

Training Australia Pty Ltd

trading as

**Training Australia
FirstAid Advantage
Inductly**

Student Handbook

This Handbook provides essential information for anyone considering, commencing, or currently enrolled in a course at Training Australia. It outlines our services, expectations, and your rights and responsibilities as a student. It is designed to support your success and ensure compliance with the updated 2025 Standards for RTOs.

This document has been prepared for the students of:

Training Australia Pty Ltd trading as FirstAid Advantage

ABN: 75 637 662 910
ACN: 637 662 910
Address: 48 Mulherin Dr, Mackay Harbour QLD 4740
Phone: 0429 230 714

Email: learn@firstaidadvantage.training

Web: firstaidadvantage.training

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Training Australia policy may impact on the currency of information included. Training Australia reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Training Australia.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Training Australia. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Training Australia Pty Ltd

learn@trainingaustralia.com.au

learn@firstaidadvantage.training

ph: 0429 230 714

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1. Welcome to Training Australia

Welcome to Training Australia and thank you for choosing us as your training provider. This Student Handbook is designed to help you understand your rights and responsibilities as a student and to guide you through your training journey.

You may have arrived here through one of our business names – FirstAid Advantage, Training Australia, or Inductly. For simplicity, we refer to everything under the name "Training Australia," but all information applies equally across all our services.

Whether you're starting a new career, upskilling for your current job, refreshing your current skills or returning to study after some time away, we're here to support you every step of the way.

This handbook contains important information about:

- What you can expect from Training Australia
- Your responsibilities as a student
- The support services available to help you succeed
- Key policies, procedures and contact details

We encourage you to read this handbook carefully and refer to it throughout your course.

1.1 About Us

Training Australia Pty Ltd is an NVR registered training organisation (RTO) authorised to deliver nationally recognised training and assessment. We deliver high-quality vocational education and training that meets national standards and industry needs.

- RTO Code: [45751](#)
- ABN: [75 637 662 910](#)
- Web: <https://trainingaustralia.co/>
<https://firstaidadvantage.training/>
<https://induct.ly/>

Our primary business, FirstAid Advantage specialises in First Aid and CPR training. Our training supports individuals, schools, businesses, and community organisations to improve health and safety outcomes. We aim to deliver training that is accessible, relevant, and engaging. Our programs are developed in line with current Australian Resuscitation Council (ARC) guidelines and industry best practice, ensuring that students graduate with skills that are practical and up to date.

Induct.ly is designed to provide online workplace induction training for companies who may not have the facility themselves.

Training Australia works with organisations to develop their own internal training, advise on best practice and, in the future, migrate training plans to nationally accredited training.

- Our Vision

To empower every learner with the skills, confidence and opportunity to succeed through accessible, engaging, and life-relevant training.

- Our Mission

To deliver nationally recognised training that is practical, inclusive, and learner-focused — supporting individuals and organisations to grow, respond, and thrive in real-world situations.

We achieve this by:

- Making training accessible regardless of background or experience
- Ensuring content is current, meaningful and responsive to industry needs
- Creating an exceptional learner experience from enquiry to certification

- Our Values

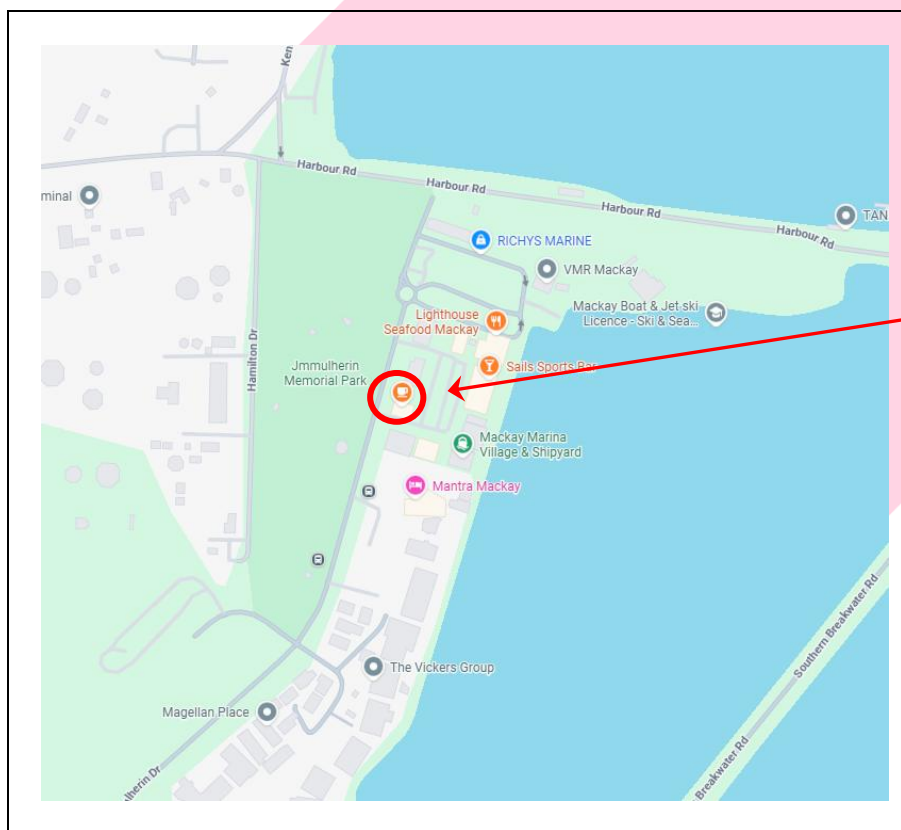
- › At Training Australia, our values are the foundation of how we work — with each other, with our learners, and with our communities.
- › We lead with integrity, doing what's right even when no one is watching.
- › We ensure our training stays relevant, grounded in real-world needs and industry practice.
- › We build connections — with learners, partners, and each other — because learning is relational.
- › We are proudly inclusive, making space for every person to participate, contribute and succeed.
- › And we strive for excellence in everything we do — not just to meet expectations, but to exceed them.

