

# Workplace First Aid Course

## HLTFA301B - Apply First Aid

### Candidate Outline

#### Course Title

**HLTFA301B – Apply First Aid** is a Nationally Recognized unit of competency taken from the Health Industry Training Package. This unit of competency is equivalent to a “Level II” or “Senior” First Aid certificate. The Unit of competency also includes **HLTCPR201A – Perform CPR**

#### Course Aim

To provide a level of knowledge, judgment and skill to administer first aid both in the workplace and in the community.

#### Course Structure

Our course is structured in two modules which are delivered in a “Face to Face” setting. The first module covers the requirements of a **Resuscitation (CPR) course** (HLTCPR201A – Perform CPR) which has a target duration of 3 hours.

The second module covers the remainder of the First Aid course and has a target duration of 13 hours. (Total course time for both modules is 16 hours)

Update courses are also offered for this course. The update course is designed for those that have previously undertaken one of these courses and need to update their qualification. This allows for the fact that the candidates have some prior knowledge and experience and simply need to refresh their skills. Update courses cover the same topics (competencies) as a full course, but are delivered in a shorter period of time due to the prior experience of the candidates. (Target duration is 8 hrs)

Our First Aid course follows the standards recommended in the Australian Resuscitation Council Guidelines, and the course meets the requirements of most States / Territories OH&S legislation in regards to First Aid in the workplace.

#### Entry Requirement

Bookings should be made on an H<sub>2</sub>O Pro Pty Ltd application form that you will find with this course outline or which can be obtained from our website – [www.h2opro.com.au](http://www.h2opro.com.au) In order to enrol into a course, you will need to complete the form and return it, together with your payment to:

**H<sub>2</sub>O Pro Pty Ltd.**  
**PO Box 831**  
**MULGRAVE VIC 3170.**

Once we receive your application form and payment we will confirm your booking by mail.

The minimum age for course participants is 14 years. ***A degree of fitness is required, as candidates may be required to move or lift an adult patient as part of the course.***

#### Course Content

- 1) Resuscitation (CPR)**
- |                                       |   |
|---------------------------------------|---|
| a) Identification of Hazards          | b) Approaching the casualty                         |
| c) Assessing vital signs              | d) Performing CPR                                   |
| e) Seek help from ambulance or others | f) Pass on casualty’s details to emergency services |
| g) Re-assuring casualty               | h) Completion of First Aid reports as appropriate   |
- 2) Workplace First Aid Level II (Senior) Course** *Includes all components of the Resuscitation (CPR) module plus the following:*
- |   |                                       |
|---|---------------------------------------|
| a) Priorities in an emergency                 | b) Examination of a casualty          |
| c) Treatment of shock                         | d) Types of wounds                    |
| e) Treatment of external bleeding             | f) Treatment of internal bleeding     |
| g) Treatment of Fractures                     | h) Treatment of soft tissue injuries  |
| i) Management of Burns & Scalds               | j) Management of eye injuries         |
| k) Treatment of common emergencies            | l) Management of poisoning            |
| m) Treatment of bites and stings              | n) Treatment of exposure              |
| o) Priorities in treating multiple casualties | p) OH&S requirements in the workplace |

This course covers competencies for CPR (Rescue Breathing & Compressions) on Adults, Children and Infants. The application of Rescue Breathing includes Mouth to Mouth, Mouth to Nose and Mouth to Mask resuscitation techniques. The course will also require candidates to work in pairs or groups and to practice non invasive First Aid procedures (such as bandaging) on each other.

**For information regarding Educational Standards, Mutual recognition, Cancellations and Refunds, Trainee Grievances and our Training Guarantee, contact H<sub>2</sub>O Pro for a copy of our Code Of Practice, or you can view it on our website at [www.h2opro.com.au](http://www.h2opro.com.au)**

## CODE OF PRACTICE For H<sub>2</sub>O Pro Pty Ltd

H<sub>2</sub>O Pro Pty Ltd, a Registered Training Organisation (RTO) is committed to the following Code of Practice as an assurance to intending trainees of quality in the provision of recognised vocational education and training (VET).

### Educational Standards

- H<sub>2</sub>O Pro Pty Ltd will adopt policies and management practices which maintain high professional standards in the marketing and delivery of education and training services, and which safeguard the interests and welfare of trainees.
- All trainers are appropriately qualified in accordance with the Australian Quality Training Framework.
- Recognised vocational education and training will be delivered using facilities and resources, both human and physical, appropriate to the level and type of training.
- We will provide individual learning support if required, and upon request, or referral to welfare or Learning, Language and Numeracy assessment support elsewhere.

### Marketing Strategy

H<sub>2</sub>O Pro will market its VET programs with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other registered provider of recognised training.

### Access and Equity

- Recruitment of trainees will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the training program. H<sub>2</sub>O Pro Pty Ltd will ensure that trainee selection decisions comply with equal opportunity legislation, and will accept applicants regardless of sex, cultural backgrounds or disabilities, provided any disabilities would not prevent the candidate from completing the training.
- Reasonable adjustments, which may include oral assessments and extra time, will be available to accommodate students with learning disabilities, however these students must notify H<sub>2</sub>O Pro of their requirements at the time of enrolling.
- All candidates are expected to respect the rights of other candidates and the trainer.

### Mutual Recognition / Credit Transfer & Recognition of Prior Learning (RPL)

H<sub>2</sub>O Pro Pty Ltd will recognize current qualifications and Statements of Attainment issued under the Australian Qualification Framework by other RTO's (Mutual Recognition). Where applicable we will also apply *Credit Transfer* for these Units of Competency. H<sub>2</sub>O Pro also has an RPL procedure. Candidates wishing to claim RPL should contact H<sub>2</sub>O Pro Pty Ltd at least 7 days prior to the commencement of their course to obtain details and costs of the RPL process. It is the responsibility of the candidate to provide sufficient evidence that they have the required skills and knowledge to cover all *elements* of the Unit of Competency for which they are applying for recognition.

