



Participant Handbook

Table of Contents

INTRODUCTION	3
TIME CRITICAL CPR & FIRST AID	3
EVALUATION AND FEEDBACK	3
PARTICIPANT RIGHTS AND RESPONSIBILITIES	4
ASSESSMENT	4
ATTENDANCE	4
PUNCTUALITY	4
BEHAVIOUR	4
BREAKS	5
DRESS & HYGIENE REQUIREMENTS	5
DUTY OF CARE	5
THIRD PARTY PROVIDERS	5
LEARNER SUPPORT SERVICES	6
PARTICIPANTS	6
LEARNING MATERIALS	6
MOBILE PHONES	6
SECURITY	6
COURSE INFORMATION	7
ACCREDITED TRAINING COURSES	7
COMPETENCY	7
LEVELS OF COMPETENCE	7
EVIDENCE	7
PRINCIPLES OF ASSESSMENT	8
RULES OF EVIDENCE AND ASSESSMENT	8
FUTURE ACCESSING OF RECORDS	8
REASONABLE ADJUSTMENTS	9
REASSESSMENT	9
CERTIFICATES	9
UNIQUE STUDENT IDENTIFIER (USI)	9
COURSE DELIVERY	10
FLEXIBLE DELIVERY	10
RECOGNITION OF PRIOR LEARNING PROCESS	10
MUTUAL RECOGNITION	11
SPECIAL NEEDS	11
TRAINERS AND ASSESSORS	11
POLICIES	12
ACCESS AND EQUITY	12
APPEALS	12
PARTICIPANT ENROLMENT	13
ENROLMENT CONFIRMATION	13
PARTICIPANT RECORDS	14
NATIONAL CENTRE FOR VOCATIONAL EDUCATIONAL RESEARCH PRIVACY NOTICE	14
COMPLAINTS	14
LODGING A COMPLAINT	15

COURSE FEES15
 FLEXIBLE PAYMENT OPTIONS15
 CANCELLATION & TRANSFERS.....15
 RTO CANCELLATION OF COURSES.....16
 RIGHTS AND RESPONSIBILITIES.....16
 DISCRIMINATION16
 HARASSMENT.....17
 BULLYING17
 SEXUAL HARASSMENT17
 FORMS OF SEXUAL HARASSMENT.....17
 WORKPLACE HEALTH AND SAFETY (WHS).....18
 DUTY OF CARE18
 TIME CRITICAL CPR & FIRST AID MANAGEMENT:18
 STAFF, CONTRACTORS, PARTICIPANTS AND VISITORS:.....18
 ACCIDENTS, INJURIES AND NEAR MISSES19
 INVESTIGATING INCIDENTS AND ACCIDENTS19

INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about Time Critical CPR & First Aid training courses, policies and processes and roles and responsibilities guiding you through your learning experience with Time Critical CPR & First Aid.

Time Critical CPR & First Aid

Time Critical CPR & First Aid is a registered training organisation (RTO: 51503) registered with the Vet Regulator. Time Critical CPR & First Aid aims to deliver high quality, innovative and engaging training that is relevant to participants, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Time Critical CPR & First Aid have training locations in Western Australia in Balcatta, Karratha and Mandurah.

Time Critical CPR & First Aid offers a range of training products and services, which includes the following:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation
- HLTSS0027 Occupational first aid
 - HLTAID006 Provide advanced first aid
 - HLTAID007 Provide advanced resuscitation
 - HLTAID008 Manage first aid services and resources
- HLTPAT005 Collect specimens for drugs of abuse testing

As an RTO, Time Critical CPR & First Aid is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to participants follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Evaluation and Feedback

Time Critical strive to continuously improve our services and appreciate all and any feedback. This can be provided anonymously on the [Time Critical Feedback Form](#) or by emailing info@timecritical.com.au.