These values are not just words — they shape our daily actions, decisions, and the learner experience we create together.

1.2 How to Contact Us

If you have any questions or need assistance during your training, you can contact us through the details below:

- Head Office Address: [48 Mulherin Dr, Mackay Harbour QLD 4740](#)
what3words: [///rallies.wanderer.besotted](#)
- Training Delivery Locations: As above
- Postal Address PO Box 7075, Mackay MC QLD 4741
- Phone: 0429 230 714
- Email: learn@firstaidadvantage.training and learn@trainingaustralia.com.au
- Student Portal / LMS: <https://learn.trainingaustralia.com.au/>



We are here

Office hours are variable. We are often training out of the office, but when we are there it is between 8am and 5pm. If you require urgent assistance outside of these hours, please refer to the “**Where to Get Help**” section in this handbook.

1.3 What We Deliver

Training Australia Pty Ltd is approved by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training. The qualifications and training products we offer are listed on our official scope of registration. Our current training products include:

- HLTAID009 – Provide cardiopulmonary resuscitation
- HLTAID010 – Provide basic life support
- HLTAID011 – Provide first aid
- HLTAID012 – Provide first aid in an education and care setting
- HLTAID014 – Provide Advanced First Aid
- UETDRRF004 – Provide rescue from a live LV panel

To view our complete list of approved training products, visit our profile on training.gov.au: <https://training.gov.au/Organisation/Details/45751/summary>.

We deliver:

- Face-to-face classes at our Mackay Harbour training room.
- Online blended delivery (theory online, practical face-to-face)
- Group training at your workplace or organisation

We may update our course offerings over time. You will always be provided with up-to-date information before you enrol in any course.

2. Getting Started

This section explains what happens **before** you enrol and what information and documents you'll need to begin your training with Training Australia.

2.1 RTO and Course Information

Before you enrol, Training Australia will provide you with key information to help you make an informed decision. This includes:

- An outline of the course you're considering
- How the course will be delivered
- What support is available to you
- Any fees, payment options, or refund conditions
- What's expected of you as a student
- Whether another organisation will be involved in your training

You will receive this information through materials such as:

- This Student Handbook
- The course pages on our website
- A conversation or written communication with a member of our team

2.2 Advice about suitability

Our training is designed to be inclusive and suitable for a broad range of learners, but some courses require participants to meet minimum standards to ensure safety and success. For example, CPR training requires students to be physically able to kneel and perform compressions on a manikin placed on the floor.

To uphold our value of inclusiveness and to give every learner the best chance of success, we will ask you complete a Learner Needs Review after booking a course, designed to identify support requirements rather than ability. The Survey asks:

Learner Needs Survey

Skill Area	Question
Learning	Are you comfortable learning new things when they are explained in a clear and simple way?
Reading	Can you read and understand short, simple sentences? For example, can you read instructions or safety signs?
Writing	Are you able to write short sentences or fill in basic forms?
Oral Communication	Can you speak clearly and listen to others in a basic group discussion or training setting?
Numeracy	Can you do simple calculations, like adding small numbers or telling the time?
Digital Skills	Are you able to use a phone, tablet or computer to do basic

tasks like opening emails or watching a video?

Physical Ability

Are you able to get down onto the floor, and perform CPR on a manikin for 2 minutes?

Should you, the Student, state 'No' to any of these questions, we may conduct a suitability and needs assessment before confirming your enrolment. This may include:

- A short Language, Literacy and Numeracy (LLN) indicator to help us identify any additional learning support needs
- A digital literacy check for online or blended courses
- Questions about your goals, previous learning experience, and access to technology or resources
- A review of any physical or learning challenges that may require reasonable adjustments

These checks are not tests — they help us support you and ensure the course is the right fit.

2.3 Enrolment Requirements

To enrol in one of our courses, you will need to either:

- Complete an enrolment form – found on our website.
- Call us to make the booking via phone
- Have your details provided to us by your employer.

Our Student Management System (SMS) will then send you an email confirming the booking, with a link for you to:

- Provide a **Unique Student Identifier (USI)**
 - If you don't have a USI, we can help you create one at www.usi.gov.au
- Supply personal information such as:
 - Your full name, date of birth and contact details
 - Emergency contact information
 - Language spoken at home and English proficiency
 - Country of birth and cultural background
 - Whether you identify as Aboriginal or Torres Strait Islander
 - Disability status and any support needs
 - Your employment status and reason for study
 - Your highest level of prior education

This information is collected to meet national reporting requirements set out in the AVETMISS (Australian VET data standards) and is handled in line with our privacy policy.

3. Where to Get Help

At Training Australia, we are committed to supporting every learner succeed. We understand that training can be challenging, and we're here to help — whether you need academic guidance, wellbeing support, or reasonable adjustments.

Support services are offered in line with:

- Standards for RTOs 2025
- Disability Standards for Education 2005 (Cth)
- National principles for inclusive education and community best practice

We encourage you to seek help early — whether you're unsure about your course, managing a personal challenge, or want support to achieve your best.

3.1 Academic and Study Support

We want all students to feel confident and capable in their learning. If you're having difficulty with study content, assessments, motivation or time management, you can access support in several ways:

Support options include:

- **Your trainer or assessor** – for help understanding course material, clarifying tasks, or preparing for assessments.
- **Learning support staff** – to provide study coaching, help with planning, and support with language or digital tools. These are available
- **Learning Management System (LMS)** – access extra materials, guides, videos, and common Q&As anytime.
- **Additional support sessions** – may be offered for key topics or assessment preparation.

