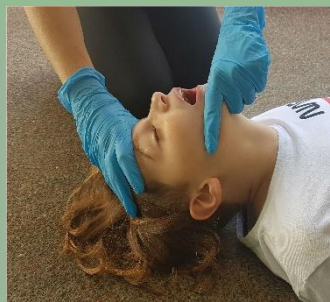




**HEALTHGUARD  
FIRST AID  
TRAINING SERVICES**

***Welcome to Healthguard***



***STUDENT HANDBOOK***

***First aid, not pretty aid!***

## Healthguard: Registered Training Organisation No. 21156

Established in 1993, Healthguard Training Services is a highly respected and experienced organisation that provides vocational First Aid, Fire Extinguisher and Fire Warden training to meet the needs of workplaces, schools, industry and local communities.

We currently deliver high quality training to over 300 schools in Victoria, as well as numerous organisations in the construction and manufacturing industry and the Emergency Services.

We offer affordable and professional training with courses tailored to suit different industries. We also provide courses at a location of the Student's choice at a time convenient to them.

Healthguard prides itself on offering current and practical information in an inclusive and comfortable learning environment. We believe learning should be enjoyable and encourage all participants to contribute to discussions.

As a Registered Training Organisation (RTO) we train, assess and award nationally recognised units of competency. This also means we are bound by national standards and reporting requirements. Our procedures, systems and staff are audited to ensure we meet these. All our trainers hold the current VET Training and Assessment Qualification to deliver nationally recognised training and have an important part to play in ensuring Healthguard provides quality training and assessment to our Students.

### CONTACT DETAILS

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### ACKNOWLEDGEMENTS

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# Welcome to Healthguard First Aid

Thank you for choosing Healthguard First Aid as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning.

This handbook aims to assist you throughout this time and to be an ongoing reference for you. We hope it assists you in:

- Feeling welcome
- Becoming familiar with the training you are undertaking with us
- Understanding your rights and responsibilities
- Following our policies and procedures

You need to read this handbook carefully and ask questions about anything that is unclear.

I look forward to hearing about your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success.

*Cheryl Connolly*

CEO Healthguard First Aid

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# ABOUT HEALTHGUARD



## **Our Mission**

To provide high quality training specialising in first aid to a wide range of industry, schools and community groups.



## **Our Values**

Healthguard First Aid owners, trainers and staff are committed to deliver high quality training in a manner that is not only informative, but conducted in a relaxed, non-threatening environment.



## **Our Business Philosophy**

The objective of Healthguard First Aid is to provide quality training in selected subjects to meet the needs and expectations of our Students. Our goal is to provide high quality vocational education and training to our Students. We will achieve this by constantly striving to surpass our Students' needs in terms of quality and value and by doing so create mutually beneficial relationships.



## **Office Operating Hours**

Healthguard First Aid office hours are 9.00 am to 5.00 pm Monday to Friday, however training courses are scheduled 7 days a week both day time and evening, depending on the needs of some Students.

## **Service Commitment**

Healthguard First Aid is committed to providing quality training and assessment services for our students. We aim to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a person-centred approach
- Foster relationships with our Students, supporting them through their career
- Provide flexible learning opportunities
- Provide a supportive, facilitative and open learning environment
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Maintain a healthy and effective learning environment for Students
- Produce competent and confident workers that benefit the community and industry.

# TRAINING OFFERED BY HEALTHGUARD



All the nationally recognised units of competency and courses that are able to be delivered, assessed and awarded by Healthguard are listed at <https://training.gov.au/Organisation/Details/21156>

Our scope currently includes:

Code	Unit of Competency	Target Learners
HLTAID009	Perform cardiopulmonary resuscitation	General community members and organisations in a range of industries
HLTAID010	Provide basic emergency life support	
HLTAID011	Provide first aid	
HLTAID012	Provide first aid in an education and care setting	Education and care facilities
HLTAID013	Provide first aid in a remote or isolated site	Travellers and people working in remote communities or rural pastoral stations
HLTAID014	Provide advanced first aid	Certain community and workplace settings where first aiders respond to more complex situations needing a bigger skill set
HLTAID015	Provide advanced resuscitation	
22575VIC	Course in Basic Oxygen administration	
22556VIC	Course in the Management of Asthma Risks and Emergencies in the Workplace	Education and care facilities
22578VIC	Course in First Aid Management of Anaphylaxis	Education and care facilities
22579VIC	Course in Verifying the Correct Use of Adrenaline Autoinjector Devices	Some education and care facilities
HLTINF001 (HLTINFCOV001)	Infection Prevention and Control	Health organisations, retail and food handling organisations

Healthguard can also offer non-accredited training to meet the needs of specific students.

# RELEVANT LEGISLATION



Healthguard policies and procedures have been developed to ensure we meet relevant legislation as both a workplace and a Registered Training Organisation.

Key legislation includes:

- [Work Health and Safety Act 2011 \(2018\)](#)
- [Anti-discrimination Act 1991 \(5 June 2017\)](#)
- [Privacy Act 1988 \(2019\)](#)
- [Copyright Act 1968 \(2019\)](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations 2015](#)
- [Student Identifier Act 2014](#)

To sum it all up:

Your rights	Your responsibilities
You are entitled to have a safe place to train and learn.	You must ensure that the safety of yourself and others is not compromised by anything you do, or don't do.
Your training space should be free from discrimination or harassment. You should feel safe to talk about issues with Healthguard Management.	You need to promote inclusion and not discriminate against or harass other students or staff.
Your personal information shared with us for purposes of enrolment and assessment. It will be kept securely. You have the right to question why information is being collected and how it is stored, and to access a copy of your information.	You are expected to respect the privacy of other students and staff.
You should be provided with suitable information, training, resources and support to safely undertake your training with Healthguard.	You are required to follow any reasonable direction given to you by a Healthguard staff member or trainer. You are required to follow Healthguard policies and procedures.



# HEALTHGUARD POLICIES AND PROCEDURES



All Healthguard First Aid policies and procedures are accessible on our Intranet/ Server. If you wish to see a specific document which is not available from our website please ask a staff member.

Key policies and procedures include:

- Advertising and Marketing Policy
- Learner Information and Enrolment Policy
- Workplace Health and Safety (WHS) Policy
- Records Management Policy
- Privacy Policy
- Fees and Refunds Policy
- Training and Assessment Policy
- Support and Reasonable Adjustment Policy
- Recognition Policy
- Certification and USI Policy
- Complaints and Appeals Policy
- Continuous improvement Policy

You are required to follow all Healthguard policies and procedures, and reasonable directions from Healthguard Management.

Key information from these policies and procedures that affect you as a student is provided in this handbook.

# ADVERTISING

Healthguard is committed to ensuring our advertising is accurate and a true representation of what is provided to students. Advertising is approved by the CEO prior to use, and advertising/marketing is regularly reviewed as part of auditing activities.

# COURSE INFORMATION

Information about courses are provided on the Healthguard website. Further information can be gained by contacting the Healthguard Office.

# ENROLMENT

## ACCESS AND EQUITY

Healthguard First Aid is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Healthguard First Aid will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Healthguard First Aid abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

## ENROLMENT PROCEDURES

To enrol in a training program students can complete a self-enrolment via the Healthguard website or by contacting the Healthguard Office on 03 97294272. This uses either an online or paper based enrolment form.

Enrolments must be received no later than 24 hours prior to the course commencement.

Enrolments will be considered tentative until payment has been received.

Depending on the course, an enrolment interview may be conducted via phone to ensure understanding of:

- Course requirements
- Fees and funding options
- Language, literacy and numeracy requirements and current skill levels

- Any need for reasonable adjustment or other learner support
- Any requirements of a police/working with children check or other licences
- Any specific dates/times for training and completion of assessment tasks
- Healthguard First Aid shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

## AVAILABLE PLACES ON COURSE

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Healthguard First Aid will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

All students receive a confirmation of their enrolment via email. Written confirmation will outline relevant details, such as venue, date, and course duration.

