



AUSTRALIAWIDE
FIRST AID

AWFA Terms & Conditions

V1.5 Feb 2025



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CRITICAL STUDENT INFORMATION

V2.5 SEP 2022 (TH924)

The following critical information must be read before completing your booking with Australia Wide First Aid (AWFA).

COURSES and RTO RESPONSIBILITY

Australia Wide First Aid is a Registered Training Organisation (RTO [31961](#)) and the nationally recognised qualifications on our scope of registration includes:

- [HLTAID009](#) Provide cardiopulmonary resuscitation (CPR)
- [HLTAID010](#) Provide basic emergency life support
- [HLTAID011](#) Provide first aid
- [HLTAID012](#) Provide First Aid in an education and care setting

Whilst studying any of the before mentioned units of competency or courses, you will be enrolled with Australia Wide First Aid, (RTO [31961](#)) which will be responsible for the quality of training and assessment provided in line with the applicable RTO Standards and for the issuing of Statement of Attainments.

ADDITIONAL COURSE INFORMATION

We believe that students will benefit from participating in the additional training that will enhance their skills and knowledge in first aid.

As a result, students are trained and assessed progressively through their course and provided with additional training that is not part of the training skillset.

VENUE FACILITIES

Australia Wide First Aid has branches across Australia. Please note that some venues have liquor and gaming on the premises Please refer to the [Student Information](#) on our website for the venue facilities table located on the Student information further information on the facilities available.

ATTENDANCE

AWFA courses require students to be in 100% attendance for the classroom face to face training.

Students are required to arrive 15 minutes prior to the scheduled course commencement time. Late arrivals will not be permitted entry and will incur a rebooking fee.

Students who do not contact customer service within 24 hours to notify the reason for their absent 'no show' on the day of training will forfeit all fees paid. Please refer to cancellation fees section for further information.

E-LEARNING ASSESSMENT:

Students are required to complete online questions to be permitted entry to face to face training. This is critical in building and refreshing the student's underpinning knowledge in first aid prior to attending training.

Students who are unable to complete the E-Learning Assessment before 11.59pm AEST the night before the course, will be required to rebook their course to an alternative day. A rebooking fee will apply.

Upon completing the booking, the student will receive their unique E-learning Assessment link via email which will include the First Aid E-book. We recommended that students read through First Aid E-book prior to completing their E-learning Assessment to comprehensively understand the subject matter.

Completion of online pre-reading and assessment varies depending on the individuals learning ability and the number of multiple-choice questions to be completed. We recommend allowing approximately 3 to 6hrs, student's answers are automatically saved as they progress through the E-learning, therefore they can complete the questions over a few days instead of one sitting.



UNIQUE STUDENT IDENTIFIER (USI)

At the time of the online booking or during your phone booking, we will request that you provide your USI. It is the responsibility of the student to ensure that details provided are true and correct. Please be advised that providing false information will delay the processing of your Statement of Attainment upon successful completion of the course.

To create your USI visit - <https://www.usi.gov.au/students/get-a-usi>

To retrieve your USI visit - <https://www.usi.gov.au/students/find-your-usi>

If you are experiencing issues with creating or retrieving your USI please contact the USI department on 1300 857 536

PHYSICAL LIMITATIONS

It is important to note that the HLTAID competency standards do require a level of physical ability to meet the evidence requirements for assessment. Due to the potential risk to health and safety it is important to note that students must be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.

These standards relate to the level of performance required to provide resuscitation and respond to an emergency situation where there may be risk to life.

Australia Wide First Aid where possible will make reasonable adjustments to accommodate a student's physical limitation so long as these adjustments does not restrict the student from completing the course to the criteria required to achieve the competency.

If you are unsure whether your limitation will affect your ability to complete the course, please contact Community Sales Team to discuss prior to booking.

MINIMUM AGE REQUIRMENT

To attend a course with Australia Wide First Aid, the individual must be at least 14 years of age.

PHOTO ID

Students will be required to present photo ID to the trainer and sign in on the attendance sheet on the day of training. Acceptable forms of photo ID include: Driver's licence, passport, adult proof of age card.

High school students (under 18 years) may provide their school student ID.

EQUIPMENT

Please bring notebook and medium point blue or black pen to your course only. Assessments completed in pencil, gel pens and fine point pens will not be accepted.

It is also recommended that you bring a cushion or towel to kneel on as some venues are not carpeted. Please refer to venue facilities table for further information.

All other training equipment will be supplied by Australia Wide First Aid.

DRESS STANDARDS

Please ensure that you wear comfortable clothing suitable for performing practical tasks on the floor and closed in shoes.



WAVIER

The Student acknowledges and accepts that the course involves the Student undertaking and being involved in a variety of activities including the following:

- Students are required to physically demonstrate their competency through application of first aid techniques;
- Students may be requested to assist with class demonstrations, which can involve physical contact by the trainer and other participants;
- Students may be exposed to graphic details contained in photographs or other forms of media as part of the course including scenario-based training;
- Students are required to complete some first aid techniques on the floor.
- The Student acknowledges and accepts that by undertaking the course and participating in these activities that there is a risk of injury, loss or damage to their person and/or property (“the Risks”).
- The Student voluntarily assumes the Risks involved with these activities.