Examples of academic support:

- Explaining tasks or concepts in simpler terms
- Help with study schedules and managing workload
- Support understanding instructions or questions
- Guidance on assessment resubmissions (as per policy)
- Access to digital literacy or foundation skills resources

How to request help:

- Speak to your trainer during class or practical workshops
- Email learn@firstaidadvantage.training
- Ask a question in the forum
- Request a 1:1 session through your student portal or LMS

We aim to respond to support requests within **1 business day**.

3.2 Wellbeing and Personal Support

Your wellbeing matters. We recognise that personal, financial, cultural or family matters can impact your ability to study. You do not need to disclose particulars or provide any formal documentation — just let us know if something's affecting you.

We can support you with:

- Study-life balance or stress management strategies
- Temporary flexibility in study schedules (where permitted)
- Referrals to local or national health and counselling services
- Respectful and confidential conversations about your situation

In-house support is available through:

- Your trainer or assessor
- Our Student Support Officer: support@firstaidadvantage.training
0429 230 714

If you need urgent help or would prefer to access an external support service, the following services are available to you:

Lifeline	13 11 14 (24/7 crisis support) https://www.lifeline.org.au Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention.
Beyond Blue	1300 22 4636 (mental health support) https://www.beyondblue.org.au/ Beyond Blue is an organisation that provides a free online and telephone helpline for people with depression, anxiety or other mental health issues
Headspace	www.headspace.org.au headspace is a national youth mental health foundation in Australia that provides support and services to young people aged 12-25. It offers a range of services, including mental health and wellbeing support, physical and sexual health assistance, and work and study support, both online and at physical centers. headspace also provides support for families and friends of young people experiencing difficulties
1800RESPECT	1800 737 732 https://www.1800respect.org.au/

	<p>This is a 24-hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault. Individuals can also access local support services and search the internet using Daisy, a free app developed by 1800RESPECT that protects user privacy</p>
13 YARN	<p>13 92 76</p> <p>https://www.13yarn.org.au/</p> <p>The first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter.</p>
MensLine Australia	<p>1300 789 978</p> <p>https://mensline.org.au/</p> <p>MensLine Australia offers free professional 24/7 telephone counselling support for men with concerns about mental health, relationships, anger management, family violence (using and experiencing), stress, and suicidal thoughts.</p>
SANE Australia	<p>1800 187 263</p> <p>https://www.sane.org/</p> <p>SANE is for people with recurring, persistent or complex mental health issues and trauma, and for their families, friends and communities.</p>
QLife	<p>1800 184 527</p> <p>https://qlife.org.au/</p> <p>QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.</p>

3.3 Disability and Access Support

Training Australia is committed to inclusive, accessible education for all learners. If you have a disability, injury, chronic health condition or other barrier to full participation, we encourage you to contact us early.

Support we can offer includes:

- Adjustments to learning resources or delivery format
- Alternative assessment methods (where valid and reasonable)
 - * CPR MUST be completed on the ground however
- Extended time or scheduling support
- Physical environment adjustments (e.g. seating, equipment)

You're not required to disclose a disability — but doing so helps us ensure you're set up for success.

To discuss support needs:

- Contact our Access and Inclusion Officer at support@firstaidadvantage.training or 0429 230 714
- Or ask your trainer to refer you

More about reasonable adjustments is covered in **Section 4: Access and Inclusion**.

We welcome students from all cultures and language backgrounds. If English is your second language, or if you're navigating new systems, we can support you with:

- Extra explanation of tasks or procedures
- Support understanding assessment expectations
- Assistance accessing translated resources where available
- Referral to external language or community services

Need help?

Speak to your trainer or contact our student support team at support@firstaidadvantage.training

We're committed to providing an inclusive space where language, identity and culture are respected and valued.

3.5 First Nations Student Support

We acknowledge the Traditional Owners of the land on which we work and deliver training. Training Australia's head office is in Mackay, Queensland which sits on Yuwi Country. We pay our respects to the Yuwibara people, their Elders past and present and recognise the cultural strengths, knowledge and identity of Aboriginal and Torres Strait Islander students. We are committed to creating a culturally safe and respectful learning environment for Aboriginal and Torres Strait Islander students. We aim to:

- Ensure that every learning experience reflects respect, inclusion and cultural understanding
- Recognise and value the lived experiences, strengths and knowledge of First Nations peoples
- Deliver training in a culturally responsive and inclusive manner
- Listen, learn and adapt based on feedback from Aboriginal and Torres Strait Islander students and communities

If you identify as an Aboriginal or Torres Strait Islander student, you are encouraged (but not required) to let us know during enrolment or at any time during your training. This allows us to offer support that respects your cultural identity, values and goals.

Support may include:

- Connection with a First Nations support staff member or liaison
- Respect for cultural obligations (e.g. Sorry Business)
- One-on-one support or flexibility with attendance or assessments
- Referral to community-controlled organisations, such as:
 - Aboriginal Medical Services
 - Indigenous student centres
 - Cultural mentors (with consent)

If you identify as Aboriginal or Torres Strait Islander, we invite you to let us know during enrolment or at any time — so we can offer culturally safe support tailored to you.

Contact:

- Training Australia at support@firstaidadvantage.training or 0429 230 714
- MARABISDA is the Mackay And Region Aboriginal and Islander Development Association and can be contacted at (07) 4848 1060 or admin@marabisda.org.au
- ATSICHS Mackay is the Aboriginal and Torres Strait Island Community Health Service for the Mackay Region and can be contact at (07) 4957 9400

3.6 Urgent or Escalated Help

Some situations require immediate attention. If you are in distress, facing a safety concern, or unable to continue training, **contact us without delay**.

