



WESTERN
AUSTRALIA

FIRST AID TRAINING – RTO 51104

CANDIDATE HANDBOOK



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Course or RTO queries: 9207 7766 or

training@slswa.com.au

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

We would like your training experience with Surf Life Saving Western Australia (SLSWA) to be a positive one and that the skills you acquire, and practice assist you in being able to provide first aid for any situation.

This candidate handbook contains information about the training and assessments we provide. Please take the time to read this information before you start your training, as it will assist in your understanding of your rights and responsibilities.

Should you have any questions that may not have been answered within this handbook, please contact us at training@slnwa.com.au.

Participant Declaration

As part of your enrolment into a course, you acknowledge that you have also read and fully understood the information provided in this SLSWA Candidate Handbook.

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Document Control

This document has the following amendment history:

Revision Date	Version No	Nature of Amendment
12/08/2021	1.0	Original document developed.
2/09/2021	1.1	Change of unit numbering. CRICOS amendments.

OUR COURSES

Surf Life Saving Western Australia is a Registered Training Organisation (RTO), RTO Code 51104. As a national recognised training provider, SLSWA delivers nationally accredited courses. Our RTO details can be found on the [National Register of Vocational Education and Training \(VET\) in Australia](#).

SLSWA offers training and assessment in the following nationally accredited courses:

- HLTAID009 Provide cardio pulmonary resuscitation
- HLTAID010 Provide basic life support
- HLTAID011 Provide first aid
- HLTAID012 Provide first aid in an education and care setting
- HLTAID015 Provide advanced resuscitation and oxygen therapy



PLEASE NOTE: If you have booked into a HLTAID011 Provide First Aid course – either full for the first time or a requalification, the HLTAID009 Provide Cardiopulmonary Resuscitation (CPR) is included in this course. It is therefore not necessary to book into the CPR course separately.

Superseded Qualifications Information

The Australian Industry and Skills Committee (AISC) endorsed the release of new versions of eight first aid units of competency within the HLT Health Training Package on 15 October 2020. SLSWA, along with other eligible Registered Training Organisations have commenced delivery of the new units.

Below is a list of changes:

OLD UNIT	NEW UNIT
HLTAID001 Provide cardiopulmonary resuscitation	HLTAID009 Provide cardiopulmonary resuscitation
HLTAID002 Provide basic emergency life support	HLTAID010 Provide basic emergency life support
HLTAID003 Provide First Aid	HLTAID011 Provide First Aid
HLTAID004 Provide an emergency first aid response in an education and care setting	HLTAID012 Provide First Aid in an education and care setting
HLTAID007 Provide advanced resuscitation	HLTAID015 Provide advanced resuscitation and oxygen therapy

If you have already completed your course in 2020 (or prior to 15 October 2021):

COURSE CODE	VALIDITY
HLTAID001	Will remain recognised and valid for 12 months from the date of your course
HLTAID002	Will remain recognised and valid for 3 years from the date of your course
HLTAID003	Will remain recognised and valid for 3 years from the date of your course
HLTAID004	Will remain recognised and valid for 3 years from the date of your course
HLTAID007	Will remain recognised and valid for 12 months from the date of your course

SLSWA also offers the following non-accredited courses:

- [Community Surf Rescue Certificate](#)
- [Home Lifesavers](#)

The courses provided by SLSWA are applicable for both new learners who have never completed a first aid course before as well as those requiring requalification.

Flexible Delivery and Assessment

Candidates experiencing difficulties associated with attending classes or assessment sessions should discuss the issue with the Trainer and Assessor of the course so that alternative arrangements can be made. Reasonable effort will be made to ensure that participants are provided with flexible options for learning/assessment.

SLSWA has the following flexible delivery options:

Face-to-face – learning is provided at our training facilities or on-site at your own workplace, with industry-experienced trainers.

Online/Face-to-face – some of the pre-learning is completed online with the balance done face-to-face. This is available for some courses.

Assessment only – where previous knowledge of the course is recognised through Recognition of Prior Learning (RPL).

VENUES

SLSWA conducts first aid training predominantly at its head office in Balcatta. As some of the courses offered have an aquatic aspect, the location will be listed as such. Below are some details in relation to the various venues.

Venue Name	Address	Facilities	Parking/Access
Surf Life Saving WA	7 Delawney Street, Balcatta	Kitchenette, tea/coffee supplied, food outlets nearby, toilets, fridge.	Free parking on site Bus route 428
St James Chapel	2 Graceful Blvd, Alkimos (Alkimos Beach)	Toilets, food outlets nearby	Free parking on site Bus routes limited to 1.3km nearest (483, 484, 490, 491)
Bunbury Surf Life Saving Club	Lot 757, Ocean Drive, Bunbury (Back Beach)	Toilets and showers. Café on site (limited hours)	Free parking on site
Busselton Surf Life Saving Club	21 Foreshore Parade, Busselton (near Busselton Jetty)	Public toilets and showers. Food outlets nearby.	Parking available but also shared with local tourist district
Fremantle Surf Life Saving Club	20 Leighton Beach Boulevard, Fremantle (Leighton Beach)	Toilets and showers. Café nearby	Free parking on site Bus routes (381, 98, 99, 103, 107, 701) Train – Fremantle line
Mullaloo Surf Life Saving Club	11 Oceanside Promenade, Mullaloo (Mullaloo Beach)	Toilets and showers. Café's nearby	Free parking on site Bus routes 441, 461, 462, 772
Trigg Island Surf Life Saving Club	360 West Coast Drive, Trigg (Trigg Beach)	Public toilets and showers	Free parking on site Bus routes 381, 423, 727, 743 all require 600m+ walk