Any warranty implied by law into this agreement is expressly excluded to the extent permitted by law including, but not limited to any warranty that the services are provided with due care and skill which would otherwise be implied by virtue of section 60 and 61 of the Australian Consumer Law and the Competition and Consumer Act 2010 (Cth) and any similar statutory warranties.

The Student acknowledges that Australia Wide First Aid will not be liable for any direct or indirect loss or damage howsoever caused, including loss or damage caused as a result of the negligence of Australia Wide First Aid and/or its servants or agents. This exclusion of liability extends to, but is not limited to, any loss or damage in respect of or arising from personal injury.

To the extent permitted by law, the Student expressly waives all their rights to take legal action against Australia Wide First Aid to recover any loss or damage arising as a result of participation or involvement in any activities provided by Australia Wide First Aid, including but without limitation recovery of – 1. any loss or damage in respect of personal injury; 2. damages, losses or expenses under sections 60 and 61 of the Australian Consumer Law and the Competition and Consumer Act 2010 (Cth).

STUDENT CODE OF CONDUCT (RIGHTS & RESPONSIBILITIES):

Students attending the course will be required to comply with the following; failure to do so may result in the student being requested to leave the training room:

- Switching your mobile to silent, off or flight mode – avoid answering calls, text messages during training
- Behave in a respectful manner towards other students and the trainer
- Plagiarism and cheating will not be tolerated. Offending students will be removed from the class and immediately deemed ‘Not Competent’
- Avoid using offensive language at all times
- Complete training and assessment activities within agreed timeframes; unless otherwise advised by your trainer
- Communicate any difficulties with completion of activities or assessment with your Trainer
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training with
- Harassing, bullying or discrimination will not be tolerated from students
- Participate in class discussions and activities to the best of your ability
- Write in your Assessment Booklet in a legible manner
- Do not use correction tape or correct fluid on the Assessment Booklet, if you need to make a correct please draw a neat line through the error and initial beside it
- Do not damage any tables, chairs or training equipment
- Ensure that you place all rubbish in bins provided

STATEMENT OF ATTAINMENT / STATEMENT OF ATTENDANCE:

Students who have been assessed as 'Competent' by the Trainer and Assessor will receive a digital Statement of Attainment in PDF format via email.

If required, AWFA can post a hard copy of your Statement of Attainment to your preferred address for a small fee of \$10 (incl GST) Please contact our Community Sales Team on 07 3437 7500 to arrange payment and postage of your Statement of Attainment.

AWFA will only provide a digital Statement of Attainment which can be provided to your employer upon the signing of a Third-Party Release Declaration or by providing your consent at the time of your booking.

Students who were deemed as 'Not Yet Competent' by the Trainer will have the opportunity to reattempt the course with Australia Wide First Aid free of charge. Students who are marked as 'Not Yet Competent' after a second attempt will receive a non-accredited Statement of Attendance. Normal charges will apply if the student wishes to re-attempt the course a third time.

STATEMENT OF ATTAINMENT – REMINDER SERVICE:

As a courtesy, Australia Wide First Aid sends electronic reminders to its clients about the upcoming renewal of their Statement of Attainment prior to the recommended renewal date.

Notwithstanding this, it is the sole responsibility of the client and not Australia Wide First Aid to maintain the currency of their Statement of Attainment.

Under no circumstances is Australia Wide first Aid liable for any client that does not maintain the currency of their Statement of Attainment, regardless of whether Australia Wide First Aid has sent an electronic reminder to the client regarding the upcoming renewal of their Statement of Attainment or otherwise.

STUDENT ACCESS TO RECORDS

Australia Wide First Aid is committed to ensure that student records are protected from unauthorised access to student records.

Students who would like to request a reprint of their Statement of Attainment, update personal information or have their Statement of Attainment sent to an employer will be required to complete and submit the Access to Personal Information Request Form to certificates@australiawidfirstaid.com.au. A response will be provided within five (5) business days of receiving the request.

Please refer to Privacy Policy and Procedure for more information

PAYMENT OF THE COURSE:

You have the option of booking your course either via Australia Wide First Aid's website or by contacting our friendly Community Sales Team on 07 3437 7500. Payment for the course is required at the time of booking either with Visa or Mastercard. A tax receipt will be sent upon payment of the course.

Please be advised that your Statement of Attainment will not be released until all course fees including any additional fees incurred (rebooking fee) have been paid in full.



CANCELLATION FEES

Refund: We do not provide a refund of course fees once a booking has been made. Refund requests that are outside of the accepted reasons listed below will be subjected to management approval. All refund requests are to be processed within five (5) business days of the application being received and to be approved by Australia Wide First Aid. All refund requests must be submitted in writing.

A refund will be provided if:

- You have overpaid the fee. The amount can be refunded or remain on your file as a credit valid for 12 months from the original course date.
- You have enrolled into an incorrect training course and you wish to transfer to the appropriate training and assessment sessions. The fee difference will be refunded or charged.
- You have enrolled in a course that has been cancelled by Australia Wide First Aid (Option to reschedule available). This excludes cancellations due to force majeure events.
- The trainer/assessor has established that a reasonable adjustment cannot be made to student's language, literacy and numeracy requirements. (full refund provided)

A refund will not be provided if:

- The student has previously rebooked their face to face training
- The student has departed the course prior to course completion, students are not eligible for refund however may rebook to alternative day. A rebooking fee will be applied.
- The Student does not attend the course
- The Student fails to complete the course by cancelling or withdrawing their enrolment from scheduled training and assessment sessions on the day of the course
- The Student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Critical Student Information document
- The student has requested a refund after they have attended and completed the course.
- The Student had failed to pay the course fees

Where a refund has been approved, a Refund Application form must be completed and submitted to accounts@australiawidefirstaid.com.au a response will be provided within 5 business days.

