



We Make Training *Seriously* Fun!

This information is provided to you in conjunction with 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.

We sincerely hope you have a great time on the course and learn lots of practical information. By the end of the course, we believe you will feel confident and capable in any first aid or safety situation.

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

Our Mission

The NFTI Team inspires its corporate and general public clients to have the confidence to apply practical first aid 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: 07 5443 1966 or E: admin@nfti.com.au.

NFTI are now issuing a digital Statement of Attainment following 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, 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 booking confirmation.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) was introduced on 1st January 2015. The USI creates 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.

You will need to provide NFTI with your USI in order to receive your Statement of Attainment. If you need to create a USI, please go to our website – www.nfti.edu.au, where you will further information and find a link to the USI website.

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 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 non-attendance or choose not to complete the course after the course has commenced.

Note: No refunds will be given for any First Aid courses requiring elearning as course materials are supplied in advance.

Course Duration and Fees

COURSE	DURATION		FEE
HLTAID003 Provide First Aid (elearning)	Up to 4 hrs Online Theory	6 hrs Practical	\$ 115.00
HLTAID004 Provide an emergency First Aid Response in and Education and Care Setting (elearning)	Up to 4 hrs Online Theory	7 hrs Practical	\$ 130.00
HLTAID001 Provide CPR		2 hrs	\$ 55.00
HLTAID001 Provide CPR + Asthma & Anaphylaxis		3 hrs	\$70.00
UETTDRRF06B Perform Rescue from a live Low Voltage Panel (LVR)		3 hrs	\$ 70.00
HLTAID007 Provide Advanced Resuscitation		4 hrs	\$ 130.00
HLTAID006 Provide Advanced First Aid	Up to 4 hrs Online Theory	16 hrs	\$ 325.00



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 can competently perform in your role and meet the nominated unit requirements when under assessment.

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
- Practical 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 your 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 NYC resubmission has not met requirements. Please be aware 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.

Please note that all accredited NFTI courses contain both a written and practical assessment. You must be deemed competent in both assessments in order to receive a Statement of Attainment.

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

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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 a 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 or have a grievance regarding your training &/or assessment, in the first instance you should discuss this with your trainer. If you wish to lodge a formal assessment Appeal/Grievance, you should either contact NFTI Head Office or refer to the Complaints Policy at www.nfti.edu.au.

Learner Support

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, 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. You should ideally discuss this with the Admin team at the time of booking or bring it to the attention of the trainer before the course starts.

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. You will receive a digital Statement of Attainment by email. Should you require a hard copy, please request one at the course. Printed replacement Certificates can be re issued for a fee of \$10.00 per certificate. Please contact the office should you need a certificate reissued.



Recognition of Prior Learning (RPL)

Students can apply for Recognition of Prior Learning, (RPL). RPL is a process through which experience in the workplace, voluntary work, 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 gather evidence that the student is “competent” in the requirements of 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 time of enrolment.

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 contact details provided in this handbook.

Please note that the RPL process attracts a fee. You will be given fee information for the relevant unit/s prior to making formal application.

Credit Transfer

NFTI recognises the AQF qualifications and Statements of Attainment issued by any other RTO and gives credit for these towards an award, where appropriate.

NFTI delivers individual units of competency rather than full qualifications. These units of competency remain valid for a set period, after which they expire, and the unit must be completed again. As such, NFTI does not generally offer Credit Transfer for stand alone units.

Some units of competency that NFTI delivers have other units contained inside them. Where the assessment requirements for the unit of competency contains the assessment requirements for



the included unit, Credit Transfer will not be accepted. You will need to discuss with the Admin team at Head Office to discuss whether Credit Transfer is available in your situation.

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 a 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:

- - Provide all documentation/undertake actions required at time of enrolment;
 - Treat others with courtesy, respect and fairness;
 - Respect the safety, well-being and property of others;
 - Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others;
 - Respect NFTI resources and facilities;
 - Participate actively and positively in learning and assessment activities;
 - Make NFTI aware of any issues that may impact on your training and assessment and seek assistance when needed.



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, information 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
 - Providing training and assessment materials, information and instructions for students to complete training and assessment
 - Coordinating the issuance of certification upon successful completion
 - Being available by telephone and email to handle any concerns
 - Customising modules and/or courses to suit the individual/business learning requirements, within reason and ensuring that learning and assessment requirements are met
 - Reporting to applicable regulatory bodies as required to summarise participation, assessment outcomes and client management

RTO Guarantee

Upon accepting an enrolment, NFTI confirms that it:

- 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 2012, Standards for Registered Training Organisations, 2015



Participant Consent

Upon undertaking an enrolment you confirm that you:

- Agree with and understand the terms and conditions as set out in the Information 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 Information Handbook
- Understand your obligations within the course
- Acknowledge that the RTO will 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 by the Government
- Understand that NFTI will not accept any responsibility for incorrectly completed forms
- Understand that your enrolment does not guarantee competency, certification &/or completion of the requirements within the course
- Understand that non-completion of the training course may result in termination of your enrolment and therefore may result in a NYC outcome at assessment

General Feedback

Our team constantly seeks 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 or email admin@nfti.com.au. We welcome your feedback.

Complaints/Appeals

NFTI treats 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 the back page).

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 business 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 5 business days.
5. NFTI Management (or an appointed representative) will fully review the events, including by telephone or personal interviews, to determine their findings.
6. 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.
7. Any party has the right of appeal if not satisfied, but if no notification of appeal has been received within 5 business 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 satisfactory outcome with NFTI, an independent review may be conducted. If following an independent review you are still not satisfied, 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?			