



CTAS Education
First Aid
Student Handbook
2022

Handbook Disclaimer

This Handbook contains information that is correct at the time of printing. Changes to legislation and/or CTAS Education policy may impact on the currency of information included. CTAS Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your first aid course coordinator or by contacting CTAS Head Office.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of CTAS Education. Please carefully read through the information contained in this guide. All first aid students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

CTAS Education

PH: (08) 9350 9222

RTO Manager- Jenna Simmons: j.simmons@ctas.wa.edu.au

Student Services Manager- Deborah Butt: d.butt@ctas.wa.edu.au

First Aid Training Coordinator- Melissa Yule: firstaid@ctas.wa.edu.au

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 2 of 19
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Important Course Provider Details

Registered Training Organisation (RTO) Details:

Head Office: **CTAS Education**

National Provider Number: 51849

Address: 8A Babel Rd, Welshpool WA 6106

Postal Address: PO Box 353, Cannington, WA 6987

T (08) 9350 9222

E firstaid@ctas.wa.edu.au

W www.ctas.wa.edu.au

Your Details:

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My First Aid Training Coordinator name:	Melissa Yule

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Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 3 of 19
---	------------------------------	---	-----------------------	----------------------------

Table of Contents

Table of Contents.....	4
Welcome	6
About Us.....	6
Contacting Us.....	7
Legislation	7
RTO Responsibilities	8
Student Responsibilities	9
Policies and Procedures	10
Privacy	10
Access to Your Records	10
Enrolment	10
Entry Requirements	10
Unique Student Identifier (USI).....	11
Access and Equity	11
Student Support Plans and Other Support Services	12
Fees.....	12
Indicative Course Fees	12
Replacement of Training Materials.....	13
Re-issue of Transcripts.....	13
Payment Options	13
Refunds	13
Course Information	13
Duration.....	13
Student Participation.....	14
Attendance.....	14
Training and Assessment Strategies.....	14
Flexible Learning and Assessment	14
Resources	15
Recognition Processes.....	15
Recognition of Prior Learning	15
Recognition of Current Competencies	15
Credit Transfer	15
Foundation Skills.....	15

Superseded or Deleted Training Products.....	16
Course Completion.....	16
Assessment Information	16
Submitting Assessments	16
Resubmissions.....	16
Assessment Feedback	16
Plagiarism	16
Appeals.....	17
Where to Get Help	17
Student Conduct	17
Workplace Health and Safety	18
Positive Learning environment	18
Appropriate Dress Standards.....	18
Confidentiality	18
Smoking, Drugs and Alcohol	18
Student Feedback	18
Issuing Certificates.....	19
CTAS Education Student Handbook Verification	19

Welcome

Congratulations on your choice to undertake first aid training with CTAS Education. We look forward to working with you.

Our mission is to inspire and empower Early Childhood educators by sharing our knowledge, skills and expertise through high quality personalised training.

Our vision is to be the pre-eminent training provider for the Education and Care sector.

At CTAS Education, we are all passionate and committed early childhood professionals, who understand what it is like to work within the industry. We are training to give back our knowledge and experience to others who can use it. We are aware that early childhood education is a "hands on" profession and we have ensured our training focuses on this where possible. We believe that it is more beneficial to endeavour to teach students skills and knowledge, rather than "ticking and flicking", so that we create great early childhood educators who have the skills and knowledge to give children the care they deserve.

Every student is important and an individual in our eyes, and therefore is treated that way. All staff, at all levels, are approachable and can be contacted at any time to discuss any issues or questions you may have.

We hope that you enjoy your training experience with CTAS Education, and we welcome all feedback to help us improve in everything we do.

About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Certificate III in Early Childhood Education and Care
- Diploma of Early Childhood Education and Care
- Certificate IV in School Aged Education and Care
- CPR unit of competence: HLTAID009- Provide cardiopulmonary resuscitation (Approval Pending)
- First Aid unit of competence: HLTAID012- Provide an emergency first aid response in an education and care setting (Approval Pending)

We have been delivering training in the Education and Care industry since 2008.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 51849

CTAS Education Management Team		
Jenna Simmons	RTO Manager	j.simmons@ctas.wa.edu.au
Deborah Butt	Student Services Manager	d.butt@ctas.wa.edu.au

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 6 of 19
---	------------------------------	---	-----------------------	----------------------------

Contacting Us

Your first point of contact will be your assigned First Aid Training Coordinator. Please note that our First Aid Training Coordinator may be external to the office due to delivery of courses and may not be able to take your call but if you leave a message they will call you back or you can email. For urgent matters please phone CTAS Education Head Office (08) 9350 9222.