## STUDENT INDUCTION

Induction for all new students includes the provision of this manual. The course trainer will also provide appropriate induction to the site and course orientation at the start of training.

# SAFETY AND SECURITY

## DUTY OF CARE

Under Workplace Health and Safety legislation, Healthguard First Aid has a duty of care to all students by providing and maintaining a safe environment. Healthguard First Aid will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence. The CEO is responsible for investigating incidents and accidents.

Students have a duty of care to maintain a safe environment for both themselves and their fellow students.

If you are involved in an incident resulting in injury and/or damage to equipment or facilities, notify your trainer immediately.

## HEALTH CONDITIONS

If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Healthguard First Aid can provide support or treatment should an emergency arise.

## EMERGENCY PROCEDURES

Emergency procedures and exit plans will be reviewed at the start of the training course and must be followed.

## SECURITY OF PERSONAL ITEMS

Students must not leave belongings/valuables unattended. Although the building may be reasonably secure, students are ultimately responsible for your own belongings. Healthguard First Aid accepts no responsibility for any belongings which may be stolen or go missing.

# RECORDS MANAGEMENT

## STUDENT RECORDS

Healthguard First Aid maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding personal details provided to us, any training and assessment undertaken and completed. This file is available to the student upon request by contacting the Healthguard Office.

In accordance with Privacy laws and confidentiality requirements, student files are kept securely. Only those Healthguard First Aid personnel who need to have access to a student's file for training and assessment purposes can access it.

No other person/student can and will have access to a student file without the student's prior permission.

## CURRENCY OF INFORMATION

Students are required to advise Healthguard of changes to personal details. This can also be done online by accessing your student profile in the Student Management System, using your login and password.

# PRIVACY

Healthguard First Aid abides by the Privacy Act and respects students, staff and trainers' right to privacy.

Any information gathered from students will be handled in accordance with the Healthguard Privacy Policy and Records Management Policy.

Healthguard First Aid collects information from students upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Healthguard First Aid may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

## FEES AND REFUNDS

### FEES

Healthguard First Aid has developed a fair and equitable process for determining course fees, refunds and payment options. Course fees are listed on the Healthguard website.

Healthguard First Aid accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, direct deposit, credit card or invoice.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

### TRANSFERS

Students who wish to withdraw/cancel/defer/amend their course are required to contact the Healthguard Office so a Course Withdrawal Amend form can be completed if needed.

Students are able to transfer to another date, a different delivery mode or a different course, provided at least 1 weeks' notice is given. Transfer is dependent on course availability.

Course placement may be transferred to another student, provided at least 1 weeks' notice is given. Administration fees may apply.

### REFUNDS

Payment of all refunds, to students who are entitled to a refund, are in accordance with the Healthguard Refund Policy. Payment of approved refunds will be made within 1 week of application.

Refunds are granted on a sliding scale, including 100% of course fee if student withdraws at least 1 week prior to course. Healthguard reserves the right to charge partial fees when there is less than 7 days prior to the course commencing.

There is no refund where a student has already commenced their course, or for students who have been deemed Not Yet Competent at the end of a course and all reassessment options.

There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.

Healthguard First Aid does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

## CANCELLATIONS

Healthguard First Aid reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within 7 days.

# ATTENDING COURSES

## MODES OF DELIVERY

Healthguard First Aid offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace based, on-line/virtual, or via recognition of Prior learning, or a combination of these.

## ATTENDANCE AT TRAINING SESSIONS

Attendance at training will be recorded by the trainer. These are both a training record and a safety record so we know who is on the site during an emergency.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences. All students must be punctual throughout the training day, including returning from breaks.

Late arrival to a training course may result in you not being able to attend the course and having to reschedule your training.