Booking Amendments / Rescheduling:

A rebooking fee will be applied each time the course is rescheduled. The student has thirty-six (36) months from the original course date to complete their course. Students who are not able to complete their training within thirty-six (36) months will forfeit original fees paid. Rebooking fee must be paid prior to the course being rescheduled.

Rebooking booking fee of \$22 including GST will be applied if the student:

- Rebooks their course due to late arrival
- Rebooks due to not completing their E-learning Assessment
- Rebooks due to not providing their USI
- Rebooks their course less than two (2) business days prior to the course date.
- Departs the course before course completion
- Absent on the day of the course however has notified Australia Wide First Aid within 24 hours of the course date.



Booking Transfers:

Students may amend their currently enrolled course to a different course type and/or training location offered by Australia Wide First Aid. Student must notify Australia wide first aid at least two (2) days prior to original course commencement date to be eligible to transfer course type/training location.

- Fee differences will be refunded.
- All transfer fees are payable prior to the course commencement date
- All transferred courses must be completed within twelve (12) months of the original course commencement date
- Australia Wide First Aid does not permit the substitution of another student, once a booking has been confirmed

Please refer to Fee and Refund Policy for further information.

COMPLAINTS AND APPEALS

A student has a right to raise a legitimate complaint. Also, if dissatisfied with an assessment outcome or the handling of a complaint, a student can formally request an appeal.

Please refer to Policy and Procedure for Complaints and Appeals for further information.

ACCESS & EQUITY

Australia Wide First Wide treats all students equally and aims to provide all students with the opportunity to learn skills and knowledge to achieve the required learning outcome.

Australia Wide First Aid trainers and employees will assist and support students where appropriate. Additional support will be provided where possible for students experiencing language, literacy and numeracy issues, disability and access issues.

The student will need to notify Australia Wide First Aid that they require the assistance of interpreter or support worker during the course. We will assist with arranging a suitable course date and location for the student to attend. Location and dates will exclude AWFA locations that are close to being fully booked. The interpreter/support worker may assist with interpreting the written assessment and practical assessment instructions however, they may not assist with completing assessment questions or practical assessment tasks.

Please note that interpreter/support worker costs will be the responsibility of the student. Students who would like to bring an interpreter must contact and inform Australia Wide First Aid at the time of the booking.

For further information, please contact Australia Wide First Aid on 07 3437 7500 before completing your booking.

CREDIT TRANSFER & RECOGNITION OF CURRENT COMPETENCY (RCC)

Credit Transfer:

Credit transfer relates to the recognition of any unit of competency a student has successfully completed with another RTO.

Students undertaking course with Australia Wide First Aid will have the opportunity to request a credit transfer if the date of issue of the Statement of Attainment is not more than 14 days. Students who are able to have the HLTAID009 recognised will only be required to attend and complete the second part of the course.

Recognition of Current Competency (RCC):

Recognition of Current Competency only applies to the student whereby they have successfully completed the unit of competency but are now required to be reassessed to ensure the competency is maintained as per industry requirements.

Students undertaking course with Australia Wide First Aid have the opportunity to request a Recognition of Current Competency (RCC) by submitting a copy of their HLTAID009 Provide cardiopulmonary resuscitation or HLTAID011 Provide first aid Statement of Attainment. The date on the Statement of Attainment will need to be within the renewal period (HLTAID009 – 12mths & HLTAID011 – 36mths)



Application:

Students interested in applying for Credit transfer/RCC can obtain a copy of the Credit Transfer/RCC: Assessment Application Form from the Student Information tab, please submit your completed form to info@australiawidefirstaid.com.au or you can contact customer service team on 07 3437 7500 to book your course over the phone.

The RCC component is effective for courses delivered after Monday 17th December 2018.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the process of recognising a person's existing skills and knowledge obtained through previous training, work or life experience to complete a unit of competency through an assessment process only.

The First Aid Code of Practice requires the unit of competency to be refreshed regularly to maintain industry currency and competence. Therefore, in accordance with legislation and work, health and safety requirements, Recognition of Prior Learning (RPL) is not normally offered for this course. However, if a possible RPL applicant would like to proceed with the RPL process, then Australia Wide First Aid's RPL Policy and Procedure will apply.

Students interested in applying for RPL can obtain a copy of the RPL: Assessment Application Form from our websites Student Information tab. Please submit your completed form to info@australiawidefirstaid.com.au

FEES AND REFUNDS POLICY AND PROCEDURE

V2.5 APR 2021 (P009)

OBJECTIVE

To ensure that students and staff are fully aware of the way in which student fees and refunds are to be handled, the following is Australia Wide First Aid's policy and procedures on processing fees and refund requests.

POLICY

The policy information is transparent and ensures that all students are treated fairly and with integrity when applying for refunds. They are designed to ensure that Australia Wide First Aid complies with the requirements of ASQA and the [Standards for Registered Training Organisations \(RTOs\) 2015](#) in relation to the refund of fees paid by our clients.