First Aid Training Coordinator	Email	Phone
Melissa Yule	firstaid@ctas.wa.edu.au	0452 137 857

Legislation

As an RTO, CTAS Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, CTAS Education abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Workplace Health and Safety

CTAS Education is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.tac.wa.gov.au which is the website for the regulator of Western Australia's vocational education and training (VET) sector

COVID-19 Vaccination:

CTAS Education comply with the guidelines of Department of Health, WA. For more information, please visit:

<https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-mandatory-covid-19-vaccination-information>

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 7 of 19
---	------------------------------	---	-----------------------	----------------------------

RTO Responsibilities

As a Registered Training Organisation (RTO) CTAS Education is committed to the provision of high-quality training services to each student, in accordance with the requirements of the National Standards under which we operate.

These responsibilities include:

- CTAS Education is committed to ensuring that all students are treated fairly, ethically and without discrimination.
- CTAS Education will endeavour to ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery strategies to accommodate and support individual student's needs.
- CTAS Education will ensure a safe and comfortable learning environment is provided for all students.
- CTAS Education will engage in professionally responsible and ethical training and assessment practices.
- CTAS Education is required to respect the privacy and confidentiality of each student's details and personal information, as described in the Privacy Policy.
- CTAS Education is responsible for ensuring all students are provided with clear and accurate information about the services we offer.
- CTAS Education will ensure that students are regularly updated on training progress.
- CTAS Education is committed to only employing trainers who hold the required training and assessment and vocational qualifications and whom can demonstrate industry currency and vocational competency and are considered as experienced subject matter experts.
- CTAS Education is responsible for developing and using high quality training and assessment resources that have been developed in consultation with industry.
- CTAS Education will ensure that training products delivered by their trainers, meet the requirements of the Australian Qualifications Framework (AQF)
- CTAS Education will ensure that Credit Transfer (CT) and Recognition of Prior Learning (RPL) is made available to the learner wherever possible, as outlined in the CTAS Education Assessment Procedure.
- CTAS Education is required to continually review and evaluate systems, training products and services to ensure they are of a high standard.
- CTAS Education will welcome and actively seek student feedback as the basis for continuous improvement of systems, products, resources, and services provided.
- CTAS Education will provide a fair and equitable grievance and complaints process as outlined in the CTAS Education Grievance and Complaints Policy.
- CTAS Education is committed to upholding legislation and complying with all regulatory requirements relevant to the operation of our RTO.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 8 of 19
---	------------------------------	---	-----------------------	----------------------------

Student Responsibilities

Students have certain responsibilities, which are intended to assist you in successfully completing your training with CTAS Education.

These responsibilities include:

- All students must ensure they wear appropriate comfortable clothing and footwear for moving, kneeling, bending and working on the floor. All students must ensure they are physical fitness to perform relevant CPR exercises and general manual handling activity.
- Students are required to advise the First Aid Training Coordinator upon enrolment of any special needs or considerations which requires modification to tasks completed. The First Aid Training Coordinator and student must work together to determine a reasonable adjustment that does not affect the final assessment outcomes of the units.
- Students sign the enrolment form and acknowledge that they are able to perform all tasks required for assessments, including kneeling on the floor to perform CPR tasks.
- Students are responsible for their own health and safety, if at any time a task is uncomfortable, the student should alert the trainer/assessor and work together to resolve the issue effectively.
- Students are required to prepare for, attend and actively participate in all classes that are scheduled.
- Students are required to report their inability to attend classes for any reason such as illness directly to the First Aid Training Coordinator or CTAS Education head office as soon as possible.
- Any missed or cancelled classes will need to be made up. Please consider that make up classes need to be rescheduled around existing classes.
- Students are expected to make satisfactory progress in their studies for each unit regardless of study mode. If a student is having difficulties in the progress of their study, they are expected to take all possible steps to improve their performance.
- Students are required to make all efforts to complete their assigned work and assessment tasks within the timeframes specified by the First Aid Training Coordinator. Delays in completing tasks will result in delays in training and assessment for you and your class.
- Students are responsible for all of their written tasks/assessments.
- Students are required to take responsibility for their training first aid handbooks once distributed, any lost or damaged books will not be replaced unless repurchased by the student.
- Students are required to demonstrate appropriate behaviour by working as a team with the First Aid Training Coordinator and CTAS Education staff and any other party involved in their training.
- Students are required to discuss any concerns that they may have with the First Aid Training Coordinator or the Student Services Manager at CTAS Education as soon as possible in order for the issue to be resolved effectively.
- Personal details (such as: name, address, phone numbers, email address) change during the length of the course of study, students are required to notify CTAS Education of any changes as they occur.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 9 of 19
---	------------------------------	---	-----------------------	----------------------------