Please contact us immediately if:

- You feel unsafe at training or on site
- You are affected by bullying, harassment or discrimination
- You cannot continue your training due to serious circumstances and need urgent support

To report an urgent issue:

- Call: 0429 230 714 (business hours)
- Email: support@firstaidadvantage.training
- Visit your trainer or our Mackay Harbour office in person

For emergencies:

- Dial **000** for Police, Fire, or Ambulance
- Lifeline: **13 11 14**
- Beyond Blue: **1300 22 4636**
- 1800RESPECT: **1800 737 732**

If you're unsure where to start — start with us. We'll listen and help guide you to the right support.

4. Inclusive Learning and Reasonable Adjustment

At **Training Australia**, we are committed to providing a learning environment that is inclusive, accessible, and responsive to the needs of all students. This means ensuring that students with disability, injury, health conditions, or other barriers to participation can fully engage with training and assessment on equal terms.

Our approach is guided by:

- The **Standards for RTOs 2025**
- The **Disability Discrimination Act 1992 (Cth)**
- The **Disability Standards for Education 2005 (Cth)**

These laws and standards ensure that you have the right to access education free from discrimination and that we, as your training provider, take reasonable steps to support your participation and success.

4.1 What is a Reasonable Adjustment

A **reasonable adjustment** is a change made to how training or assessment is delivered, to remove barriers while maintaining the integrity of the course. The purpose is to support access — not to reduce standards or outcomes.

Reasonable adjustments may include:

- Extra time to complete assessments
- Use of assistive technologies (e.g. screen readers, dictation tools)
- Providing materials in accessible formats (e.g. large print, audio, Easy English)
- Modifications to the learning environment (e.g. seating arrangements, earlier start/later finish to provide quiet time/space)
- Alternative communication methods (e.g. Auslan interpreters, visual aids)

Adjustments are made on a case-by-case basis and must be:

- **Relevant** to your needs
- **Reasonable** in the training context
- **Valid** in terms of competency outcomes

4.2 How to Request an Adjustment

You can request support at any stage of your learning journey — during enrolment, before training begins, or later as your needs change.

To request an adjustment:

- Contact our Access and Inclusion Officer
support@firstaidadvantage.training or 0429 230 714

- Or speak confidentially to your trainer, who can refer you

Early disclosure is encouraged, so we can put the right supports in place before your training starts.

4.3 Disability Disclosure (Optional)

You are not required to disclose a disability, health condition or injury. However, if you choose to let us know, we can work with you to identify appropriate supports and adjustments.

You may disclose:

- During enrolment
- At any point during your training
- Through a trusted support person if preferred

You may be asked to provide supporting documents (e.g. medical letter, learning plan) to help us understand your needs. All information is handled with care and confidentiality.

4.4 What Happens After Disclosure

Once you share your access or learning needs with us:

1. **We'll listen** – Meet with you to understand your goals, barriers, and preferences.
2. **We'll plan together** – Discuss possible adjustments and supports.
3. **We may request documents** – Only if needed to inform the support plan.
4. **We'll confirm the plan** – Agree on adjustments and record them in writing.
5. **We'll follow up** – Monitor and review adjustments throughout your training.

We aim to create a safe, respectful space for these conversations.

4.5 When Adjustments Are Not Possible

In some cases, we may not be able to offer a particular adjustment. This could occur if the proposed change:

- Creates a risk to health or safety
- Alters core competency or licensing outcomes
- Is not feasible in the context of the course or environment

In these cases:

- We will explain the reasons clearly and respectfully
- We will explore any alternative options available
- We will support you to make an informed decision about how to proceed

4.6 Confidentiality and Support

Any information you provide about your health, disability or access needs is kept confidential and shared only with relevant staff involved in arranging your support.

Training Australia is committed to providing a culturally safe and inclusive environment. We respect the intersection of disability, culture, identity and lived experience — and will work with you to ensure your voice and preferences are central to the support process.

If you have any concerns about privacy, discrimination, or barriers to participation, please contact support@firstaidadvantage.training or 0429 230 714

5. Your Training Journey

Training Australia is committed to delivering high-quality, accessible and industry-relevant training. We design our training to support a wide range of learners — ensuring that you gain real-world skills, engage meaningfully in learning, and can demonstrate competency with confidence.

5.1 Training Delivery Modes

Our courses are delivered using one or more of the following nationally recognised delivery modes:

- **Face-to-face** – traditional classroom or workshop-based learning at one of our training locations
- **Blended learning** – a mix of online study and face-to-face practical sessions
- **Online** – training content, activities and assessment accessed entirely via our Learning Management System (LMS)
- **Workplace-based** – training delivered and assessed in your place of work or during structured placement
- **Flexible/self-paced** – a structured learning program with flexible study timelines to suit individual needs

The course information pages explain the delivery mode used for each course and what you'll need to participate effectively.

All delivery modes meet national training package requirements and are designed to ensure you are fully prepared to demonstrate competency in both knowledge and practical skills.

5.2 Structured Learning Approach

Your training will follow a structured, sequenced approach that helps build your skills gradually and effectively. This means:

- Content is delivered from foundational to more advanced topics
- You'll have time to practise skills before being assessed

- Your trainer will provide ongoing feedback and guidance
- Activities may include pre-reading, theory lessons, independent study, group discussion, simulation, or workplace tasks

Your trainer will explain the structure of your course at the beginning of your training and help you stay on track throughout. This approach supports all learners, including those returning to study, by providing clear guidelines and support.

5.3 Training Plans

Currently, Training Australia does not provide training that is part of any agreed traineeship or apprenticeship programs or includes vocational placement. If this was to change in the future, a formal Training Plan will be developed and agreed upon between:

- You (the student)
- Your employer or host organisation (if applicable)
- Training Australia

Your Training Plan:

- Outlines the skills, knowledge, and units of competency to be delivered
- Specifies how, when, and where training and assessment will take place
- Acts as a “living document” and is updated as your progress continues
- Must be signed by all parties and is provided to you at the start of your training

Training Australia will ensure that all training and assessment under a traineeship/apprenticeship arrangement is coordinated in accordance with your state or territory’s Apprenticeship and Traineeship Act.

