



We Make Training *Seriously* Fun!

This information is provided to you in conjunction to your formal enrolment. The guidelines apply to all NFTI training programs. Please read this information carefully before enrolling in the course of your choice.

Welcome to NFTI

This Information Handbook outlines the rights and responsibilities of students undertaking training with National First Aid Training Institute (NFTI). The purpose of this Handbook/booklet is to help you understand what our courses are about, what you will need to do to successfully complete the course, and how we can help you.

Please take the time to read this information, as it covers your rights in relation to refunds, what to do if you have a complaint or criticism, and what we expect from you as one of our trainee First Aiders and safety attendees.

We sincerely hope you have a great time on the course and learn lots of practical information in relation to our course. By the end of the course, we believe you will feel confident and capable in any first aid or safety situation. In addition, your new found confidence will stand you in good stead in any other situation you are likely to encounter.

Your role on the course is to relax, open your minds and have fun in applying the skills that you will encounter on your journey.

Our Mission

The NFTI Team inspires its corporate and general public clients with the confidence to apply practical first aid and Safety assistance, in the real world, by creating a fun-filled working and learning environment

If you have any queries regarding this information, please contact the office,
P: 5443 1966 or E: admin@nfti.com.au.

NFTI are now issuing a digital Statement of Attainment following a successful completion of any NFTI course. If you require a hard copy of your certificate, please let us know.



Enrolment

Course registration can be easily done by phone, fax, email or on our website. Once you have reserved your place in the course, we will contact you with a booking confirmation and payment options. Your place will be temporarily reserved until payment is received. Once payment is received, your position on the course is confirmed and you will be issued a receipt and joining instructions.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) will be introduced on 1st January 2015. The USI will create an online record for each student for any training completed, whether this be short first aid courses, TAFE certificates or University Studies. From 2016 you will be able to print or email a record of all your training completed to supply to current employers or potential employers. It will also ensure that you have a current record of all your training so any records are not lost.

Refunds and Cancellation Fees

If the course is cancelled for any reason or the course is full by the time payment is received, a full refund, or transfer to another course (if mutually acceptable), will be offered to all students.

A Cancellation Fee of \$30.00 will apply to participants who fail to provide a minimum of 24hrs notice of non attendance or who fail to attend or commence elearning, once issued with their online student details.

A full refund will be granted to any student who notifies withdrawal from the course 48 hours prior to the commencement of the course. Refunds, with less than 48 hours notice, are given minus an administration fee of \$30.00. No refunds will be given for students who fail to notify attendance, or choose not to complete the course after the course has commenced.

Note: No refunds will be given for all First Aid courses as course materials have to be supplied in advance.

Course Duration and Fees

COURSE	DURATION		FEE
Provide First Aid (elearning)	4 hrs Online Theory	6 hour Practical	\$ 115.00
Provide First Aid Education and Childcare Setting (elearning)	4 hrs Online Theory	6 hour Practical	\$ 130.00
CPR		3 hrs	\$ 55.00
CPR + Asthma & Anaphylaxis		3 hrs	\$70.00
Low Voltage Rescue (LVR)		3 hrs	\$ 70.00
Advanced Resuscitation		4 hrs	\$ 130.00



Assessment Process - Competency Based Assessment

To determine whether a person is competent they must be assessed against a set of criteria. A competency-based approach encourages the use of a wider range of methods. What is important is that you get a chance to gather evidence &/or demonstrate your skills to the trainer that shows that you are able to competently perform in your role and meet the nominated unit requirements when under assessment.

In order for you to demonstrate that you are competent, you must be able to satisfactorily demonstrate the completion of competency based scenarios and tasks during our courses. Examples of assessment may include:

- Completion of online course material
- Attending and participating in scheduled training classes/lessons
- Activities and written tests within the classroom sessions

However, as required for competency based training and assessment, the assessment method can be altered to suit the learning needs of individuals. Just talk to your trainer if you feel that the way you are being trained &/or assessed is not suited to you. We can offer assistance in a variety of learner situations. For example, if you don't feel comfortable with online learning, we can provide you with paper versions for you to complete.

Practical assessment includes CPR, for Apply First Aid, bandaging, handling of conscious and unconscious victims and scenario/role plays. This can involve considerable work on the floor, so it is extremely important that you let the Trainer know if you have any physical disabilities or injuries that need to be taken into consideration.

[Please note that the Training Package unit for CPR specifically states that CPR assessment must be performed on the floor. If you are unable to do you compressions on the floor, please contact us prior to your course.](#)

Possible Assessment Outcomes

In competency based assessment for the unit in which you are enrolled, you will receive one of 2 outcomes for the assessment events in our courses:

- **Competent (C):** Meaning the learner has satisfactorily fulfilled all assessment requirements from the course and a Statement of Attainment (SOA) will be issued.
- **Not Yet Competent (NYC):** Meaning the learner must undergo a re-assessment, as their NYS resubmission has not met requirements. It should be understood that a re-assessment will incur an additional assessment cost above the paid course fee and will only be undertaken once this fee is paid in full. Contact NFTI to obtain the cost for a re-assessment.