PARTICIPANT RIGHTS AND RESPONSIBILITIES

Assessment

Assessments are designed to demonstrate participants have met the required standards of practice at the appropriate level and have achieved competency in accordance with the requirements. There are two methods of assessment:

1. Knowledge Assessments: completing a theory assessment, applying knowledge during skills assessments
2. Practical Skills Assessment: demonstrations of practical skills during scenario-based assessments.

Participants must be deemed competent in both methods of assessment in order to be awarded a Statement of Attainment.

The Facilitator/Assessor may design the assessment scenarios to suit the environment/industry the course is being delivered to. The scenarios will be fair and equitable for all participants, e.g. each participant will have the same opportunity to reach the desired outcome at the same skill base.

Attendance

It is expected that participants arrive to class on time and remain for the full duration. A Statement of Attainment cannot be issued if the participant has not attended the entire training session and have been assessed in all the various tasks.

Punctuality

As a courtesy to other learnings and the Trainer/Assessor, all participants must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other participants and the Trainer/Assessor.

Behaviour

Participants are expected to behave appropriately in a mature and professional manner at all times. All participants are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Time Critical CPR & First Aid property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others:

It is expected that the behaviour of all persons in the learning environment ensures a positive learning experience. Respect for other participants and the Trainer/Assessor is expected.

Time Critical CPR & First Aid retains the right at all times to remove disruptive participants from the training environment.

- You will be expected to treat staff and fellow participants with respect and observe any participant etiquette requirements which appear in this handbook or requested during the course by a Trainer/Assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all tea, coffee and bathroom breaks at the start of the course.

Dress & Hygiene Requirements

Participants are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in the workplace or simulated environments;
- Appropriate footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested.

Duty of Care

Under Workplace Health and Safety legislation, participants have a duty of care to maintain a safe environment for both themselves and their fellow participants.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer/Assessor immediately.
- 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 Time Critical CPR & First Aid can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Time Critical CPR & First Aid in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by the staff of Time Critical CPR & First Aid;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Third Party Providers

RTOs may; from time-to-time, develop agreements with other organisations to delivery nationally recognised training and assessment or provide other services on behalf of the RTO. Time Critical currently act as a TPP, providing training and assessment services, for Kelyn Training Services Time Critical is also the certificate issuing RTO for all Statements of Attainment for the listed units of competency.

HLTAID001 Provide cardiopulmonary resuscitation
HLTAID002 Provide basic emergency life support
HLTAID003 Provide first aid



RTO: 50335 | Contact: 9356 3455

Learner Support services

The facilitator will ensure reasonable adjustments or additional support are documented to show what (if any) was provided to the participant for this assessment. Further learning and assessment support may include a verbal explanation, allowance of extra time, or coaching on a one to one basis within the limits of the assessment requirements of the unit/s.

Participants

Any information gained about participants reasons for attending a course should be taken into consideration by the facilitator when deciding on the training strategies to be employed.

Language, Literacy Numeracy

Students should advise the trainer as soon as possible of any Language, Literacy and Numeracy needs they have. The Trainer will work with the student and the RTO to address these needs in a timely and appropriate manner.

Reading Writing Hotline

<http://www.readingwritinghotline.edu.au/>

1300 655 506

Learning Materials

Some courses have required pre-course material that will be provided in either print format or online. These training and/or assessment materials form part of the course fee.

Mobile Phones

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

Security

Do not leave handbags or other valuables unattended. You are ultimately responsible for your own belongings. Time Critical CPR & First Aid accepts no responsibility for any belongings which may be stolen or go missing.

COURSE INFORMATION

Accredited Training Courses

Accredited courses are 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 tasks to a specified standard.

The specific knowledge and skills required for a particular skill set 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. These can be viewed at www.training.gov.au.

All Time Critical courses are accredited and nationally recognised.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all participants regardless of where they are, or the mode of training delivery provided.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co-requisites (if applicable).

Levels of Competence

- **Not Competent (NC)** - the learner is assessed as not having achieved competence against one or more of the units of competency or elements of that unit/s.
- **Competent (C)** - the learner is assessed as having demonstrated competence against all units of competency and elements of competence.