5.4 Work Placements (if applicable)

Some qualifications require students to complete a mandatory work placement as part of their course. These placements give you the opportunity to apply your skills in real-life settings and demonstrate your competency under workplace conditions.

Currently, Training Australia does not offer any training that has required Work Placements. If this should change in the future and your course includes placement:

- You will be informed of the requirements before enrolling
- You may nominate a workplace, or we can assist you in finding a host organisation (subject to suitability)
- A Work Placement Agreement will outline responsibilities of you, your supervisor, and Training Australia

We will ensure:

- Your placement setting meets industry and safety standards
- The environment provides the supervision, tasks and resources needed for valid assessment
- You are supported and monitored by a trainer or placement coordinator during the placement

Safety and Risk

While on placement:

- You must follow all workplace health and safety policies
- Training Australia and the host will collaborate to manage known risks
- You should report concerns to both your workplace supervisor and our team immediately

If you are unsure about a task or your safety — pause and ask for support before proceeding.

5.5 Learning Resources, Facilities and Equipment

To support your learning, Training Australia ensures that all students — regardless of delivery mode — have access to:

- Safe, clean, and appropriate learning spaces (online or physical)
- Industry-standard equipment and materials for practical training
- Digital tools and LMS access (for blended or online study)
- Up-to-date and relevant learning resources aligned with current training package requirements

We maintain all facilities in accordance with health, safety and accessibility standards. If training is delivered at a third-party site (e.g. employer premises), we assess the location to ensure it is suitable and compliant.

If You Experience Issues

Please report immediately if you encounter:

- Broken, missing or unsafe equipment
- Inadequate access to learning materials or systems
- Facility issues that may impact your training

Contact your trainer or our support team so we can resolve the issue quickly.

Equipment or Facility Issues

If you notice:

- Faulty, broken or unsafe equipment
 - A lack of necessary tools or resources
 - Issues with access to learning systems or facilities
- please report it immediately to your trainer or learn@firstaidadvantage.training. Your feedback helps us keep the learning environment safe and effective for everyone.

5.4 Resource and Equipment Costs

At Training Australia, we are committed to being transparent and fair about course fees

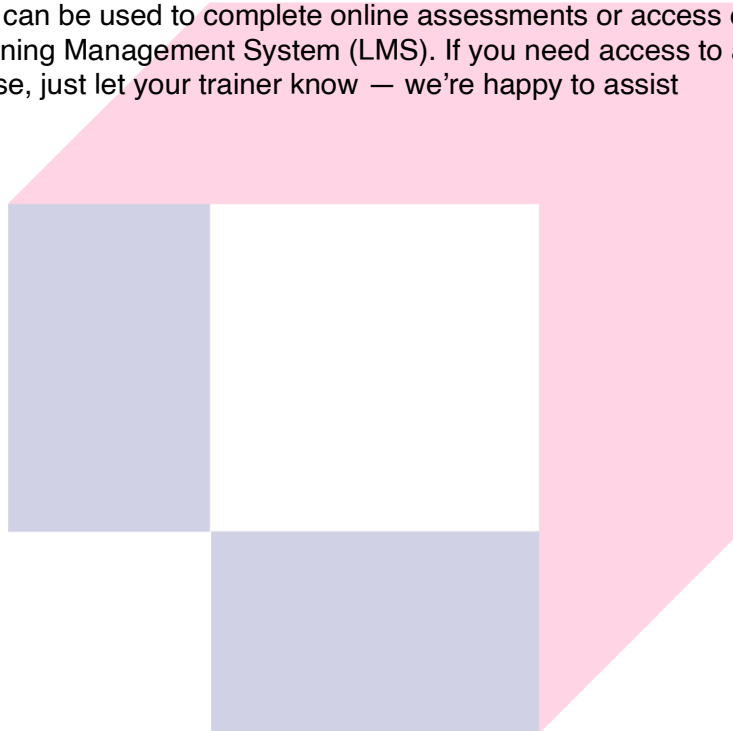
and costs. Currently, there are no additional charges for textbooks, uniforms, PPE, or equipment, as all of our nationally recognised training is delivered in short-course format. All essential learning materials and resources are provided as part of your course.

If this changes in the future — for example, if a course is extended or requires specific tools or equipment — we will:

- Clearly advise you before enrolment
- Provide an itemised list of any additional costs
- Ensure you understand what is included and what (if anything) you are required to purchase or bring

If you're ever unsure about what's included in your course fees, please ask before confirming your enrolment. Our goal is to ensure there are no hidden costs and that you're fully informed from the start.

To support students during training, we also offer loan tablets for use during face-to-face sessions. These can be used to complete online assessments or access course materials through our Learning Management System (LMS). If you need access to a tablet on the day of your course, just let your trainer know — we're happy to assist



6. Assessment and Progress

Assessment is a key part of your learning journey. It provides the opportunity to demonstrate what you've learned and show that you are competent in the skills and knowledge required for your course.

At Training Australia, assessments are designed to be:

- Clear and achievable
- Based on real-world skills and practical tasks
- Conducted in a supportive, structured environment

You will always be informed in advance about what is being assessed, how, and when.

