competency being applied for.
Course Fees	QAS Community Education has standard scheduled price for each first aid course. Information about course fees is available: <ul style="list-style-type: none"> ▪ Online: www.ambulance.qld.gov.au ▪ Phone: 13 QGOV (13 7468) ▪ Email: firstaidtraining@dcs.qld.gov.au ▪ Quote: for private courses, as quoted by the applicable regional office
Discounts	Discounts on course fees may apply if students are a holder of a Commonwealth Government Pensioner Concession Card, Queensland Government Seniors Card, or Student Identification Card (full-time).
Guarantee of Training	Refer Fees, Charges and Refund Policy.
Payment Terms	All student fees are payable at the time of enrolment. Corporate clients may be offered an invoice or other arrangements as quoted. Statements of Attainment will not be issued until: <ul style="list-style-type: none"> ▪ Competency has been achieved ▪ Course fees have been paid in full.
Refunds & Charges	QAS Community Education has a Fees, Charges and Refund Policy available at www.ambulance.qld.gov.au that forms part of this Student Information. Enrolment in a course (public clients) or booking of a course (corporate clients) signifies agreement to the terms and conditions detailed in the Fees, Charges and Refund Policy.
RPL Application Fee	Where RPL is being applied for, a fee will be charged equivalent to the course fee for the unit of competency for which RPL is being sought.
Student Fee Guarantee	QAS Community Education, through compliance with Public Finance Standards, guarantees the security of payments made in advance for QAS first aid training and assessment services.

Student Rights and Responsibilities	
Access and Equity	<ul style="list-style-type: none"> ▪ QAS Community Education is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners. ▪ All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. ▪ All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within QAS Community Education's scope of registration. ▪ Any issues or questions regarding access and equity can be directed to the RTO Manager.

Guidelines for Participating in Training	<ul style="list-style-type: none"> ▪ Alcohol and illegal drugs are not permitted in and around the training environment. Students who appear affected by either alcohol or drugs will not be permitted to participate in training, and any dealings with drugs will be reported to police. ▪ Chewing gum is not permitted in and around the training environment. ▪ Weapons are not permitted in and around the training environment. Students carrying weapons will not be permitted to participate in training, and any dealings with weapons will be reported to police. ▪ Smoking is not permitted in and around the training room except in designated smoking areas and in accordance with Queensland Government legislation. ▪ Clothing should be neat and tidy, and appropriate to a training environment. As kneeling on the floor and bending over may be required during components of the training course, students are asked to wear clothing such as trousers, jeans or long shorts and an appropriate shirt (not open-necked garments). We also request that students secure long hair and refrain from wearing lipstick due to the stain this may leave on manikin faces.
Medical Problems	Students who have medical conditions or issues that could affect their participation in the training course are requested to identify this to the enrolment officer and their course instructor. QAS instructors are trained in first aid, and QAS reserves the right to call the ambulance for assistance if students require medical attention.
Occupational Health and Safety	QAS Community Education is committed to providing a safe work and learning environment in accordance with relevant legislation. No student or staff member is to facilitate any activity, participate in any activity or place themselves in any circumstance that contravenes OHS requirements. Students have an obligation to immediately report any hazards, potential hazards, or injuries to their course instructor.
Punctuality	Students should be at the course at least 15 minutes prior to the commencement of training. Late attendance at a course may affect a student's ability to complete the assessment requirements, which may result in a Not Yet Competent notice being issued.
Student Misconduct	QAS is committed to a safe and supportive environment for both students and course instructors. QAS encourages students to treat others with courtesy and respect, not use coarse or vulgar language, and be sensitive to the needs of other students. Gross misconduct of any course participant may result in termination of training and assessment without refund. In the case of misconduct by the employee of a corporate client, QAS will contact the organisation and have the problem addressed internally. QAS Community Education will address any misconduct of QAS personnel on receipt of a written complaint.
Telephones	In order to ensure students achieve maximum benefit from the learning process, and in order to minimise disruption to other students, please refrain from making or receiving calls or texts whilst in training. If you are expecting urgent calls, please take the time to communicate this to the instructor.