To be deemed Competent in any Unit of Competency, you must be able to provide evidence of the required skills and knowledge to complete tasks to the standard that is required in the industry. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. This may include any knowledge assessment you have completed either pre-course or on-course with your Trainer/Assessor. In the event that pre-course assessments are not completed by the time of your classroom training, then your Statement of Attainment will not be issued until such time that it has been done.

Your evidence of requirements will demonstrate that you have met the required standard of practice at the appropriate level and have achieved competency in accordance with requirements.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	Any assessment decision of the RTO is justified, based on the evidence of the performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of knowledge and skills that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate this knowledge and skills in other similar situations; and • The judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted, and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • Reflecting the learner’s needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

Rules of Evidence and Assessment

Time Critical CPR & First Aid is required to ensure that all evidence provided by participants, as proof of their competency, meets the following “rules of evidence”.

Valid	The assessor is assured that the learner has the knowledge, skills and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency.

Future Accessing of Records

If a student needs to obtain confirmation of their qualification and no longer has a copy of their certificate on record, they can e-mail info@timecritical.com.au, and an electronic copy will be forward to the student. A fee may be charged for this service.

Reasonable adjustments

As a Registered Training Organisation (RTO), Time Critical CPR & First Aid must provide reasonable adjustment when assessing participants who have a disability or other identified particular need. It is a requirement of the Disability Discrimination Act that such adjustment is provided.

The points below are provided as examples of reasonable adjustment. The reasonable adjustment must be based on individual needs and abilities.

- It is a requirement of the Australian Resuscitation Council that CPR skills are assessed on a manikin placed on the floor or firm surface. Assessment cannot be done by a candidate describing how to provide cardiopulmonary resuscitation or instruct another person to perform a skill.
- Some participants, particularly those with LLN challenges, may need to complete the theory assessment by oral questioning.

Reassessment

If the assessment requirements have not been met, participants will have the opportunity to be reassessed on the day. Alternatively, participants may contact Time Critical directly on (08) 9207 2900 or email info@timecritical.com.au to organise a suitable date, time and place for reassessment.

Certificates

Certificates can only be awarded by Time Critical CPR & First Aid in accordance with our approved qualification scope.

- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training and issued when a participant is deemed competent in a unit of competency. Minimum achievement for an SOA is one unit of competency. You can request an SOA at any time during your training.

Statements of Attainment will be provided once all required course work has been completed, and the participant has been deemed competent.

- **Certificate of Attendance** – for non-nationally recognised training. They are issued when a participant attends a short course, which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the participant must have a satisfactory attendance rate.

Certificates will only be issued in the event that:

- All required pre-course assessments have been completed
- The participant has provided a valid Unique Student Identifier (USI)
- All required information has been provided on the individual assessment packages
- The participants have been deemed competent in the unit of competency

Certificates will be sent electronically in .pdf format to participants nominated email address. The onus is on the participant to ensure their email address details are correct.

Certificates will only be sent to external parties (place of work), with prior permission from the participant.

Unique Student Identifier (USI)

A USI (Unique student identifier) is a government requirement for anyone undertaking accredited training. You only have to obtain your USI number once and will need to provide it every time you undertake any nationally recognised training. You can either create or locate your USI number at www.usi.gov.au

Course Delivery

Time Critical CPR & First Aid ensures the following resources are in place:

- Trainers and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Time Critical CPR & First Aid meet specific quality requirements and are chosen to best suit the unit of competency while considering the learning style of the participant. The provision of training often includes a blended approach with a combination of theoretical knowledge and skills.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved. Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- on-line self-paced activities
- workplace-based training

Flexible Delivery

Flexible delivery focuses on learning, rather than teaching, and to provide the best possible learning experience for the participant.

Time Critical CPR & First Aid offers various forms of delivery to accommodate the varying needs of participants. Modes of delivery available for most courses include classroom (face-to-face) environment, on-line, Recognition of Prior Learning (RPL) or a combination of these.