6.1 Assessment Types and Expectations

Assessment is how you demonstrate that you're competent in each unit of your course. To be awarded competency in your unit(s), you must successfully complete one or more, or a mixture of, the following assessment types:

- **Multiple choice quizzes** – short, straightforward quizzes delivered online through our Learning Management System (LMS), designed to check your understanding of key concepts
- **Short written questions** (using simple, plain English)
- **Practical demonstrations** of your skills (e.g. CPR, bandaging, first aid scenarios)
- **Case studies or simulated tasks** (if relevant to your course)
- **Workplace observations** (if part of a placement or on-the-job delivery)

Each assessment will be:

- Clearly explained before you begin
- Supported by examples or demonstrations (where possible)
- Linked directly to the performance criteria of the unit

You will be assessed as either **Competent (C)** or **Not Yet Competent (NYC)** based on your performance across all required tasks.

If you're unsure about anything, please ask your trainer — they are there to guide and support you.

6.2 Feedback and Reassessment

You will receive constructive feedback on each assessment to help you understand your progress and areas for improvement.

If you are marked **Not Yet Competent**, you will:

- Be given clear feedback on what was missing or incorrect
- Have the opportunity to be reassessed (conditions may apply)
- Be supported with coaching, extra time, or clarification where needed

If you disagree with your result:

- You can **request a review** of your assessment decision
- You can follow our formal **appeals process** (see Section 11: Feedback and Complaints)

Our trainers are committed to your success and will always explain your options for reassessment in a respectful and fair manner.

6.3 Progress Monitoring

Training Australia currently delivers short courses — typically completed in a single day or over a brief period of time. Because of this, progress is monitored closely from the moment training begins, to ensure every student has the support they need to succeed within a condensed timeframe.

During your course, your trainer will:

- Regularly check your understanding and participation
- Monitor your responses during written or online assessments (e.g. quizzes)
- Observe your performance during practical tasks or demonstrations
- Identify if you need clarification, extra time, or additional support

We understand that students come from different backgrounds and learning experiences. If we notice you're having difficulty keeping up, we will:

- Provide one-on-one coaching or extra explanation where possible
- Offer guidance on how to complete assessment tasks
- Discuss options for rescheduling or reattempting assessments (if applicable)

Because our courses are short, early communication is critical. If you're struggling — even at the beginning — please let your trainer know. We're here to help you succeed.

Longer duration courses

Should Training Australia offer longer duration training in the future, progress monitoring occur throughout your course to ensure you are:

- On track with your learning and assessments
- Supported if you are falling behind
- Engaged and participating in your learning (including online components)

Progress monitoring may include:

- Check-ins from your trainer
- Attendance and participation tracking
- Assessment submission timelines
- Alerts in our LMS if online study is required

If you are at risk of falling behind, we will:

- Contact you early
- Work with you to create a **support plan**
- Offer extensions or additional learning support (where appropriate)

6.4 Reasonable Adjustment to Assessment

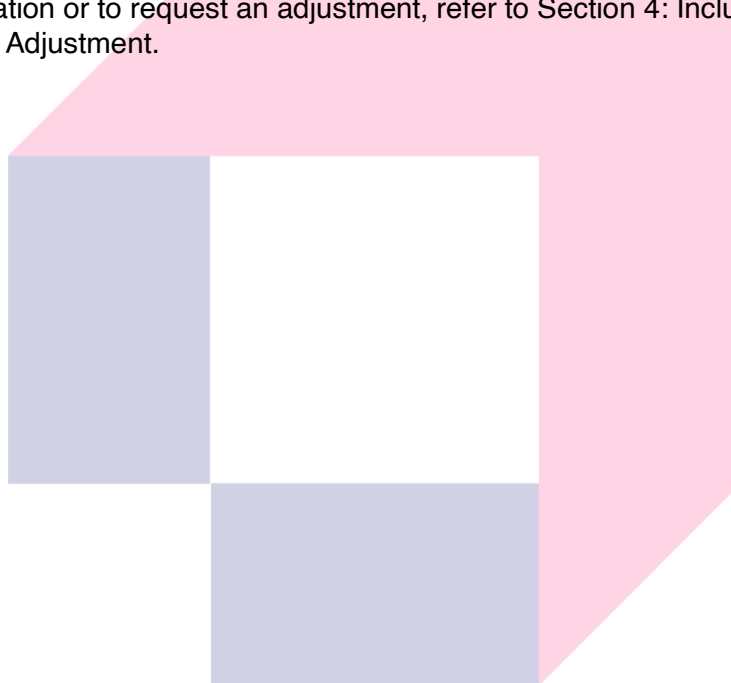
We understand that some students may require support or adjustment to participate in assessments on an equal basis. If you have a disability, health condition, injury, or learning difficulty, we may offer reasonable adjustments, such as:

- Extra time to complete tasks
- Reading or writing assistance
- Use of visual aids or simplified instructions
- Oral assessments instead of written tasks (where appropriate)

These adjustments:

- Must still meet the unit's required outcomes
- Will not reduce the standard of assessment
- Will be agreed upon in advance and documented as part of your support plan

For more information or to request an adjustment, refer to Section 4: Inclusive Learning and Reasonable Adjustment.



7. Recognition and Credit

Training Australia supports learners in gaining formal recognition for the skills, knowledge, and qualifications they already hold. This can happen through two processes:

- **Recognition of Prior Learning (RPL)** – for informal or non-accredited learning
- **Credit Transfer (CT)** – for previously completed nationally recognised units

Both options help avoid duplication of learning and support your progress toward a Statement of Attainment.

7.1 Recognition of Prior Learning (RPL)

If you've gained skills through work, volunteering, life experience, formal or informal training, you may be eligible for Recognition of Prior Learning (RPL). RPL is an assessment-only process that allows you to demonstrate that you already meet the requirements of one or more units of competency.

What Can Be Recognised?

You might be eligible for RPL based on:

- Skills gained through past or current employment (paid or unpaid)
- Volunteer work or caregiving responsibilities
- Self-directed/informal learning or community involvement
- Industry skills developed outside formal study

RPL is not a shortcut. You must provide evidence that is valid, current, and sufficient to show that you meet the national standards of competency.