### Trainee Information

H<sub>2</sub>O Pro Pty Ltd will make available accurate, relevant and up to date information to trainees prior to the commencement of delivery of VET. This may include, but is not limited to:

- Overview of the training to be delivered including entry requirements; learning outcomes of the training; details of the credentials to be issued on achievement of the learning outcomes of the training; & assessment procedures.
- Admission procedure
- Dates, times & locations of training sessions
- Fee Payments, Refunds and Cancellation procedures.

### Management and Administration (including Prepaid Fee Protection)

H<sub>2</sub>O Pro Pty Ltd has management strategies and policies and procedures in place, which ensure sound financial and administrative practices. H<sub>2</sub>O Pro Pty Ltd guarantees candidate's course fees in accordance with our policies and procedures

### Guarantee

As part of our commitment to our customers we guarantee the quality of our training. If after completing a H<sub>2</sub>O Pro Pty Ltd course, the candidate is not confident to put into practice the skills they have learnt, we will allow them to enroll in an update course free of charge.

(Conditions Apply. Contact H<sub>2</sub>O Pro Pty Ltd for Details)

### Sanctions

If the obligations of the Code of Practice or supporting regulatory requirements, where applicable, are not met, it is understood that registration as a provider of VET may be withdrawn.

### Cancellation / Refund Policy

The following procedure will apply in the event a course is cancelled or a candidate withdraws:

- If H<sub>2</sub>O Pro Pty Ltd cancels a course then the candidate will be notified and have the opportunity to transfer to another course which may be at a later date or at another venue. If the candidate does not wish to transfer to another course, then the fee paid will be refunded in full
- If a candidate withdraws or transfers their booking, they will be charged a cancellation / transfer fee equivalent to 25% of the course fee.
- If a candidate withdraws due to a genuine medical or compassionate reason, then they should write to the General Manager H<sub>2</sub>O Pro Pty Ltd within 7 days of the course commencement date, detailing the reasons, including a medical certificate where appropriate. If accepted, the fee will be refunded in full.

### Complaints & Appeals

- H<sub>2</sub>O Pro Pty Ltd has a fair and equitable process for dealing with candidate complaints & appeals. A copy of the full process can be obtained by contacting the H<sub>2</sub>O Pro Pty Ltd office. All candidates have the right to have a complaint or appeal heard and to have representation throughout the process.
- In general, if a candidate has a complaint or an appeal the first approach should be to the trainer to discuss the issue. If a satisfactory resolution cannot be achieved, the trainer will advise the candidate to contact the H<sub>2</sub>O Pro Pty Ltd Training Coordinator responsible for that training.
- This staff member will ensure that a "Complaint Report" is completed and the complaint or appeal is logged in the Complaints & Appeals register. If the situation is still unresolved, the candidate will be advised to contact the H<sub>2</sub>O Pro Pty Ltd General Manager who will act as an arbitrator.
- If an unsatisfactory outcome still results, the candidate will be advised to approach the relevant legal body, or contact the National Training Complaints Hotline on 1800 000 674.
- In relation to Appeals, all unsuccessful candidates will be entitled to one re-assessment of their competency at no cost. Further assessments may incur a fee.

### Privacy

Candidates' details including name, address, and results will be treated as private and will not be released to anyone without written approval from the candidate, except in the case of "Private Course Bookings" where copies of candidate's results may be provided to their employer. Further details and a copy of our full "Privacy Policy" can be obtained by contacting our office.

Trainee records and personal information are available on request, by the candidate, by giving 48 hours written notice to the General Manager. At all other times trainee records are kept secure and confidential.

### Pricing

H<sub>2</sub>O Pro will endeavor to provide the best training experience at the lowest price. We do not offer student, pension or unemployment discounts as our courses predominately cater for these people.

Our course price includes the cost of all training materials, manuals, paperwork, venue entrance fees, equipment usage and one certificate per candidate. Replacement certificates and additional manuals will incur an additional charge.

### Certificates

- A fee will be charged by H<sub>2</sub>O Pro in the event that a candidate requires a copy (either duplicate or replacement) of their Certificate / Statement of Attainment. This fee is to cover the administration costs of reproducing the document.
- If you wish to receive a second copy of the certificate please advise H<sub>2</sub>O Pro at the time of enrolling in the course and this will be produced at no extra cost.
- Certificates are usually processed and mailed within 14 days of the completion of the course. If written confirmation of results is required prior to this time (either by certificate, fax or letter) then a priority processing fee of \$22.00 will be charged.

### Medical Conditions / Fitness

H<sub>2</sub>O Pro Pty Ltd requires that all candidates are in a healthy enough state to complete the training they enroll in. If unsure about the level of fitness or whether any pre-existing injuries may impact on the training, candidates should contact our office at the time of enrolling.

Candidates accept that in the event they suffer an injury or illness during the course, H<sub>2</sub>O Pro staff will organize appropriate first aid or medical treatment and the candidate accepts that they will be liable for all costs associated with this treatment or action.

### Photographs

From time to time, H<sub>2</sub>O Pro Pty Ltd may take photographs of courses in progress for publicity and training purposes. Candidates not wishing to have their photographs used for these purposes should notify the office of H<sub>2</sub>O Pro Pty Ltd at the time of enrolling in the course. These photos and images remain the property of H<sub>2</sub>O Pro Pty Ltd. At no point will candidate's names be used in promotional material, nor would it be linked to a photograph.