## EXPECTED STANDARD OF BEHAVIOUR

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment, and to show respect to the trainer and other students.

Certain behaviours will not be tolerated and will result in you being asked to leave the session or course. This includes any instance of:

- Bullying or harassment
- Discriminatory language or actions
- Theft

- Violence or abusive/inappropriate language
- Damaging equipment or other's belongings
- Failure to follow reasonable directions given by the trainer
- Being affected by drug or alcohol/unfit to participate in activities

## PERSONAL PRESENTATION

Students are expected to be well presented and appropriately dressed during training sessions. This includes neat, comfortable clothing, suitable footwear, and using any required personal protective clothing or equipment. As students will be working in close proximity to each other ensuring personal hygiene is also important (clothing, hair, deodorant) etc.

## TRAINING MATERIALS

Students will be provided with the resources needed to complete training, including online/PDF access to learner guides, online learning and assessment tasks, and practical skill resources and PPE.

Students will require suitable computer and internet access to complete some training. For students who do not have computer or internet access, a hard copy option of training and assessment materials is available.

## COURSE STRUCTURE AND REST BREAKS

The trainers follow a prepared plan for each course and session. Break times are included in this. Depending on the course, this will usually include a 15 minute break for morning/afternoon tea, and a 30-45 minute break for lunch.

## USE OF MOBILE PHONES

All phones must be turned off or to silent during training, as a courtesy to the trainer and other students. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made.

## SUBMITTING ASSESSMENT TASKS

All work submitted for assessment must be your own work. Cheating, collusion and plagiarism will not be tolerated.

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer well in advance of the due date. This way the trainer may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

# UNDERSTANDING TRAINING AND ASSESSMENT

## NATIONALLY ACCREDITED TRAINING

As a registered training organisation, Healthguard offers nationally accredited training. This is competency based, which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. This information can be viewed at [www.training.gov.au](http://www.training.gov.au)

The information set out in units of competency and training packages is used to develop the Healthguard training and assessment resources. Trainers/assessors must collect evidence that shows each student meets the standard.

## ASSESSMENT REQUIREMENTS

All students must meet the required standards for knowledge and skills performance in order to be awarded the nationally recognised certificate. This is regardless of a student's background or the mode of training used.

Assessment requirements will be explained by the trainer. Students are encouraged to ask questions and seek clarification as needed. The assessment process led by the trainer will meet set requirements to ensure that the process is fair, flexible, valid and reliable. The assessment evidence collected for each student must be valid, authentic, current and sufficient so that a judgement can be made about the student's competence.

Some courses require assessment to be completed in the workplace, as workplace performance is essential in competency based learning.

## ASSESSMENT RESULTS

Students will be provided with feedback regarding their performance and any areas for further development that are required before a judgement of competent can be made. Students will also be able to see their results when logging in to the student management system. Assessment results are confidential and will not be given to any other party unless approval by the student is given.



## TRAINERS AND ASSESSORS

All trainers and assessors who deliver nationally accredited training are required to hold a Certificate IV in Training and Assessment. They also hold the relevant industry skills and currency to deliver the content of the course.

# SUPPORT AND REASONABLE ADJUSTMENT

## SUPPORT OPTIONS

Healthguard First Aid understands that there may be times when personal issues or specific needs affect your ability to undertake your training. Healthguard First Aid has identified a number of support services for students who have needs, or require additional support and assistance to undertake or complete their learning.

This includes:

- Working with the student to identify how they learn/work most effectively
- Provision of mentoring or individual guidance by the trainer during training
- Adapting training/assessment materials or delivery/assessment technique to meet the needs of the student
- Recommendations to other organisations to support involvement in training or development of skills, including Centrelink, Adult Migrant Education, or the Reading Writing Hotline.

## REASONABLE ADJUSTMENT

Students with specific needs are encouraged to discuss with Healthguard First Aid any reasonable adjustments to training and assessment processes which they consider would be necessary to enable them to successfully complete activities.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Healthguard First Aid to accommodate or where other adjustment may be more appropriate. Reasonable adjustments must not affect the required standard for competency.

