



Vic First Aid Education Services

## TERMS AND CONDITIONS

### ASSESSMENT PROCEDURE

Assessment is consistent with the requirements the VET Quality Standards for Registered Training Organisations. The purpose of the assessment is to determine whether or not competence has been achieved in the essential knowledge and skills as stipulated in the elements of competency in the course or unit of study.

The assessment process may involve various practical activities, verbal questioning, role-play / scenario work &/or a written or multiple choice test to determine the participant's competency. Assessment will be conducted and evidence gathered using a range of techniques to ensure assessments are valid, reliable, flexible and fair. An integrated approach to assessment may be used in some areas.

Assessment will be equitable to all groups of learners. If a participant has any language literacy or numeracy needs or any mobility concerns, the assessor may be able to make reasonable adjustments to the assessment process to determine competence. (Please inform trainer of any needs)

Participants who do not demonstrate competency on initial assessment will be able to repeat the assessment after further instruction. Feedback will be provided by the trainer to participants.

### ACCESS & EQUITY

Vic First Aid will not discriminate against a candidate based on gender, race, culture or religious beliefs. All staff are aware of the importance placed on providing fair and equitable access & support to trainees. If there are any special needs or requirements to support your training experience, please do not hesitate to inform us prior to training.

### STUDENT SUPPORT SERVICES

If you require support services such as language, literacy or numeracy assistance or other support services to assist you in your studies, please contact our office.

We can modify our training and assessment to assist you in completing your course, however it is important to note that CPR must be performed with the manikin on the floor and that any change must follow the rules of evidence as required in the course criteria.

Please inform you trainer or our office of any of the following health conditions or other concerns:

- Allergy to latex as manikin shields contain latex rubber
- Back, knee, shoulder and hand problems as you will be participating in practical demonstrations
- Any other condition, health or otherwise that a student thinks may make it difficult for them to undertake assessment activities in the course.
- Any religious, cultural or social requirements that we need to be aware of in order to make you comfortable

## CONDUCT & SAFETY

There are many activities that require some shared resources and hands on contact with others. It is expected that all participants behave and conduct themselves in a manner that does not intimidate or harm other people.

All our public venues are checked for safety and comfort. We also ask all corporate clients to provide a safe working environment for on-site sessions.

## PRIVACY

Vic First Aid is committed to protecting the privacy of our clients. Any information collected will be used only in accordance with the requirements of VET regulators and not shared with any third parties for any other purpose.

## RPL (Recognition of Prior Learning)

Under the *Standards for Registered Training Organisations (RTOs) 2015*, as an RTO partner we may be able offer recognition of prior learning (RPL) to individual learners—unless the requirements of the training package or licensing requirements prevent this from being offered.

In offering RPL we will need to ensure that all requirements of the unit of competency are addressed which may involve the mapping of units to determine tasks that are completed and those that are still required to be completed.

## ACCESSING STUDENT RECORDS

All student records are available upon request.

Replacement certificates are available at a cost of \$30.00 which covers the certificate, postage and admin fee. Please contact our office if you require a replacement certificate

## REFUND POLICY

Cancellations min 48 hours before course – Full Refund

Cancellation less than 48 hours before course – Refund of Fee minus \$20 admin fee

Cancellation less than 24 hours or No-Show – No Refund (invoice will be issued to clients who opted to pay on the day)

Re-schedule of course permitted at any time

Cancellation after Re-Schedule will incur a \$40 fee.

(some concessions to above may apply in certain circumstances)

## COMPLAINTS & APPEALS POLICY

If you are dissatisfied in any way with the service provided by Vic First Aid, the course you have undertaken or disagree with a decision made by an assessor, please communicate your grievance directly to your assessor who should be able to resolve the issue. If this is not satisfactory, please put your concerns in writing and email to the RTO MANAGER, VIC FIRST AID EDUCATION SERVICES [enquiries@vicfirstaid.com](mailto:enquiries@vicfirstaid.com) or mail to VFA PO Box 2350 Templestowe Heights Vic 3107. A response will be received within 7 days. If you are still not satisfied with the outcome, an official complaints & appeals form will then be provided to you along with a complete copy of our complaints & Appeals policy for your reference. We will then arrange for a meeting and attempt to resolve the situation.

If you are still not satisfied with the outcome, you are entitled to call the National Complaints Hotline on **13 38 73** or email [skilling@education.gov.au](mailto:skilling@education.gov.au) where you will be given direction on how to move forward with your grievance.