Policies and Procedures

Whilst some of our policies are outlined within this handbook, CTAS Education can provide a copy of specific policies upon request. Please contact CTAS Education Head Office on (08) 9350 9222 for more information. Some of our policies and procedures include:

- Access and Equity Policy
- Complaints, Grievances and Appeals Policy
- Marketing Policy
- Code of Conduct Policy
- Fees and Charges Policy
- Privacy Policy
- Workplace Health and Safety Policy □ Educational Support Services Policy

Privacy

CTAS Education strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, gender, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to admin@ctas.wa.edu.au

Enrolment

For all First Aid courses you will be required to complete an enrolment form as well as completing a Language and Literacy (LLN) assessment. Note that enrolment is not confirmed until fees have been paid as agreed and you have supplied your USI. (Please refer to the USI section of this handbook for more information)

Entry Requirements

It is a requirement that the student is able to complete the LLN assessment without the support of another person, as there is expectation that you are able to read and write.

There are also physical requirements during this course, where participants will kneel on the floor to perform and simulate a CPR response on an Australian Resuscitation Council (ARC) approved CPR manikin. There will be other physical expectations, where students will need to demonstrate the skills of effectively rolling another person onto their side into a rescue or lateral position guided by the trainer.

Please contact CTAS Education's First Aid Training Coordinator if you have any concerns, questions or physical restrictions that may affect your ability to perform the required expectations.

You also need to comply with the WA Government COVID-19 vaccination requirements. For update information, please check:

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 10 of 19
---	------------------------------	---	-----------------------	-----------------------------

<https://www.wa.gov.au/government/covid-19-coronavirus/covid-19-coronavirus-mandatory-covid-19-vaccination-information>

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, CTAS Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

Access and Equity

CTAS Education will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. CTAS Education prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

CTAS Education demonstrates a commitment to access and equity by:

- Enrolling students according to a fair and non-discriminatory process
- Making reasonable adjustments to training processes and resources to accommodate student's needs
- Providing suitable access to resources
- Providing suitable and appropriate support
- Ensuring all policies and procedures recognise the diverse needs of students, clients and staff
- Recognising that students come from a variety of backgrounds with varying abilities
- Ensuring there is consistency in the services provided and the implementation of CTAS's policies and procedures
- Providing flexible learning arrangements to address disadvantaged groups of clients and students

It is the responsibility of all staff at CTAS Education to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us at admin@ctas.wa.edu.au.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 11 of 19
---	------------------------------	---	-----------------------	-----------------------------

Student Support Plans and Other Support Services

CTAS Education is committed to ensuring we have sufficient and accessible staff, educational services, support services, learning resources and facilities to support, accommodate and enable learners to meet the requirements of their course. CTAS Education endeavours to identify any support individuals may require and develop a student support plan prior to their commencement.

The educational and support services provided by CTAS Education include but are not limited to:

- Pre-enrolment information and course information flyers
- Language, Literacy and Numeracy (LLN) assessment and LLN support session
- Increased access for learners with disabilities
- Learning resources i.e., learner's guide and further readings
- Mediation and referral services as required i.e. support services, counselling
- Flexible delivery of training and assessment
- Learning materials in alternate formats i.e. Larger font
- Learning and assessment contextualised to the real workplace

CTAS Education ensures that suitably qualified trainers (RTOs 2015 1.13-1.16) are available to deliver training and assessment. We strive to ensure that educational and support services meet the needs of the student. We ensure that the learning resources we provide enable students to meet the requirements for the unit of competency and are accessible to the student regardless of location.

CTAS Education also ensures that facilities and equipment accommodate and support the number of students undertaking training and assessment.

CTAS Education is, at all times, concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

CTAS Education's Fees and Charges Policy is documented clearly on our website (www.ctas.wa.edu.au) or can be obtained by contacting CTAS Education.