ABOUT YOUR TRAINING

Enrolment

After enrolling into a course via SLSWA's website, you will receive a confirmation email that provides details about your course participation. If the course has an online component, you will receive your login access information in the same email.

Part of the enrolment process that SLSWA conducts requires the following information from each candidate:

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

Please ensure all personal information is correct and should this change from the time the booking was made, please email updated information to training@slswa.com.au

Candidates should be aware of the further information and support available to them:

- Language, Literacy and Numeracy support;
- Venue safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program, and flexible learning and assessment;
- Appeals and complaints procedures;
- Candidate behaviour; and
- Recognition arrangements and Credit Transfer.

Much of this information is available in the SLSWA RTO Policies and can be accessed on the SLSWA website at: <https://www.mybeach.com.au/courses-programs/rto-policies/>

The completion of a Candidate Form at the face-to-face training will again refer to any specific needs of the individual candidate with regard to the above list.

Overseas Students

All the First Aid units (HLTAID009, HLTAID010, HLTAID011, HLTAID012, HLTAID015) that SLSWA offer are able to be completed by overseas students. These units no longer require to

be delivered by CRICOS endorsed RTOs. This exemption can be referred to in the [Education Services for Overseas Students \(Exempt Courses\) Instrument 2021](#).

SLSWA also offer non-accredited courses in which overseas students can learn first aid training.

Course Fees

Information on course fees is available on SLSWA's website and are in view prior to enrolling. All fees are payable at enrolment via the website. Course fees are paid by credit card.

Cancellation and Refund of Course Registration

The refund/cancellation policy provides individuals with details of fees and charges applicable to the cancellation or refund of SLSWA Training courses. The fee schedule refers directly to circumstances surrounding the cancellation or refund of an enrolment.

Online Course Booking Cancellations

The fee schedule is as follows:

1. Cancellation more than 7 days prior to the commencement of a course will result in a full refund and must be made in writing to training@slswa.com.au by the Client.
2. Cancellation less than 48 hours prior to the commencement of the course will result in no refund or transfer of enrolment.
3. Enrolment cancellation requests after the commencement of the course will result in no refund.
4. In extenuating circumstances, this may be waived. Immediate contact should be made with SLSWA.

Private Course Booking Cancellations

1. Please advise SLSWA of amendments or cancellations at least seven (7) days prior to commencement of the course.
2. Cancellation less than 24 hours (1 business day) before the commencement of the course may result in the full cost of the course being charged. This is necessary, due to training costs incurred by SLSWA.

Should SLSWA cancel a scheduled a course, the candidate may transfer to a course offering the

same unit of competency at no additional charge or receive a full refund.

Course Transfer

- No transfer fee will apply where a minimum of 48 hours notice is given prior to the course date;
- A first aid course booking may only be transferred twice, and may only be transferred by the participant enrolled in the course and not by a third party; and
- Fees may apply for late transfers that are requested less than 48 hours prior to the course date. In extenuating circumstances, this may be waived. Immediate contact should be made with SLSWA.

For more information read SLSWA's [Cancellation and Refund of Course Registrations Policy](#).

Candidate Support

Participants with additional needs or a language/literacy difficulty should inform SLSWA's Training and Education area at the time of enrolment to discuss their requirements (email training@slsa.com.au or call 9207 6666. Candidates experiencing difficulty during the course should seek assistance from the Trainer and Assessor directly.

Further information can be read in SLSWA's [Student Support Policy](#).

Pre-learning

Where applicable, participants will receive a link in their confirmation of enrolment email to access online pre-learning material. **The pre-learning must be completed prior to attending the course.** On completion of the online learning, you will be issued with a completion certificate, please bring evidence of this on the day of your course.

When to arrive

Candidates should aim to arrive 5-10 minutes prior to course commencement. All participants must

provide Photo ID to the Trainer and Assessor at the commencement of the class in order to participate in the assessments.

Unique Student Identifier (USI)

For all participants attending an accredited course you will be required to provide a valid USI. This can be obtained free via the USI website (<https://www.usi.gov.au/>) and the details must be entered into your profile. SLSWA **cannot issue** a Statement of Attainment until we have received this and all assessment criteria of the course has been met.

The USI is a reference number made up of ten numbers and letters and is created as a secure online record of all recognised training and qualifications gained in Australia by you. The USI number is unique to you and stays with you for life. Once created, can be accessed anytime, anywhere and can provide a transcript of your training records.