We advise that Australia Wide First Aid abides by the Consumer Protection legislation and will at all times respect each Student's consumer rights. Refer to:

- [Australian Consumer Law and Fair Trading Act 2012](#)
- [Australian Consumer Law and Fair Trading Regulations 2012](#)
- NSW [Fair Trading Act 1987 No 68](#)
- NSW [Fair Trading Regulation 2012](#)
- NSW Fair Trading: [Education and Training](#)

Cooling-Off Period: A '10 business day cooling-off period' under the Australian Consumer Law does not apply where a Student of their own initiative approaches the RTO and while being fully aware of the RTO's 'Terms & Conditions' books into a course.

If a Student was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply.

Payment Facilities: For public (community) bookings payments can only be made by credit card (MasterCard & Visa only). For account clients, payment can be made by credit card (MasterCard & Visa only) cheque or by electronic funds transfer (EFT) within trading terms. Payment will be considered to have been received once funds have cleared Australia Wide First Aid's bank account. Transaction or merchant fees may be charged on transactions.



Fees and Charges: Upon receipt of your payment you will be issued with an electronic receipt and a confirmation email from our website verifying that you are aware you are enrolled.

Application: All Students will indicate upon enrolment into any qualification or unit of competency that they have read, understood and have accepted these terms.

Publication: This Fees and Refund policy and procedure will be made available to students through publication on the Australia Wide First Aid website: www.australiawidfirstaid.com.au

Refund: We do not provide a refund of course fees once a booking has been made. Refund requests that are outside of the accepted reasons listed below will be subjected to management approval. All refund requests are to be processed within five (5) business days of the application being received and to be approved by Australia Wide First Aid. All refund requests must be submitted in writing.

A refund will only be paid if:

- You have overpaid the fee. The amount can be refunded or remain on your file as a credit valid for 12 months from the original course date.
- You have enrolled into incorrect training course and you wish to transfer to the appropriate training and assessment sessions. The fee difference will be refunded or charged.
- You have enrolled in a course that has been cancelled by Australia Wide First Aid, this excludes cancellations due to force majeure events.
- The trainer/assessor has established that a reasonable adjustment cannot be made to student's language, literacy and numeracy requirements. (full refund provided)

A refund will not be provided if:

- The student has previously rebooked their face to face training
- The student has departed the course prior to course completion, students are not eligible for refund however may rebook to alternative day. A rebooking fee will be applied.
- The Student does not present for the training and assessment
- The Student fails to complete the course by cancelling or withdrawing their enrolment from scheduled training and assessment sessions on the day of the course
- The Student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Critical Student Information document
- The student has requested a refund after they have attended and completed the course.
- The Student had failed to pay the course fees

Rebooking: All rebooking requests must be requested at least one (1) day prior to the course date. Students who rebook their course to an alternative day have twelve (12) months from the original course date to complete their training. Students who are not able to complete their training within twelve (12) months will forfeit original fees paid. Rebooking fee must be paid prior to the course being rescheduled.

Rebooking booking fee of \$22 including GST will be applied if the student:

- Rebooks their course due to late arrival
- Rebooks due to not completing their E-learning Assessment
- Rebooks due to not providing their USI
- Rebooks their course less than two (2) business days prior to the course date.
- Departs the course before course completion
- Absent on the day of the course however has notified Australia Wide First Aid within 24 hours of the course date.

Booking Transfers:

Students may amend their currently enrolled course to a different course type and/or training location offered by Australia Wide First Aid. Students must notify Australia wide first aid at least one day prior to original course commencement date to be eligible to transfer course type/training location.



- Fee differences will be refunded.
- All transfer fees are payable prior to the course commencement date
- All transferred courses must be completed within twelve (12) months of the original course commencement date
- Australia Wide First Aid does not permit the substitution of another student, once a booking has been confirmed

PROCEDURE

1. A Student or client contacts Australia Wide First Aid requesting a refund for training and assessment sessions that they have enrolled into
2. Australia Wide First Aid will provide the 'Refund Request Form' to the claimant, while explaining that the refund application process will commence once the refund request form has been filled in, submitted and received by Australia Wide First Aid
3. Upon receipt of a completed refund request form, and if applicable, all returned materials have been received in an acceptable condition, the refund request form will be handed over to the accounts department for processing
4. The accounts manager will review the details of the requested refund in accordance to the points specified in the Refund policy
5. If the refund is rejected, the student or client will be notified within five business (5) days and will be provided with a reason why the refund request was rejected
6. If the refund is approved, the student or client will be notified within five business (5) days that the refund request has been approved and paid
7. Australia Wide First Aid will reimburse the specified amount back to the account that the payment was received from

Related Standard/s: Clause 5.3

PRIVACY POLICY AND PROCEDURE

V1.2 APR 2021 (P006)

PURPOSE

Australia Wide First Aid respects the privacy and confidentiality of its personnel and clients who use our products and services.

Australia Wide First Aid is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. Australia Wide First Aid is seriously committed to maintaining the privacy and confidentiality of all students, clients and personnel records.

Australia Wide First Aid complies with all privacy legislative requirements which include the Commonwealth [Privacy Act 1988](#) and the [13 Australian Privacy Principles](#) (APPs) as outlined in the Commonwealth [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#).