Your trainer will endeavour to help every learner reach his/her personal goals, in relation to achieving the qualification sought. However, the learner's effort must represent that he/she is also determined to complete training successfully. If this is not the case, withdrawal from the course &/or cancellation may be the consequence.

This will have bearing on the learner's ability to successfully complete the qualification. So, always try your best, follow instructions, policies and procedures – and if unsure, ask before you take action.

Assessment Appeals/ Assessment Grievance

If you feel that you have been assessed unfairly at any stage throughout the duration of your course, or wish to air a grievance regarding your training &/or assessment for the unit of competency you are advised to contact the provided representative from NFTI to discuss the matter and if you wish to lodge a formal assessment Appeal/Grievance. Your RTO Representative will inform you of the process for lodging an Appeal/Grievance.

Adult Learning, Language, Literacy and Numeracy

Many people are concerned about undertaking training again, particularly if it has been a few years since school or because of difficulties with reading or writing, (LL&N), or perhaps physical ailments. Our task is to assist you in every way to achieve success on the course, so please help us to help you by fully informing NFTI on enrolment of any special needs/requirements or concerns you may have. Remember, we are there to help you.

Behaviour on Course

It is the Trainer's duty to ensure everyone enjoys the course. Consequently, the Trainer has the right to evict a student demonstrating disruptive, unacceptable or offensive behaviour, and/or is adversely drug or alcohol affected. We want you to have heaps of fun on the course, so please show consideration to others.

Smoking

Laws in Queensland prohibit smoking inside workplaces, commercial outdoor eating areas or within 4 metres of any outdoor commercial building entrances.

Records and Privacy

Your records are securely stored and are freely available to you upon request. All information about you is considered confidential and will not be released to any other person without your written consent.

Certificates

On successful completion of your course, NFTI will issue a Statement of Attainment, stating the course and listing each unit successfully achieved. The qualification is linked to a registered Accredited course or Nationally Recognised Training Package. Replacement Certificates can be re issued for a fee of \$10.00 per certificate. Please contact the office should you need a certificate re issued.



Recognition of Qualifications/RPL

Students are able to apply for Recognition of Prior Learning, (RPL). RPL is a process through which experience in the workplace, in voluntary work, in social or domestic activities, through informal or formal training or other life experiences, can be evaluated via a recognised process. This information is used to prove the student being deemed “competent” in whole unit/s. The evidence must be current for the student’s application to be approved. Applications must be submitted at enrolment or soon thereafter for processing.

NFTI as an RTO recognises that competencies can be achieved in a number of ways, including:

- Formal and informal training
- Previous work experience
- Voluntary work
- General life experience

Where you feel that you have already achieved the required level of competency (via any of the above methods), an application for RPL can be obtained from NFTI. This must be done at the enrolment process.

Strict guidelines apply and evidence will need to be gathered by you in order to be successful in gaining Recognition. Examples of evidence required for successful application for RPL include:

- Work history
- Letters from employers – previous and current
- Demonstration of skills acquisition

- Photographs
- Video recordings
- Letters from customers/clients
- Letter/statements from other educational institutions
- References

Where an applicant feels they can demonstrate current competency in the unit of competence they may apply for an RPL assessment via contacting NFTI on the provided contact details provided in this handbook.

Recognition of Qualifications Issued by Other RTO’s

We recognise the ASQA qualifications and Statements of Attainment issued by any other RTO.

All registered Training Organisations, including NFTI, are bound by a code of Mutual recognition of all qualifications issued by any other issuing authority. This is in accordance with the Governance Standards monitored by the Australian Skills Quality Authority, (ASQA).



Related Legislation

We must inform all applicants that they must be aware of their obligations in relation to the following legislations, applicable to their training program and role as a learner within national qualification;

- Occupational Health & Safety Act/Workplace
- National Vocational Education and Training Regulator Act 2011
- Protected Disclosure Act
- Applicable Anti-Discrimination, Harassment Workplace Bullying Acts, procedures and policies
- Manual Tasks Code of Practice, Australian Standards and Safe Work at Heights
- Any RTO related policies, procedures or protocols
- First Aid Code of Practice

Role of the Participant

The participant has a responsibility to:

- Adhere to conditions as stated by applicable policies, procedures and protocols of the RTO program and attend and participate in training as scheduled
- Work toward achieving the competency within the training course and undertake training and assessment during the course



Role of the RTO

The RTO has the responsibility to:

- Facilitate the RTO component of the training process with learners and training providers
- Adhere to all legal requirements within the VET Framework
- Adhere to all reporting requirements within the VET Framework and also RTO policies, procedures and protocols
- Inform participants &/or employers of their responsibilities via inductions, learners handbooks and course materials
- Assess individual training requirements of students to identify special needs
- Support participants and employers throughout the NFTI courses by:
 - Coaching and mentoring of participants throughout the training process where required
 - Provide training and assessment materials, information and instructions for students to complete training and assessment
 - Coordinate the issuance of certification upon successful completion
 - Availability by telephone and email to handle any concerns
 - Customised modules and/or courses to suit the individual/business learning requirements, within reason
 - Administration and reporting to applicable regulatory bodies conducted regularly as agreed to summarise participation, assessment outcomes and client management

RTO Guarantee

Upon undertaking an enrolment the RTO confirms that it:

- NFTI Training guarantees that in the event that we are unable for any reason to deliver training that has been paid for in full, we will refund the course fees or make alternative arrangements for the training
- Agrees with and understands the terms and conditions as set out in this handbook and the enrolment process and confirms the accuracy of the information which has been supplied.
- Understands the obligations as per the National Vocational Education and Training Regulator Act 2011, Standards for NVR Registered Training Organisations, 2012
<http://www.comlaw.gov.au/Details/F2013L00167>



Participant Consent

Upon undertaking an enrolment you confirm that you:

- Agree with and understand the terms and conditions as set out in the student handbook and the enrolment process and confirm the accuracy of the information which has been supplied by you
- Have read and accepted the terms, obligations and conditions as set out in the Student Handbook
- Understand your obligations within the course
- Consent to the RTO to verify or supply information about you to State and Federal Government Agencies &/or Agencies authorized by these bodies. Consent to information being supplied to the National Centre for Vocational Studies (NCVER) and/or Agencies authorized to undertake surveys
- Understands that NFTI will not accept and responsibility for incorrectly completed forms
- Understands that your enrolment does not guarantee competency, certification &/or completion of the requirements within the course
- Non-completion of the training course may result in termination of the course program and therefore may result in a NYC outcome at assessment

Records and Privacy

Your records are securely stored and are freely available to you upon request. All information about you is considered confidential and will not be released to any other person without your written consent.

General Feedback

All of our team constantly seek to achieve greater client satisfaction. A vital part of this goal is feedback from you about the course structure, administration and the trainer and his/her presentation.

The Course Evaluation Sheet will allow you to cover most general areas or criticisms. Apart from this feedback, if you have any minor issues or suggestions that you feel could improve the course, please feel free to raise them with the instructor at the time. We welcome your feedback.



Complaints/Appeals

A Student Pack will be sent to you with the Registration Pack. However, in summary, NFTI takes all complaints very seriously and confidentially. We will always endeavour to resolve the issues of contention as quickly and painlessly as possible. Either go to your Trainer directly or, if that is unacceptable to you, contact NFTI directly, so that we can fully explain the processes to you.

What if you have something a bit more serious to discuss, or wish to make a formal complaint?

There may be occasions when issues or complaints that have been raised with your trainer have not been resolved, or when a serious issue arises that you believe warrants the lodgement of a formal complaint.

Only written complaints will be investigated and may be submitted on this form, either through the Trainer, or directly to the RTO Manager (This form is provided for you on page 10).

Complaint Considerations

All complaints are taken seriously, and NFTI will work in a positive and constructive manner, acceptable to all parties, to ensure resolution of any conflicts.

- Contact between parties will only occur with mutual consent
- Confidentiality will be maintained in every step of the process
- A complainant will be entitled to a support person who may be involved in all discussion/meetings at any stage of the resolution process
- Persons who have had a formal complaint lodged against them will have a right of reply at all stages of the process
- Persons lodging a formal complaint shall be entitled to either stop the process or withdraw their complaint at any time

Complaint Resolution Procedure

1. All formal complaints must be submitted to the RTO Manager detailing the nature of the complaint and any steps already taken to resolve the issue.
2. A response to a written complaint is required within 2 working days indicating receipt of the complaint.
3. A neutral party will be appointed to investigate the complaint.
4. NFTI team members will be given a copy of the complaint and are required to respond in writing within 7 days.
5. NFTI Management (or an appointed representative) will fully review the events, including by telephone or personal interviews, to determine their findings.
6. Findings are to be presented in writing to the General Manager within 14 days of the event or incident.
7. A written response will be sent to all parties concerned detailing the outcome of the investigation and any actions taken as a result of the findings.
8. Any party has the right of appeal if not satisfied, but if no notification of appeal has been received within seven days of the written decision, the result is considered to be final.



If any party is not satisfied with the findings of the General Manager and you are unable to reach a decision with NFTI Training. You may lodge a complaint with Australian Skills Quality Authority (ASQA) at <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Complaint Details

Please use this form to detail your concerns.

Your Name:			
Phone:	W:	H:	M:
Trainer's Name:			
Date:			
Time:			
Venue:			
Summary of Concern or Incident:			
Steps already taken to resolve the issue by all parties concerned?			