Recognition of Prior Learning Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process**, not an assumption of competence.

1. The participant makes an enquiry for RPL
2. Requirements for competency are explained by Trainer/Assessor:
 - a. by using Competency Judgement Record for unit
 - b. by participant providing originals or certified copies of evidence records
3. Trainer/Assessor sights original evidence and documents evidence or any gaps
4. Trainer/Assessor discusses actions required of RPL application including a timeline
5. If the participant is eligible for the Issuance of Certification documentation, then this can be completed

Please contact Time Critical on (08) 9207 2900 in the event that you would like to apply for RPL.

Mutual Recognition

Time Critical CPR & First Aid recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a participant has the same national competency codes as those that form part of the training and assessment program within which the participant is enrolled or is intending to enrol. Participants are required to apply for Mutual Recognition. With Mutual Recognition participants are not required to undertake learning in the unit/s again, the participant is exempt.

Special Needs

Participants intending to enrol for training with the Time Critical CPR & First Aid are requested to advise us prior to enrolment if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment.

Participants with disabilities or impairments are encouraged to discuss with Time Critical CPR & First Aid any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies. Time Critical CPR & First Aid, in collaboration with the participant, will assess the potential for the participant to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the participant's learning.

Trainers and Assessors

All Time Critical Trainers and Assessors hold the required Training and Assessment qualifications as specified by the Standards for Registered Organisations (SRTO2015). All Trainers and Assessors have current and updated skills in their vocational areas of teaching with a track record of continuous professional development.

The participants, therefore, receive training that is up to date with current industry practices and regulations.

POLICIES

Access and Equity

Time Critical CPR & First Aid is committed to promoting, encouraging and valuing equity and diversity with respect to its participants and to providing them with a positive learning environment to achieve success.

- Time Critical CPR & First Aid will ensure services offered are provided in a fair and equitable manner to all participants, free from bias.
- Time Critical CPR & First Aid abides by equal opportunity principles, providing access to the benefits of training and assessment to all participants regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

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

For further information, please contact Time Critical on (08) 9207 2900 or info@timecritical.com.au to obtain a copy of this policy.

Appeals

Time Critical CPR & First Aid ensures that participants 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 Statement of Attainment under the Australian Qualifications Framework (AQF).

- Participants have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they think the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is available to the public by contacting Time Critical CPR & First Aid.
- The appellant can provide details of their appeal either verbally and/or in writing to Time Critical CPR & First Aid.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the participant.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Time Critical CPR & First Aid may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal takes in excess of 60 calendar days to finalise Time Critical CPR & First Aid will inform the appellant in writing, providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Time Critical CPR & First Aid strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- The alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) The appeal is upheld; in this event, the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) The appeal is rejected/ not upheld; in accordance with Time Critical CPR & First Aid assessment policy, the participant will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

For further information, please contact Time Critical on (08) 9207 2900 or info@timecritical.com.au to obtain a copy of this policy.

Participant Enrolment

Participant enrolments are subject to availability of places on the training course. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, participant needs etc.

If a training course is fully booked at the time the participant enquires about enrolment into that particular training course, they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Participants on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Participants must have the appropriate level of language, numeracy and literacy.

Time Critical CPR & 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.

To enrol in a training program simply do so via our website (www.timecritical.com.au) or contact Time Critical on info@timecritical.com.au or 08-9207 2900.

Enrolment Confirmation

All participants receive an email to confirm their enrolment. Written confirmation will outline relevant details pertaining to the course.

Participant Records

Time Critical maintains an individual electronic participant file for every participant who undertakes any form of training and assessment with us. This electronic file contains records regarding your personal details provided to Time Critical and any training and assessment undertaken and completed. This file is available to you upon request.

In accordance with Privacy Act 1988 (Cth), your file is kept on a secure server. Only authorised Time Critical personnel who need to have access to your record for training and assessment purposes can access it.