Australia Wide First Aid 's policy is to take reasonable steps to make students / individuals aware that it is collecting personnel information about them, the purpose for which it is collecting the information, and who, (if applicable), we might pass the information on to.

NOTE: Where the term “we” or “us” is used, it refers to Australia Wide First Aid.

SCOPE

This policy applies to all students, clients, personnel, training partners and contractors of Australia Wide First Aid

REGULATORY ENVIRONMENT FOR VET DATA

Australia Wide First Aid is a Registered Training Organisation (RTO) and is regulated by the Australian Skills Quality Authority (ASQA). As per the National Centre for Vocational Education Research Limited (NCVER) privacy policy the



following which requires RTOs to collect, hold, use and disclose a wide range of personal and sensitive information on students that have enrolled in nationally recognised training courses:

The Australian Skills Quality Authority (ASQA) is the regulatory body for the VET sector. ASQA was established through the enactment of the [National Vocational Education and Training Regulator Act 2011 \(Cth\) \(the Act\)](#). Registered training organisations (RTOs) are obliged, as a condition of registration with ASQA, to collect and report [Total VET Activity Data](#) which must comply with the Australian VET Management Information Statistical Standard ([AVETMISS](#)).

Total VET Activity data collection and reporting requirements are regulated through the [Data Provision Requirements 2012](#) legislative instrument, together with the National VET Data Policy, published by the Australian Government Department of Education and Training, and the [Australian Quality Training Framework](#). Access to and disclosure of national VET provider collection data is governed by the National VET Data Policy agreed by the Council of Australian Governments Ministers responsible for skills under *the Act*.

Regulation of the collection, use and disclosure of the Unique Student Identifier (USI) is regulated by the [Student Identifiers Act 2014 \(Cth\)](#), and [Student Identifiers Regulations](#). NCVER is authorised, under the Student Identifiers Regulations, to adopt, use and disclose USIs in certain circumstances.

Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information is kept in the strictest confidence. To view the privacy notice that [National Vet Data Policy](#) requires all students to be presented with upon enrolment into a VET course visit: [National VET data – Privacy Notice](#)

Website

Australia Wide First Aid has taken strong measures to protect the security of your personal information and to ensure that your choices for its intended use are honoured. We take strong precautions to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

We guarantee your e-commerce transactions to be 100% safe and secure. When you place orders or access your personal account information, you're utilising secure server software SSL, which encrypts your personal information before it's sent over the Internet. SSL is one of the safest encryption technologies available.

Australia Wide First Aid strictly protects the security of your personal information and honours your choices for its intended use. We carefully protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

Policy of Australian Privacy Principles (APPs)

1APP. Open and transparent management of personal information

- a. Australia Wide First Aid's Privacy Policy and Procedure is available free of charge, with all information being publicly available on its website
- b. Applicable details of the policy will be included in Australia Wide First Aid's student handbook, staff handbook, trainer handbook and operations manual
- c. Student information will be stored electronically for 30 years as required by industry guidelines
- d. The following types of personal information are generally collected, depending on the collection reason:
 - i. Contact details
 - ii. Employment details
 - iii. Educational background
 - iv. Demographic Information
 - v. Course progress and achievement information
 - vi. Financial billing information
- e. As a Registered Training Organisation (RTO), we are regulated by the Australian Skills Quality Authority (ASQA) to collect, hold, use and disclose a wide range of personal and sensitive



information on students that have enrolled in nationally recognised training courses. Refer to [Regulatory Environment for VET Data](#) section

- f. At times, some types of sensitive information can also be collected and held:
 - i. Identity details: full legal name, date of birth
 - ii. Employee details & HR information including tax file number, superannuation details
 - iii. Complaint or issue information
 - iv. Disability status & other individual needs
 - v. Language, literacy and numeracy levels
 - vi. Indigenous status
 - vii. Concession status
 - viii. Details on your next of kin or parent/guardian
 - ix. Background checks (such as National Criminal Checks or Working with Children checks)
- g. If any person wishes to lodge a complaint about how Australia Wide First Aid handles personal information, or if they feel we have breached the APPs, they can contact Privacy officer
 - i. The matter will be investigated within 7 working days
 - ii. A written reply of the outcome and action taken will be sent to the lodger of the complaint

2APP. Anonymity and pseudonymity

- a. Individuals have the option to use a pseudonym or not to identify themselves when dealing with Australia Wide First Aid, this can apply to when requesting information on a course, website enquiries, anonymous complaints/feedback or other situations in which an individuals' information is not required to complete a request
- b. Individuals will be required to disclose information of a personal nature as outlined in this policy for:
 - i. Those who wish to undertake nationally recognised training with Australia Wide First Aid
 - ii. Those who request access to their personal records held by Australia Wide First Aid

3APP. Collection of solicited personal information

- a. Australia Wide First Aid will collect information you provide:
 - i. That is reasonably necessary for our business activities
 - ii. By the completion of an enrolment form into a nationally accredited course
 - iii. By the completed course materials and assessments
 - iv. Upon commencement of employment with us
 - v. By the details you provide on our website
- b. With your consent, Australia Wide First Aid will sometimes collect information, from your employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes
- c. Australia Wide First Aid collects information of a personal and sometimes sensitive nature such as outlined earlier in this policy: [1APP. Open and transparent management of personal information](#)
- d. All information collected is obtained only through lawful and fair means

