

LEARNER HANDBOOK

FIRST AID TRAINING – RTO 51104



Western
Australia



Welcome to Surf Life Saving Western Australia's First Aid training!

Welcome to Surf Life Saving Western Australia's first aid training. This handbook contains important information about your training and assessment, your rights and responsibilities, and where to access key learner policies. If you have questions at any time, contact training@slswa.com.au.

Learner Handbook – First Aid Training Version 3.0
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LEARNER DECLARATION

By enrolling, you acknowledge that you have been provided access to this Learner Handbook and understand the information relating to your training, assessment, rights and responsibilities as a learner.



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Course or RTO queries: 9207 6666
or training@slswa.com.au

RTO POLICIES

SLSWA maintains learner policies that support nationally recognised training and protect learner rights.

Key learner policies include:

- Enrolment Policy
- Course Fees, Refunds and Transfers Policy
- Learner Protection & Support Policy
- Complaints and Appeals Policy
- Data & Records Management Procedure.

These are available on the SLSWA website under [RTO Policies](https://www.mybeach.com.au/about/governance/rto-policies/) (<https://www.mybeach.com.au/about/governance/rto-policies/>).

REFRESHER TRAINING RECOMMENDATION

WorkSafe WA guidance recommends refresher training as follows:

- **CPR:** annually
- **First aid:** every three years

OUR COURSES

Surf Life Saving Western Australia is a Registered Training Organisation (RTO 51104) delivering nationally recognised training in accordance with the Standards for Registered Training Organisations.

Accredited units offered

- **HLTAID009** Provide cardiopulmonary resuscitation
- **HLTAID010** Provide basic emergency life support
- **HLTAID011** Provide first aid
- **HLTAID012** Provide first aid in an education and care setting
- **HLTAID015** Provide advanced resuscitation and oxygen therapy
- **UETDRMP018** Perform rescue from a live low voltage panel

Note: HLTAID009 (CPR) is included within HLTAID011, so you do not need to book CPR separately if you are enrolled in HLTAID011.

Other courses

- Community Surf Rescue Certificate
- Home Lifesavers

DELIVERY AND ASSESSMENT

SLSWA may deliver training and assessment through:

- **Face-to-face** delivery
- **Blended** (online pre-learning plus face-to-face) where offered
- **Assessment only** (Recognition of Prior Learning) where applicable

If you experience difficulties attending training or completing assessment, speak with your Trainer/ Assessor as early as possible. SLSWA will make reasonable efforts to provide flexible arrangements where appropriate.

Trainers and assessors are qualified and experienced in the delivery of the units being assessed and will provide guidance throughout the course.

THIRD PARTY DELIVERY

SLSWA has third-party arrangements with some organisations for the delivery of training. Where third-party delivery occurs, Surf Life Saving Western Australia (RTO 51104) remains responsible for the quality of training and assessment.

Course logistics may vary at those venues. If you are attending training through a workplace arrangement, your Workplace Training Coordinator can provide local details.

VENUES

SLSWA delivers training at several locations across Western Australia. The venue for your course will be confirmed in your enrolment confirmation email. All venues are smoke-free.

Some courses may also be delivered at third-party venues or workplaces. Where this occurs, venue details will be provided in the course confirmation email.

Venue Name	Address	Courses Delivered	Facilities	Parking/Access
Surf Life Saving WA	7 Delawney Street, Balcatta	All CPR and First Aid	Kitchenette, tea/coffee available, nearby food outlets, toilets, fridge.	Free parking on site. Public transport via bus route 428
Fremantle Surf Life Saving Club	20 Leighton Beach Boulevard, Fremantle	All CPR and First Aid Community Surf Rescue Certificate	Toilets and showers. Café nearby	Free parking on site. Public transport via bus and Fremantle train line
Mullaloo Surf Life Saving Club	11 Oceanside Promenade, Mullaloo	Community Surf Rescue Certificate	Toilets and showers. Café's nearby	Free parking on site. Public transport via bus routes
Sorrento Surf Life Saving Club	189 West Coast Drive, Sorrento	Community Surf Rescue Certificate	Public toilets and showers	Free parking on site. Public transport via bus routes

ENROLMENT AND LEARNER INFORMATION

Enrolment

After enrolling via the SLSWA website, you will receive a confirmation email with course details. If your course includes an online component, access details will be provided in the same email.

SLSWA collects the following information at enrolment:

This information is required to accurately record enrolment and issue nationally recognised certification.

- Full name (as it will appear on your certificate)
- Postal address
- Email address
- Contact phone number
- Unique Student Identifier (USI)

Please ensure your details are accurate.

If your details change after enrolment, email training@slnwa.com.au

Further information about enrolment requirements and processes is outlined in the SLSWA *Enrolment Policy*.

