

## **Important information for CQ First Aid course participants**

### **GENERAL INFORMATION**

- Bring a pen and paper to take notes
- Wear comfortable clothing, suitable for bending and kneeling
- For all training sessions, please wear enclosed shoes and appropriate clothing.
- Advise your Trainer if you have any issues that may prevent you from completing designated tasks
- Tea/Coffee/Biscuits are provided for morning/afternoon tea. Lunch is available at several food outlets within close proximity.

### **ENROLMENT CONDITIONS**

Enrolments are subject to:

- Availability of courses
- Sufficient enrolments in the course
- Course entry requirements, including prerequisites, being met

### **REGISTRATION FEES**

Course fees are payable in advance. Cash/Eftpos or Direct Deposit: BSB 014-580 Acc: 182 496 114 using your surname as the reference.

### **COURSE EXPECTATIONS**

CQ First Aid and Safety ensures that courses are conducted by qualified and experienced trainers.

Information on Training Services provided by CQ First Aid & Safety is available from the office via phone, in written format, or on our website [www.cqfast.net.au](http://www.cqfast.net.au) prior to enrolling into your chosen course, ensure you have a full understanding of the structure of the course including costs, duration and outcomes. All courses are delivered in line with State and any National requirements utilising equipment that complies with all safety standards. Courses are delivered as a theory lesson with some practical component.

CQ First Aid & Safety guarantees that it will provide the full training and assessment services agreed to once study has commenced, an agreement has been entered into by signing the Enrolment Form, under the condition that students follow the Rules and Regulations listed below.

### **ACCESS AND EQUITY**

CQ First Aid and Safety actively encourages the participation and involvement of all members of the community. This is achieved through the establishment of non-discriminatory participant selection and assessment procedures and encouraging access for all members of the community.

Participants who require assistance to attend a training course (such as a hearing, language or literacy difficulty or particular access requirements (such as a wheelchair)) should inform Customer Services so appropriate assistance can be provide where possible. Participants who experience any difficulty during the course should in the first instance seek assistance from the trainer conducting the course. If the issue cannot be resolved by the trainer, the Director should be approached.

### **ASSESSMENT**

Assessment processes will be explained to you at the time of training. Should you have any questions regarding your assessment method or have any concerns please discuss these with a CQ First Aid & Safety Trainer or Staff Member. Assessed tasks may include in-course activities, scenarios, group work, practical demonstrations, verbal and/or written theory assessments.

Upon successful completion of all the requirements of the unit of competency, each student will be issued with a Statement of Attainment.

If a participant is assessed as Not Yet Competent (NYC), they will be given two additional attempts to become competent. If the participant is deemed NYC after these additional attempts, they will need to repeat the course/subject at their own expense if they wish the pursue competency.

Participants have the right to appeal against assessment decisions. Any appeal related to assessment must be lodged within the appeal period (within five (5) working days of course completion) and may attract an appeal fee which, in the case of a successful appeal, will be refunded.

### **REFUND POLICY**

A full refund of fees paid will be given if:

- CQ First Aid & Safety cancels or discontinues a course.
- You withdraw from a course due to illness
- You fail to commence the course or withdraw for any other reason other than illness, with less than 24 hours' notice, you will forfeit any monies paid

## **RULES AND REGULATIONS**

- To complete your enrolled course students must be able to fulfil the following obligations:
- Demonstrate to the Trainer and Assessor through attendance and assessment, both written and theory that academic and professional skills have been obtained to a satisfactory and competent level.
- Satisfy all academic, administrative and financial obligations to the organisation.
- Smoking is not permitted in the organisation's premises – there is a designated Smoking Area outside the training room.
- Students must promptly notify CQ First Aid & Safety of any change of name, address and contact details so that Statements of Attainment may be printed and posted correctly.
- Mobile phones must be switched off during class.
- Students may be asked to leave a training session for failure to uphold or maintain any of CQ First Aid & Safety Policies and Procedures or any serious misconduct or breach of legislation.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Holders of a first aid qualification, which meets the requirements of the Australian Qualifications Framework (AQF) will be recognised by CQ First Aid & Safety as an equivalent level for its remaining period of currency.

## **GRIEVANCES**

Course participants have the right to seek redress if they believe they have been treated unfairly. CQ First Aid & Safety has a formal grievance procedure for participants as follows:

- Discuss grievance with the course trainer. Failing satisfactory resolution of the grievance, then:
- Grievances are to be put in writing and discussed with the Director within five (5) working days of the course being completed. The Director will investigate the grievance and provide a written response, generally within five (5) working days. Failing satisfactory resolution of the grievance then:
- The grievance may be submitted to the Director for resolution.

## **STUDENT DISCIPLINE PROCEDURE**

CQ First Aid reserves the right to exclude disruptive participants if, in the view of the trainer, the participant's behaviour is affecting the learning, safety or property of others. No refund will be given to participants excluded for disruptive behaviour. CQ First Aid & Safety also reserves the right to exclude disruptive participants from future courses. Those wishing to appeal exclusion are required to follow the Grievance Procedure.

## **BULLYING, DISCRIMINATION & HARASSMENT**

CQ First Aid & Safety will not tolerate unlawful bullying, discrimination or harassment, either of or by participants.

CQ First Aid & Safety reserves the right to exclude participants if, in the view of the trainer, the participant's behaviour constitutes unlawful bullying, discrimination or harassment. No refund will be given to participants excluded for these reasons. Any participant who believes they have been subjected to this behaviour should:

- If comfortable to do so, inform the person that they find their behaviour inappropriate or offensive (sometimes such behaviour is inadvertent).
- If necessary and appropriate, inform the trainer.
- If it is not appropriate to approach the trainer or the participant is not satisfied with the trainer's response, contact the Director.

## **HEALTH & SAFETY**

CQ First Aid & Safety has a responsibility to provide a safe and healthy environment for its employees, course participants and visitors. Under the *Work Health and Safety Act 2011* (Qld) participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner;
- Following instructions which are provided for safety;
- Advising the trainer of existing injuries/circumstances that may prevent participant from safely undertaking activity;
- Not putting themselves or anyone else at risk; and
- Reporting an injury/illness or a 'near miss' to an appropriate person.

## **PRIVACY POLICY**

In compliance with the Privacy Act, the information requested on your enrolment form will only be used for the process of enrolment and maintaining the student records. All information will be kept confidential and access to this information is only available to you, the Director and the trainer. If you want to view your files at any time, lodge the request with your trainer.

## **MEDIA RELEASE**

At times during the course, staff / contractors may take photos/video for use in promotional activity. Your acceptance and permission in participating in such activities will always be sought.

## **MARKETING POLICY**

CQ First Aid & Safety identifies the Australian Qualification Framework level of courses and separates accredited from non-accredited courses in its advertisements. It accurately represents training products to prospective clients.

**CQ First Aid & Safety | ABN 27 109 145 388**

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