Costs will be discussed with you at enrolment. All fees are correct as of **20/03/2022** and are subject to change. Please contact CTAS Education if you have any questions related to course fees.

Indicative Course Fees

Unit Code	Unit Title	Course Fee
HLTAID009	Provide cardiopulmonary resuscitation	\$70.00
HLTAID012	Provide first aid in an education and care setting	\$170.00 *

*You may be eligible for state funding. Eligibility criteria applies. The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 12 of 19
---	------------------------------	---	-----------------------	-----------------------------

The student fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as travel and resource fees.

Please note that CTAS Education will not accept pre-paid fees in excess of a total of \$1500.00

Replacement of Training Materials

CTAS Education will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your First Aid Training Coordinator or contact CTAS Education Head Office on (08) 9350 9222 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$50.00 applies for CTAS Education to re-issue a copy of your Certificate or Statement of Attainment.

Payment Options

Payment of course fees can be made to CTAS Education via:

- Bank Deposit/Electronic funds transfer
- Credit card
- Cheque

Fees must be paid at least 7 days prior to course commencement unless prior approval has been given by CTAS Education Management.

Please note that outstanding fees may result in the cancellation of your enrolment.

Refunds

As per the DTWD Fees and Charges Policy and individual's Consumer Rights, students are entitled to a full refund of fees and charges where:

- A course is cancelled or re-scheduled to a time or location unsuitable to the student.
- A student is not given a place due to the class being full.
- A student withdraws prior to course commencement due to a serious illness, injury or disability that prevents the student from attending the course. (Medical certificate is required).

There are NO other grounds for refunds.

Course Information

The details for each first aid course that we offer can be found on our website at <https://www.ctas.wa.edu.au/first-aid/> or you can refer to your course outline.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to completing written and practical assessments in the time indicated, the structure of your requested course and if you were deemed competent or not yet competent upon completion of the assessment tasks.

The expected duration of the First Aid Training for the unit HLTAID0012 is 20 hour, which combined 9 hours face to face delivery and 11 hours self-paced pre-course MCQs.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 13 of 19
---	------------------------------	---	-----------------------	-----------------------------

And the expected duration of the unit HLTAID009 is 5.5 hours which combined 4 hours face to face delivery and 1.5 hours self-paced pre-course MCQs.

The actual timing and structure of the course is dependent on various factors, including trainer availability, client requirements, hours and days of operations, WA COVID-19 mandatory restrictions etc. For more information, please contact the First Aid Training Coordinator.

Student Participation

Students are expected to make satisfactory progress in their participation for each assessment task, regardless of written or practical based assessments. If a student is having difficulties in the progress of their assessment, they are expected to take all possible steps to improve their performance.

If a student is identified as not participating and/or achieving satisfactory progression, the first step will be for the First Aid Training Coordinator to seek understanding of the reason/s. Formal intervention strategies may be required in order to address the specific issues preventing the student from achieving successful outcomes, this will be at the discretion of the First Aid Training Coordinator.

Attendance

All face-to-face classes are compulsory. Therefore, CTAS Education expects student to attend all scheduled classes. Non-attendance will impact your ability to successfully complete all assessments and/or course requirements.

Student attendance is documented and monitored throughout all courses.

If you are going to be absent from class you will need to contact CTAS Education First Aid Training Coordinator, Melissa Yule: 0452 137 857

In the unlikely event that CTAS Education has to postpone or change a class you will be contacted as soon as practicable by phone/text/email to advise of the changes.

Training and Assessment Strategies

CTAS Education staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by CTAS Education.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, preferred learning style and that maximise learning outcomes and access to learning activities. Please discuss with your first aid trainer for more information of flexible learning and assessment options.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 14 of 19
---	------------------------------	---	-----------------------	-----------------------------

Resources

Upon enrolment, you will be issued with a learner guide. You will need to supply your own stationery materials.

You will also be provided with handouts, first aid training resources and further readings throughout your course.

Recognition Processes

CTAS Education offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL these are assessed on a case-by-case basis. Please contact your First Aid Training Coordinator to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)

Credit Transfer

CTAS Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a copy of your official documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact your trainer.

Foundation Skills

All training and assessment delivered by CTAS Education contains Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 15 of 19
---	------------------------------	---	-----------------------	-----------------------------

communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Foundation Skills are prevalent in the training and assessment of all units of competency.