Learner support and reasonable adjustment

If you have additional support needs (including language, literacy, numeracy or digital learning support), please contact the SLSWA Training and Education team at the time of enrolment or speak with your Trainer/Assessor during the course.

SLSWA will make reasonable adjustments where possible to support learners in completing training and assessment, while maintaining the integrity of the training product.

Further information about learner support and reasonable adjustment is available in the SLSWA *Learner Protection & Support Policy*.

OVERSEAS STUDENTS (VISAS)

SLSWA's first aid units (HLTAID009, HLTAID010, HLTAID011, HLTAID012, HLTAID015) may be completed by overseas students (are CRICOS exempt). SLSWA also offers non-accredited courses suitable for overseas students.

COURSE FEES, REFUNDS AND TRANSFERS

Course fees are available on the SLSWA website prior to enrolment. Fees are payable at enrolment via the website.

Key points

- Cancellation **more than 7 days** before the course: **full refund** (request must be in writing to training@slnwa.com.au)
- Cancellation **less than 48 hours** before the course: generally **no refund or transfer**
- Cancellation **after course commencement**: generally **no refund**
- **Transfers**: generally allowed with **48 hours' notice**; transfers may be limited and fees may apply for late transfers
- For private/group bookings, cancellation terms may differ due to trainer and delivery costs

Full details are in the SLSWA *Course Fees, Refunds and Transfers Policy*.

■ PRE-LEARNING *(where applicable)*

Where your course includes pre-learning, you will receive access via your enrolment email. Where pre-learning is required, it must be completed before attending the face-to-face session. Accessing online pre-learning materials is considered commencement of the course. Learners who have not completed required pre-learning may not be able to participate in the practical session. Bring evidence of completion if requested.

■ WHAT TO BRING AND SAFETY

First aid courses include practical assessment activities such as performing CPR on a manikin placed on the floor.

- Wear comfortable clothing suitable for practical activities.
- Arrive **5–10 minutes early**.
- You must provide **photo identification** to the Trainer/Assessor at commencement to participate in assessment.
- Learners must follow trainer instructions during practical activities to ensure the safety of all participants.

■ UNIQUE STUDENT IDENTIFIER (USI)

A valid USI is required for accredited training. You can create a USI at the official USI website (<https://www.usi.gov.au/>). SLSWA cannot issue a Statement of Attainment until a valid USI is provided and all assessment requirements have been met.

■ PRIVACY AND ACCESS TO RECORDS

SLSWA collects personal information to administer your enrolment and training. SLSWA is required under the **Data Provision Requirements 2012** to collect and disclose certain information to **NCVER** for VET reporting purposes.

SLSWA may also verify the authenticity of any qualifications or statements of attainment you provide, including with issuing organisations where required.

You may request access to your records (including enrolment records, assessment evidence and certification issued by SLSWA). Requests can be made by calling **9207 6666** or emailing training@slswa.com.au. Records will only be provided after identity has been confirmed. Further information is available in the *SLSWA Data & Records Management Procedure*.

■ ASSESSMENT, REASSESSMENT AND APPEALS

Training courses include both practical activities and knowledge-based assessment tasks that must be completed to demonstrate competency. If you do not meet assessment requirements, you will be offered an opportunity for reassessment. Reassessment must occur within **3 months** of course completion.

You have the right to appeal an assessment decision. Where possible, SLSWA will try to resolve assessment concerns at the time. If not resolved, you may lodge an appeal in writing within **21 days** of the assessment decision. Further information is available in the *SLSWA Complaints and Appeals Policy*.

■ LEARNER RIGHTS & RESPONSIBILITIES

You have the right to participate in training in an environment characterised by respect and equal opportunity. Learners are expected to behave respectfully, follow trainer instructions and not engage in unsafe or disruptive behaviour. Complaints and appeals processes are available where issues cannot be resolved informally.

SLSWA delivers training and assessment in accordance with the applicable Standards for Registered Training Organisations and relevant legislative and regulatory requirements.

■ RECOGNITION (RPL & CREDIT TRANSFER)

You may apply for Recognition of Prior Learning (RPL) where you believe you already hold the required skills and knowledge. SLSWA also recognises AQF qualifications and Statements of Attainment issued by other RTOs (credit transfer).

■ CERTIFICATION

A Statement of Attainment is issued to learners who successfully complete an accredited unit. Certificates are generally issued within 10 working days of course completion and within the timeframe required under the Standards for Registered Training Organisations.

Hard copy certificates can be requested via training@slswa.com.au and a fee may apply for additional or replacement copies.

SLSWA issues AQF certification documentation in accordance with the Australian Qualifications Framework (AQF), applicable VET Regulator requirements and the Standards for Registered Training Organisations.