4APP. Dealing with unsolicited personal information

- a. At times, Australia Wide First Aid receives unsolicited personal information. Within a reasonable period after receiving the information, Australia Wide First Aid will determine whether or not that it could have collected the information under Australian Privacy Principle 3 as if Australia Wide First Aid had solicited the information
- b. Where Australia Wide First Aid could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so)
- c. The information will be destroyed in a safe and secure manner

5APP. Notification of the collection of personal information

- a. When information is collected or sourced from third parties, we take all reasonable steps to notify the student / individual of the details of the information collected or otherwise ensure that the person is aware of those matters



- i. This notification occurs at or before the time of personal data collection, or as soon as practicable by the use of enrolment forms and assessment tools
- b. The contact details for Australia Wide First Aid privacy officer who handles enquiries, change requests and complaints relating to privacy matters is:
 - i. Chief Operations Officer
 - ii. Phone: 07 3437 7500
 - iii. Email: bookings@australiawidefirstaid.com.au
- c. The collection of information is required or authorised by law as highlighted previously under the [Overview](#) and [Regulatory Environment for VET Data](#) sections for the purpose of:
 - i. To prove the identity of the student / individual
 - ii. Australian Taxation purposes
 - iii. Governmental statistical requirements
 - iv. To be able to issue a Statement of Attainment or Certificate
- d. There are consequences for the student / individual if some personal information is not collected such as:
 - i. Failure to provide your Unique Student identifier (USI) or an exemption from it, will mean that Australia Wide First Aid cannot issue you with a Statement of Attainment or Certificate at the successful completion of a course
- e. A student / individual can access and seek correction of their personal information held by Australia Wide First Aid as outlined later in this policy: [12APP. Access to personal information](#)
- f. Australia Wide First Aid is unlikely to disclose personal information to overseas recipients

6APP. Use or disclosure of personal information

- a. Australia Wide First Aid mainly uses information for the primary purpose that it was collected being for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
 - i. Registering bodies such as the ASQA (National)
 - ii. Government funding bodies in each state and territory and/or Commonwealth Government
 - iii. Apprenticeship Centres
 - iv. Employers and Job Services Providers
 - v. External auditors and our consultants
 - vi. The Australian Taxation Office
 - vii. Other entities required by law and in accordance with the Privacy Act 1988.
- b. Australia Wide First Aid will only disclose personal or sensitive information to a third party in situations where;
 - i. It is requirement provision of training and assessment
 - ii. Where the student / individual consented to a secondary use or disclosure
 - iii. It is an emergency and life-threatening situation
 - iv. In accordance with an 'enforcement related activity'
- c. In situations that Australia Wide First Aid has given provided personal information in an emergency situation or an enforcement related activity, we will make a written record noting:
 - i. The government agency involved
 - ii. The date and time of disclosure
 - iii. What personal information was disclosed
 - iv. The basis for our reasonable belief that it was a requirement to disclose the requested personal information

7APP. Direct marketing

- a. Your personal information will never be sold to any marketing company or third party
- b. Australia Wide First Aid may use your personal information to market directly to you only for the provision of further training and assessment with Australia Wide First Aid
- c. Australia Wide First Aid will only use your information for direct marketing communications if you have provided consent to use your information for this purpose and you have opted-in to this type of communication



- i. An 'opting out' provision has been made

8APP. Cross-border disclosure of personal information

- a. Australia Wide First Aid will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent
- b. The only contact information provided to overseas service or product providers are Australia Wide First Aid email addresses, facsimile number or telephone numbers
- c. Australia Wide First Aid will only disclose company contact information to overseas organisations where such contact is vital to the conduct of business and where the overseas organisation is subject to privacy laws in their own jurisdiction and have a privacy policy that forbids forwarding of company contact information to any third party
- d. All records will be stored in Australia

9APP. Adoption, use or disclosure of government related identifiers

- a. In some circumstances, Australia Wide First Aid is required to collect government related identifiers. They can consist of:
 - i. Concession Numbers
 - ii. Tax File Numbers
 - iii. Drivers Licence Numbers
 - iv. Passport Numbers
 - v. Birth Certificate Numbers
- b. Australia Wide First Aid will not use or disclose these government related identifiers except:
 - i. In situations required by Australian law or other legal requirements
 - ii. Where reasonably necessary to verify the identity of the individual
 - iii. Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority
 - iv. Where required under the Standards for NVR Registered Training Organisations 2012 and Data Provision Requirements 2012
 - v. As prescribed by regulations
 - vi. Where express consent has been given to disclose this information

10APP. Quality of personal information

- a. Australia Wide First Aid collects information and ensures it is accurate, up to date and complete
- b. Australia Wide First Aid will take all reasonable steps to ensure that the information provided from individuals is correct and any third-party information received can be verified for accuracy, currency and completeness

11APP. Security of personal information

- a. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information
- b. Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure
- c. Destruction of personal and sensitive information is carried out by secure shredding or secure electronic deletion
- d. All personal and sensitive information is stored in secure, password protected systems, such as financial system, learning management system and student management system
- e. Hard copies of personal and sensitive information are stored in locked filing cabinets and archive facilities
- f. Personal and sensitive information is monitored for appropriate authorised use at all times