How the RPL Process Works

1. **Initial discussion** – You'll speak with an assessor or advisor to check your suitability for RPL.
2. **RPL application** – If eligible, you'll complete a form and begin gathering evidence.
3. **Evidence collection** – This may include:
 - Interviews or conversations with your assessor
 - Skills demonstrations or practical tasks
 - Third-party reports from current or past supervisors
4. **Assessment** – Your evidence is compared against the unit's competency standards.
5. **Outcome** – You will receive written confirmation of:
 - Units granted
 - Any identified gaps requiring further training or assessment

Types of Evidence You Can Provide

Your assessor can help you identify suitable evidence, which may include:

- Work samples or portfolios
- Job descriptions or task lists

- Reference letters or supervisor testimonials
- Photos or videos of relevant tasks
- Unaccredited certificates or learning records
- USI transcript (where applicable)

Note for First Aid and CPR Students:

While RPL is available, we strongly recommend that students enrolling in First Aid or CPR courses participate fully in the training, even if they have prior experience. This is because national guidelines — including those from the Australian Resuscitation Council (ARC) — are regularly updated, and changes to recommended techniques or protocols occur over time. Attending the training ensures that your skills are current, safe, and aligned with best practice, especially in time-critical situations like CPR and emergency response.

How to Apply for RPL

To explore RPL, please:

- Speak to your trainer, or
- Contact Student Services:
0429 230 714 or support@firstaidadvantage.training

We'll guide you through the process and help you determine whether RPL is right for you.

7.2 Credit Transfer

If you have previously completed one or more nationally recognised units of competency through another Registered Training Organisation (RTO), you may be eligible for Credit Transfer (CT). This process allows you to receive formal recognition for those units so you don't need to repeat the same training or assessment.

Credit Transfer helps ensure that your prior achievements are recognised — while still maintaining the integrity and currency of your qualifications.

Acceptable Timeframes for First Aid and CPR Units

In line with Australian Resuscitation Council (ARC) guidelines and current industry standards:

Unit of Competency	Maximum Age for Credit Transfer	Guideline Source
HLTAID009 – Provide CPR	12 months from date of issue	ARC & Safe Work Australia
HLTAID011 – Provide First Aid	3 years from date of issue	ARC & industry best practice

Training Australia will only accept Credit Transfer for these units if the original Statement of Attainment is dated within the recommended renewal period above.

If your qualification is older than these limits, you will be required to re-enrol and complete the full training and assessment.

Note: Credit Transfer outcomes will be backdated to the original completion date listed on your Statement of Attainment or USI transcript. This is a national compliance requirement

and ensures transparency regarding the currency of your skills.

Key Points About Credit Transfer

- Available for units that are equivalent or superseded equivalents
- No cost to apply
- No further assessment is required
- Can shorten your study time and reduce duplication

Note: If you only complete RPL or Credit Transfer with us (i.e. no new training or assessment), we cannot issue a certificate. You must complete some training or assessment with Training Australia for us to issue a Statement of Attainment.

What Evidence Is Required?

To apply, you must provide:

- A copy of an official Statement of Attainment or Testamur, or
- Authorise us to access your USI Transcript through the national database

We will verify your documentation by:

- Accessing your USI transcript (with consent), or
- Contacting the issuing RTO to confirm authenticity

How to Apply for Credit Transfer

1. Speak to your trainer or the enrolments team
2. Complete a Credit Transfer Application Form
3. Submit your certified documents or USI authorisation

You'll receive a written confirmation of any credits granted and how this may impact your course participation.

Need help?

Contact our team for guidance on either RPL or Credit Transfer: 0429 230 714 or support@firstaidadvantage.training

8. Your Rights and Responsibilities

At Training Australia, we are committed to providing a safe, inclusive and respectful environment where every student feels supported and valued. We believe that all students have the right to learn free from discrimination, harm, or disadvantage — and that with those rights come shared responsibilities.

This section outlines what you can expect from us, and what we expect from you as a learner.

8.1 Respectful Behaviour and Student Conduct

All students are expected to act respectfully toward trainers, staff, fellow learners and members of the public — both in face-to-face settings and online.

You have the right to:

- Learn in an environment free from bullying, harassment, and discrimination
- Express your views in a respectful and appropriate manner
- Be treated with fairness, dignity and respect
- Have your concerns listened to and addressed seriously

In return, you are expected to:

- Communicate respectfully with all staff and students
- Follow safety procedures and training policies
- Avoid any behaviour that is disruptive, unsafe, disrespectful or discriminatory
- Support a positive and inclusive learning space for everyone

Training Australia has a **Student Code of Conduct**, which outlines these expectations in more detail. This is provided at enrolment and is available from our team or website.

If student behaviour breaches our Code of Conduct, it will be addressed through our student conduct and complaints policies.

8.2 Academic Integrity – Cheating and Plagiarism

Training Australia requires all students to complete assessments honestly and independently. Your assessment results must reflect your own learning.

Plagiarism, cheating or misconduct may include:

- Copying answers from another student or source
- Using content from the internet, AI tools, or paid services to complete tasks without permission
- Submitting someone else's work or falsified evidence
- Resubmitting previously marked work without approval

These actions may result in:

- Being marked Not Yet Competent
- A formal warning or investigation
- Disciplinary action under our Academic Integrity Policy

If you're unsure whether something is allowed, ask your trainer — we're here to help you succeed the right way.

8.3 Student Misconduct

We take misconduct seriously. Students are expected to behave in a way that is **safe, lawful, and respectful** at all times.