Dress

SLSWA recommends casual clothing for comfort during our courses, such as pants, jeans or shorts. Please be aware that closed in shoes are required for safety reasons.

Course Materials

You will be issued with course materials and notified of pre-course work where applicable. Please bring a notepad and pen.

Please note, that online learning details, if applicable, will be emailed at time of enrolment.

Breaks/Lunches

For full day courses, SLSWA will provide an allocation of time for breaks e.g. morning tea/lunch. It is the responsibility of the candidate to provide their own food/snacks. Please view the venues table to see what facilities are available at the location you will be training at.

AGE LIMIT FOR CANDIDATES

When SLSWA conducts classes in a school or community group environment, where there is teacher or supervisors present, there would be no age restriction as the supervision requirement is satisfied. All trainers hold a current Working with Children's Check card.

For public training, based on the recommendations from the Australian Resuscitation Council (ARC) regarding the potential stress on young candidates and understanding the consequences of performing CPR, the following age limits have been set for first aid training:

- Minimum 14 years can enrol as a candidate into a course and attend with either parental or appropriate adult supervision. If supervision is not provided, the student will be unable to attend the training.
- At 16 years, a candidate can attend a course with written parental consent. If written consent is not provided to the trainer on the day, the candidate will be unable to attend the training.
- 18 years and above are considered as an adult.

Minors

We are unable to accept young children in the training environment. It is the parent's responsibility to find appropriate care for their children. SLSWA do not provide crèche facilities in our training centres and as such see this as a possible OSH issue as well as being disruptive to other candidates.

Exceptions can be made for breastfeeding mothers, whereby the baby may be brought to the training venue during tea and/or lunch breaks.

URGENT MESSAGES

Please telephone 9207 6666 during office hours to relay urgent messages to course candidates.

RE-ASSESSMENT

If the assessment criteria requirements have not been achieved, candidates will have the opportunity to be reassessed. This may occur on the day of assessment or may need to be organised on an alternate day. Note, re-assessment must occur within 3 months of completion of a course. The trainer on the day will discuss this with you.

All candidates have the right to appeal an assessment decision. Where possible, SLSWA seeks to resolve this at the time of assessment. Should this not be resolved, the candidate should write/ email SLSWA within 21 days of the assessment decision.

For further information on the appeals process, please refer to SLSWA's [Complaints and Appeals Policy](#).

CANDIDATE RIGHTS & RESPONSIBILITIES

Candidates have the right to undertake their learning in an environment characterised by mutual respect and equal opportunity. Candidates are responsible for their own behaviour and are not to engage in unsafe or inappropriate behaviour.

A formal Complaints and Appeals procedure can be accessed by all candidates if there are any issues that have not been resolved satisfactorily.

SLSWA's [Code of Practice](#) has further information around the legislative and regulatory requirements that governs the compliance operations for its education and training, this also covers consumer protection and human rights.

Access & Equity

SLSWA will ensure equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs require certain physical attributes to complete the practical components of the qualification. Any reasonable adjustment will be made, however, SLSWA must comply with Assessment Guidelines related to the qualification or unit of competency.

Admission procedures will be free of discrimination and, if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Further information can be read in SLSWA's [Access and Equity Policy](#)

MANAGEMENT OF PERSONAL INFORMATION

Access to Records

SLSWA acknowledges that Participants may require access to their records. Records that may be accessed include:

- Enrolment administrative records;
- Assessment evidence; and
- Statements of Attainment as issued by Surf Life Saving WA Inc., RTO ID 51104.

Participants may access a copy of their records by contacting SLSWA on 9207 6666 or emailing training@slnwa.com.au. Participant records will not be provided until confirmation of identity.

Privacy

SLSWA collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Under the Data Provision Requirements 2012, SLSWA 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 your enrolment form), may be used or disclosed by SLSWA for statistical, administrative, regulatory and research purposes.

Further information about the use of your personal information can be read in SLSWA's [Management of Personal Information Policy](#).

RECOGNITION OF PRIOR LEARNING

Participants may apply for skills recognition (Recognition of Prior Learning). This is the process of gaining formal recognition of previous training or knowledge and skills gained through other means such as on-the-job experience or everyday life. These skills and knowledge are mapped against the accredited course requirements.

Recognition of Credentials

SLSWA recognises the Australian Qualifications Framework Qualifications and/or Statements of Attainment issued by any other Registered Training Organisation (RTO).

STATEMENT OF ATTAINMENT (CERTIFICATE)

A Statement of Attainment will be emailed to participants who successfully complete an accredited course or qualification. SLSWA aims to have these emailed to candidates within 2 weeks of completion of the course.

Please note that we are unable to provide certificates on the day of the course. We also do not provide a temporary certificate. If you require evidence of a certificate urgently, we will do our utmost to assist but we cannot guarantee that we will be able to issue the certificate at such short notice.

Participants who require a hardcopy print of their certificate should email their request to training@slnwa.com.au. A fee may be applied for additional or subsequent hard copies.