12APP. Access to personal information

- a. Students / individuals may request copies of information which is kept about them at any time free of charge. In some circumstances, Australia Wide First Aid may charge for printing and postage
- b. All requests for access to personal information including certificate reprint must be in writing as the student / individual must be able to identify themselves and verify their identity prior to any information being disclosed. Requirements for proof of identity are:
 - i. Full legal name
 - ii. Date of Birth
 - iii. Serial number on I.D. given at time of enrolment such as driver's licence, passport or birth certificate (If recorded)
 - iv. USI Number
 - v. Learner's address at time of certificate issuance
- c. All requests must be made to:
 - i. Compliance Manager
Phone: 07 3437 7500
Email: certificates@australiawidefirstaid.com.au
- d. We will make sure through confirmation of identity that the request is made by the student / individual concerned, or by another person who is authorised to make a request on their behalf
- e. Australia Wide First Aid will respond to a request for access:
 - i. Within 14 calendar days, when informing our refusal to give access and providing reasons for refusal in writing, and the complaint process available to the student / individual; or
 - ii. Within 30 calendar days, by providing access to the requested personal information and in the manner in which it was requested

13APP. Correction of personal information

- a. Students / individuals who feel that the information Australia Wide First Aid uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such corrections must be in writing
 - i. All requests for corrections will follow the same processes as those previously outlined in [12APP. Access to personal information](#) points b to d
- b. Upon a student's / individual's request to correct personal information held, Australia Wide First Aid will:
 - i. Take reasonable steps to make the corrections
 - ii. Inform any third parties of corrections made to personal information, if this information was previously provided to these parties
 - iii. Complete all corrections free of charge
- c. Where Australia Wide First Aid becomes aware that personal information we hold is inaccurate, out-of-date, incomplete, irrelevant, misleading, or not having regard to the purpose for which it is held, then we will take reasonable steps to correct the held personal information



COMPLAINTS AND APPEALS POLICY AND PROCEDURE

V2.2 APR 2021 (P002)

0 DEFINITIONS

Appeal: claim for a review of competency outcome using independent judges or a claim against a non-academic decision

Assessment Appeal: initial claim for a review of competency outcome

Client: an external customer who notionally pays for the work Australia Wide First Aid performs

Complaint: any aspect of involvement with Australia Wide First Aid that causes resentment that results in a documented complaint usually caused by a breakdown in the processes used within Australia Wide First Aid.

Customer: a person that benefits from their involvement with Australia Wide First Aid; internal customers are staff members who rely on performance by other staff members. External customers are those who are outside the organisation and derive benefits from our work

Staff Member: an individual who may be employed or contracted by Australia Wide First Aid to support the operation of Australia Wide First Aid or to deliver or assess its courses

1 COMPLAINTS

- 1.1 Australia Wide First Aid will adhere to the [National Complaints Code](#) to respond to complaints about vocational education and the organisation itself. This may include:
 - The RTO
 - RTO Staff: its trainers, assessors or other staff
 - Learners of Australia Wide First Aid/Australia Wide First Aid Training Partner
 - Australia Wide First Aid Training Partner or a Third Party providing services on Australia Wide First Aid's behalf, its trainers, assessors or other staff
- 1.2 Australia Wide First Aid's Complaints and Appeals Policy will be publicly available, including the Complaints Form [\(F004\)](#), the Appeals Form [\(F005\)](#) and the Assessment Appeals Form [\(F019\)](#)
- 1.3 Where verbal complaints are received, they can be discussed with the trainer or person involved and preferably resolved
- 1.4 If there is a need to formalise the issue or to define the outcome, then the complaint is documented on a Complaints Form [\(F004\)](#) and submitted to the Chief Operations Officer by the complainer. Complaint will be recorded on the Complaint and Appeal Register [\(R003\)](#)
- 1.5 The complaint will be acknowledged in writing within 10 days to the person raising the complaint
- 1.6 Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between all parties
- 1.7 Australia Wide First Aid will ensure the principles of natural justice and procedural fairness is adopted at every stage of the complaint and if required the appeal process. In the interests of transparency, the matter will be discussed with all parties involved
- 1.8 Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and Management System. Privacy requirements and learner/ individual rights are maintained
- 1.9 Written Learner and Staff complaints, irrespective of the nature of the complaint, are advised to the Chief Operations Officer.



- 1.10 Complaints either by Learners or Staff members lodged via a Complaints Form ([F004](#)) that have been found to be true and requiring system changes, are then recorded onto an Improvement Request ([F010](#)) by the Compliance Manager for processing as required under Clause 2
- 1.11 Complaints must be investigated fairly and objectively by the Compliance Manager or Chief Operations Officer in consultation with the Learner/complainant and all other stakeholders
- 1.12 Where a meeting is required via skype, telephone or in person, the complainant has the right to bring a support person to be present (someone to assist or speak for them) with them to the meeting as well as to assist during the complaint and appeals process. Australia Wide First Aid will record notes of the meeting/s and copies will be provided to the complainant.
- 1.13 Details of the investigation are given in writing to the complainant stating the outcomes and reasons for the decisions made. The close out of the improvement request is noted on the Register of Continuous Improvement ([R007](#)). The subject of the complaint will then be then monitored for an appropriate period to confirm that the changes have been made successfully
- 1.14 A copy of all documentation, in particular the complaint and the outcome, is placed in the electronic Complaints and Appeals folder. If involving a learner, a copy will also be placed in the learner's file
- 1.15 Privacy requirements and Learner/complainant rights are maintained. Australia Wide First Aid will securely maintain records of all complaints and appeals and their outcomes
- 1.16 Where more than 60 days are required to process, and finalise the complaint, Australia Wide First Aid will inform the complainant in writing why more than 60 days are required and will provide regular progress updates
- 1.17 The issue may result in a change being made to the policies and procedures manual, the staff handbook and the student handbook as these are the mechanisms of control. Documents will be changed and all stakeholders will be kept in the loop until the final; documented change has been completed.
- 1.18 Where the resolution requires a documented change to policies and procedures, the HR Compliance Manager notifies the Chief Executive Officer of the change to ensure that the procedure for document change as listed in the "Version Control Policy and Procedure" ([P008](#)) is followed with the appropriate records made
- 1.19 The complaints process will be subject to internal audit and to annual review