## LANGUAGE, LITERACY AND NUMERACY

Each course has a required level of English language (speaking/listening), literacy (reading/writing) and numeracy to be able to successfully complete course requirements.

Healthguard First Aid makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the competency standards.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Healthguard First Aid can assist in providing this additional development prior to completing your enrolment into vocational skills.

## RECOGNITION

Recognition is a term that includes:

- Recognition of prior learning (RPL) – focused on previous experience and training
- Credit transfer (CT) – where a unit is already held and is recognised as such.

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and may be able to complete an assessment only pathway.

There are specific procedures in place to manage recognition. Students who believe they have the required skills and knowledge, or who already hold a Unit of Competency, can follow these procedures and apply for recognition.

Any documents provided to support a claim of competency must be the originals rather than copies, or shown via access to the students VET Transcript using their USI. Any original documents will be photocopied and handed back to the student. It is also expected that any evidence submitted is the student's own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Evidence for recognition will be reviewed by an appropriate Assessor. Students will be advised of the Competent or Not Yet Competent outcome, including any identified gaps that require further training and/or assessment. In the case of Credit Transfer this will be added to the students profile in the student management system, so long as Healthguard First Aid has the unit on scope. Credit transfer will only be available where there is at least one other unit being completed through Healthguard First Aid.

# CERTIFICATION AND USI

## CERTIFICATES

Certificates will only be generated once a student has:

- Met all evidence requirements to be deemed competent
- Has provided a valid and verified USI (for nationally accredited training)
- Has paid any required fees

Certificates will be sent electronically to students. Certificates include a QR code for security purposes. Certificates can be downloaded by students in the future using their login to the student management system.

Certificates will not be sent to other parties, without the prior permission from the student.

## USI

As a registered training organisation, Healthguard First Aid is required to collect your USI number and verify this before we issue your certificate for nationally recognised training. There are only a very few specific exemptions to this requirement.

If you have not provided your USI or still need to create a USI please visit [www.usi.gov.au](http://www.usi.gov.au) for more information to obtain your USI.

# COMPLAINTS AND APPEALS

## COMPLAINTS

Healthguard First Aid has a fair and equitable process for dealing with student complaints. All students have the right to express a concern or problem they may be experiencing when undergoing training.

Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially. Complaints will be resolved on an individual case basis, as they arise. All formal complaints will be received in writing via a Complaints Form, acknowledged in writing and finalised as soon as practicable. Principles of natural justice and procedural fairness will be followed

In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum. Final decisions will be made by the CEO Healthguard First Aid or an independent party to the complaint.

Students will be provided with an outcome in writing. If they are still dissatisfied there is a process to refer the issue to an independent third party. Costs may apply.

If a complaint will take more than 60 days the student will be informed in writing as to why, and be given regular updates.

Further information and procedure is found in the Healthguard First Aid Complaints and Appeals Policy.

## APPEALS

Healthguard First Aid ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or unit of competency.

Students have the right to lodge an appeal (verbally or in writing) within 7 days of the assessment decision if they believe the process was unfair or the decision was incorrect. Principles of natural justice and procedural fairness will be followed. The appeal will be heard by a suitable, independent assessor. Students will be provided with an outcome in writing. If they are still dissatisfied there is a process to refer the issue to an independent third party. Costs may apply.

If an appeal will take more than 60 days the student will be informed in writing as to why, and be given regular updates. All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Further information and procedure is found in the Healthguard First Aid Complaints and Appeals Policy.

## CONTINUOUS IMPROVEMENT

Healthguard First Aid values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

All feedback, suggestions, complaints and appeals are logged in a Continuous Improvement Register, enabling Healthguard First Aid to correct deficiencies, identify and action opportunities for improvement and monitor the effectiveness of changes made.

## NOTES

[illegible]

# NOTES

[illegible]