Superseded or Deleted Training Products

CTAS Education believes that all learners are entitled to complete a qualification or course that most closely represents the current skill needs of the industry. A qualification or unit of competency being superseded or discontinued is an indication that the industry needs have changed.

CTAS Education will ensure that no students will be enrolled into a training product that has been deleted or removed and that no students will be disadvantaged by these processes.

Course Completion

Completion of your course is when you have completed all practical and written assessment requirements for the unit and have been deemed competent in the skills set required.

Assessment Information

Submitting Assessments

Please ensure your name is on each and every page of the assessment. Your full assessment must be submitted with a CTAS Education Assessment Cover sheet, which is supplied on the final page of your assessment booklet. You will need to submit your assessment booklet by the end of the course by handing it to the First Aid Training Coordinator. Ensure you talk to your First Aid Training Coordinator to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your practical or written submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may include re-doing some of the written questions, re-attempting to demonstrate the required skills or task. At the First Aid Training Coordinator's discretion, you may be required to undertake further training before resubmitting your assessment requirements, this will be discussed at the time of your course. CTAS Education may charge a fee for further training, this will be discussed with the First Aid Training Coordinator.

Talk to your First Aid Training Coordinator for more information. All of the staff at CTAS Education will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment tasks. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements within that unit.

Plagiarism

All work that you submit must be your own. You will be required to sign the Assessment Cover sheet declaring that this is the case.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 16 of 19
---	------------------------------	---	-----------------------	-----------------------------

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by CTAS Education. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text from another student's assessment
- Presenting work that was done as part of a group as your own, without your participation in the task

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your First Aid Training Coordinator in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow CTAS Education's Complaints, Grievance and Appeals policy to lodge an appeal.

Where to Get Help

Talk to your First Aid Training Coordinator for help in understanding how to complete your assessments. They are happy to support you during class times or at the end of the class or during breaks. Alternatively, you can contact them at our office on (08) 9350 9222 or via their direct email address or mobile number provided.

Student Conduct

Just as CTAS Education has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their assessment tasks, demonstrate appropriate behaviour when interacting with other students and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

CTAS Education views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to CTAS Education and/or a partner organisation such as a training venue or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 17 of 19
---	------------------------------	---	-----------------------	-----------------------------

- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints Grievances and Appeals process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at CTAS Education. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Positive Learning environment

At CTAS Education we strive to provide positive learning environments for all students. To assist with this, we ask that all students:

- are punctual
- show respect for fellow students, supervisors and CTAS Education staff
- demonstrate a commitment to learning
- have a sense of humour
- cooperate with others

Appropriate Dress Standards

CTAS Education expects students to adhere to appropriate standards of dress at all times. Appropriate and comfortable clothing is required for participating in a First Aid training course, due to assessment requirements that expect you to kneel on the floor to perform simulated CPR practice.

Confidentiality

Within the Early Childhood profession, you are bound by professional standards of confidentiality. This also applies to students, completing our first aid courses, whether working in Early Childhood Centers or not. You will be required to maintain confidentiality in relation to personal information shared within a first aid training course.

Smoking, Drugs and Alcohol

CTAS Education is a smoke-free workplace. Smoking is prohibited in all buildings and there is to be no smoking within four metres of a building entrance and students will not be provided with cigarette/smoking breaks.

Any student under the influence of drugs and/or alcohol is not permitted on CTAS Education premises, to use CTAS Education facilities or equipment, or to engage in any CTAS Education activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

CTAS Education is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst participating their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study via a written satisfactory

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 18 of 19
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survey at completion of your course, and you may be issued an online completion survey. The AQTF require the learner and where relevant the employer to complete a satisfaction survey which will be issued during the final visit.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for CTAS Education and other RTOs in the Standards for RTOs 2015. If for some reason CTAS Education ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

CTAS Education Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook.

As you have been provided with an electronic copy of this document you will be required to sign the First Aid Training Attendance Register on the first day of training, prior to commencement of the course delivery and assessment.

By signing the attendance register, you acknowledge and agree that you have read and understood all parts of this Student Handbook

There will be a hard copy of the Student Handbook with your First Aid Training Coordinator, on the day of your training for your reference if required.

If there is any aspect with which you are unsure, please contact CTAS Education for clarification (08) 9350 9222.

Owner CTAS Education ID 51849 ABN: 54 127 621 167	Creation Date: 22/03/2022	CTAS Education First Aid Student Handbook 2022	Version 8.1	Page 19 of 19
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