2 [APPEALS FOLLOWING COMPLAINTS](#) or [ASSESSMENT APPEAL](#)

- 2.1 When the complaint is not resolved to the satisfaction of the complainant, they may lodge the complaint with an independent body. The Appeal will be recorded on the Complaint and Appeal Register ([R003](#)). The appeal will be acknowledged in writing to all relevant parties.
 - If the appeal is not received within 10 working days of the complainant receiving the decision regarding the outcome of the complaint, the matter will be considered closed
- 2.2 The complainant can select their own independent mediator
- 2.3 The cost (if applicable) of independent mediation is borne by the losing party
- 2.4 If a Learner chooses to access independent mediation, then Australia Wide First Aid shall maintain the Learner's enrolment until such time as the complaint/appeals process is resolved.



- 2.5 The person or body which hears the external complaint or appeal must be independent of, and external to, the registered provider. In order to be considered independent and external, the person or body would generally:
- Be separated in structure from both parties involved in the complaints and appeals process
 - Have no personal or professional interest in the outcome of the complaints or appeals process
 - To have no influence on the policy setting of the provider
 - Be financially and administratively independent of the provider; and
 - Not have the same directors or managers as the provider.
- 2.6 When reviewing their external complaints/appeals handling process, a provider should ensure it is confident of its impartiality and that its procedures are fair and open.
- 2.7 If the complaints procedures listed in Clause 1 does not resolve the matter, or if the alleged offender is an active respondent to the appeal, then the complainant formally approaches the HR Compliance Manager using the Appeals Form ([F005](#)) to request this appeals process be triggered
- 2.8 The Chief Operations Officer will organise a meeting with the independent mediation agent, the Chief Executive Officer and the complainant
- 2.9 The HR Compliance Manager assembles the following information or documents:
- (a) Past Learner record;
 - (b) Attendance registers;
 - (c) Assessment tools and assessment data; and
 - (d) Any other supporting documents.
- 2.10 Where more than 60 days are required to process and finalise the appeal, Australia Wide First Aid will inform the appellant in writing why more than 60 days are required and will provide regular progress updates
- 2.11 The matter is then referred to the independent mediator to whom the appellant may deliver their own version of the problem with a support person being present
- 2.12 The independent mediator then considers the issues raised and will attempt to resolve the appeal to the satisfaction of the appellant
- 2.13 If this internal (or any external) complaint handling or appeal process results in a decision that supports the Learner, then the decision/corrective and preventive action shall be implemented
- 2.14 Complaints either by Learners or Staff members lodged via an Appeals Form ([F005](#)) that have been found to be true and requiring system changes, are then recorded onto an Improvement Request ([F010](#)) by the HR Compliance Manager for processing
- 2.15 The submission and the final outcome of the appeal is recorded and communicated to all parties in writing, including the Chief Executive Officer. The communication must contain the outcome of the appeal and the reasons for the decisions made.
- 2.16 A copy of the all documentation and communication, in particular the appeal and the outcome, is placed in the electronic Complaints and Appeals folder. If involving a learner, a copy will also be placed in the learner's file
- 2.17 No further appeal mechanism exists beyond this point in the appeals process



3 ASSESSMENT APPEALS

Scope

For Learner's who wish to appeal against a final decision of an assessment:

- To not award a qualification on the grounds that:
 - The Learner had been unsuccessful in all attempts to complete assessments to the required standard within the respective timeframe
 - The Learner had not completed or submitted all necessary assessment requirements for awarding purposes and the trainer/assessor and/or administrative staff have not been able to contact the Learner concerned after repeated attempts to finalise the matter

- 3.1 The Learner should verbally discuss the issue with their trainer/assessor to see if it can be resolved
- 3.2 If no resolution is reached, the Learner has the right to lodge an appeal against an assessment decision if they feel that the assessment decision is incorrect and/or they feel they were unfairly treated during an assessment and they have grounds for an appeal
- 3.3 Learners can lodge their formal assessment appeal by completing and submitting [Assessment Appeals Form \(F019\)](#) and including all supporting evidence that relates to the assessment appeal. To be lodged to Australia Wide First Aid within 30 calendar days of the assessment result
- 3.4 All assessment appeal steps will follow the same process as per clauses 1 and 2. Note that the [Assessment Appeals Form \(F019\)](#) is used instead of the Complaint Form as noted in the steps of clause 1

Related Standard/s: Clause 5.2, 6.1-6.5