No other person/participant can and will have access to your personal participant file without your prior written permission. If you would like access to your own records, simply contact Time Critical on (08) 9207 2900.

National Centre for Vocational Educational Research Privacy Notice

Under the Data Provision Requirements 2012, Time Critical CPR & First Aid (RTO:51503) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Time Critical CPR & First Aid (RTO:51503) for statistical, regulatory and research purposes. Time Critical CPR & First Aid (RTO:51503) may disclose your personal information for these purposes to third parties, including:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER Participant survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt-out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Complaints

Time Critical has a fair and equitable process for dealing with participant complaints. All participants have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- 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 participants have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- 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 Director Time Critical CPR & First Aid or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances, formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint takes in excess of 60 calendar days to finalise Time Critical CPR & First Aid will inform the complainant in writing, providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the participant to the Trainer /Assessor or the Director of Time Critical on (08) 9207 2900. The participant completes a Complaints Form to commence the process.

For further information, please contact Time Critical CPR & First Aid on (08) 9207 2900 or info@timecritical.com.au to obtain a copy of this policy.

Course Fees

Time Critical CPR & First Aid has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

Time Critical CPR & First Aid accept various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard or Direct Deposit.

Course fees are payable on invoice.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Participants who wish to withdraw/cancel/defer/amend their course can do so by contacting Time Critical on info@timecritical.com.au or 08-9207 2900.

Participant Transfers

- a) **Transfer to another “Course date”** – Participants are able to transfer to another course date, by contacting Time Critical on 08 9207 2900. The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Participants are able to transfer to another course, by contacting Time Critical on 08 9207 2900. The transfer is subject to course availability.

RTO Cancellation of courses

Time Critical reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Participants already booked in these courses will be notified.

Rights and Responsibilities

Time Critical has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and participants. Time Critical is committed to providing an environment which recognises and respects the diversity of employees, contractors and participants. Time Critical is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and participants to work and study in a safe and healthy environment free from such behaviour.

Time Critical will:

- Ensure that employees, contractors and participants understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and participants have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person by saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or participant feels harassed, vilified or bullied, the employee, contractor or participant is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or participant feels unable to approach the person, or if the behaviour continues following their request that the behaviour ceases, Time Critical should be contacted.

As a participant of Time Critical, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, participants and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is mistreating someone or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or background, descent or nationality, marital status, sexuality or gender identification. Both direct and indirect discrimination is against the law. Direct discrimination - means treatment that is obviously unfair or unequal.

Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or religious background, descent or national identity
- Sex
- Pregnancy
- Marital status
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability)
- Sexuality (male or female; actual or presumed)
- Transgender
- Age

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age. Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is misused. Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person. Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephonic or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and participants.

Sexual harassment

Time Critical CPR & First Aid will not tolerate sexual harassment in the learning or work environment. The Time Critical CPR & First Aid deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons. Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and participants have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.

- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- The threat of dismissal, loss of opportunity, for refusal of sexual favours.

Workplace Health and Safety (WHS)

Time Critical CPR & First Aid is committed to providing a safe and healthy learning and work environment. The safety of our participants and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and services. Time Critical CPR & First Aid encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Time Critical CPR & First Aid recognises its responsibility under the Workplace Health and Safety and related regulations. The Director has responsibility for ensuring the health and safety of staff, participants, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to participants, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Time Critical CPR & First Aid is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, participants, and contractors. Specific responsibilities are shown below.

Time Critical CPR & First Aid Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Time Critical CPR & First Aid Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, participants and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Time Critical CPR & First Aid WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to Time Critical CPR & First Aid.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your Trainer/Assessor or administration personnel to report any issues. Time Critical CPR & 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.

Time Critical CPR & First Aid is also committed to ensuring that injury management activities commence as soon as possible after the injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement. Participants and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The director of Time Critical CPR & First Aid is responsible for investigating incidents and accidents. Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the DIRECTOR will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the DIRECTOR.
- Once an action is approved, communicates outcomes and planned actions.