Examples of misconduct include:

- Academic misconduct (cheating, plagiarism, falsifying documents)
- Harassment, bullying or discriminatory behaviour
- Intentionally damaging property or equipment
- Dangerous or illegal behaviour
- Disrupting training or threatening others
- Using or being under the influence of alcohol or illicit drugs during training

Consequences may include:

- A formal warning
- Suspension or removal from the course
- Reimbursement of costs for damage
- Cancellation of enrolment without refund
- Referral to the police (if required)

You have the right to appeal any disciplinary decision through our Complaints and Appeals process.

8.4 Health and Safety Obligations

At Training Australia, we are committed to providing a safe and healthy learning environment for all students, staff, and visitors—whether training is delivered in person,

online, in the workplace, or at third-party venues.

We meet our obligations under the:

Work Health and Safety Act 2011 (Qld) and Work Health and Safety Regulation 2011 (Qld)

This legislation outlines the responsibilities of education providers to ensure the health, safety, and welfare of everyone involved in training and assessment activities.

Our Responsibilities

As your training provider, we will:

- Maintain facilities and equipment that are safe, hygienic, and suitable for learning
- Identify, assess, and manage risks in the training environment
- Inform you of relevant safety procedures, emergency protocols, and hazard controls
- Provide appropriate induction and safety briefings before using equipment or entering high-risk areas
- Respond promptly to safety issues or reported hazards
- Review and improve our WHS policies and practices on a regular basis

Your Responsibilities

As a student, you have a legal and personal responsibility to help keep the training environment safe. You must:

- Follow all WHS instructions, signage, and procedures provided by staff
- Take reasonable care of your own health and safety and that of others
- Wear personal protective equipment (PPE) when required
- Notify your trainer or staff immediately of:
 - Any hazards, unsafe conditions, or equipment faults
 - Any injuries or incidents (even minor ones)
 - Anything that could pose a safety risk during training or assessment
- Refrain from behaviour that could cause harm to yourself or others, including horseplay, misuse of equipment, or failure to follow safety directions

Online Safety

If you are completing training online, you should:

- Create a safe study environment, free from distractions and physical hazards
- Take regular breaks to reduce fatigue and prevent strain
- Use secure logins and safeguard your personal data

Emergency Procedures

Trainers will explain site-specific emergency procedures during your induction, including:

- Evacuation routes and assembly points
- First aid locations and contacts
- How to report an emergency

If you feel unsafe or unsure about any process or environment, speak up immediately. Your concerns will be taken seriously and addressed in a timely, respectful manner.

Safety is everyone's responsibility. Speak up early—prevention is the best protection.

Note: While Training Australia is based in Queensland and complies with Queensland WHS legislation, we may deliver training in other states and territories. In such cases, we will adhere to the applicable WHS legislation in that jurisdiction to ensure compliance and learner safety.

8.5 If You Are Under 18

Training Australia is committed to the safety and wellbeing of all students, including those under the age of 18. We recognise that younger students may have different needs and vulnerabilities and that additional measures must be in place to provide a safe, supportive, and age-appropriate learning environment.

Our approach is guided by the **National Principles for Child Safe Organisations**, which provide a framework to ensure organisations working with children and young people create environments where they are safe, respected, and heard. You can read more about these principles here: [National Principles for Child Safe Organisations](#)

Our Commitment to Under-18 Learners

We will:

- Ensure training content, delivery modes, and environments are appropriate for younger learners
- Take a proactive approach to identifying and reducing risks to the safety and wellbeing of under-18 students
- Act in a respectful, age-appropriate, and culturally safe manner at all times
- Support parental or caregiver involvement when appropriate and clearly define their role in your training
- Maintain transparent communication with parents/guardians while balancing student privacy and independence
- Provide access to support services, including wellbeing and learning assistance, tailored for younger students
- Ensure trainers and staff interacting with students under 18 have current **Working with Children Checks (Blue Cards in QLD)** and receive training in child safety

Your Rights as a Student Under 18

You have the right to:

- Learn in a safe, inclusive, and respectful environment
- Be protected from harm, neglect, abuse, or exploitation
- Be treated with dignity and supported in your learning and wellbeing
- Have your voice heard—your concerns, ideas, and feelings matter
- Know how to report concerns and receive help if something feels unsafe or wrong

Support Services for Under-18 Students

If you're under 18, you are welcome to contact us at any time to discuss:

- Your wellbeing or any challenges you're facing
- Study pressures, safety concerns, or personal issues
- Any worries about the conduct of staff, trainers, or other students

You can speak with your trainer or contact our **Support Officer** at learn@firstaidadvantage.training or 0429 230 714.

Your safety and wellbeing are our priority. If something doesn't feel right, please speak to someone you trust.

We take all reports and concerns seriously and will respond in a way that respects your rights, protects your confidentiality, and ensures a safe outcome.

8.6 Privacy and Information Protection

Training Australia is committed to protecting your personal information and handling your data in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and any other relevant state or territory privacy legislation. We understand that your privacy matters, and we take the responsibility of managing your personal information seriously.

Why We Collect Your Personal Information

We collect your personal information to:

- Process your enrolment and maintain accurate student records
- Verify your identity, including Unique Student Identifier (USI) checks
- Deliver and assess your training and issue relevant qualifications
- Support your wellbeing, safety, and individual learning needs
- Fulfil our obligations as a Registered Training Organisation (RTO) under the Standards for RTOs 2025
- Submit required data to national regulators such as:
 - The National Centre for Vocational Education Research (NCVER)
 - Australian Skills Quality Authority (ASQA)
 - Relevant state and federal funding bodies (if applicable)

What Information We Collect

We may collect the following types of information:

- Full name, date of birth, and contact details
- Emergency contact details
- Education history and training progress
- AVETMISS data (for national statistical reporting)
- USI and proof of identity
- Records of assessments, progress, and feedback

- Details of any support needs (if you choose to disclose)
- Records of communication between you and the RTO
- Any reports of incidents, complaints, or appeals involving you
- Information about your attendance or online participation

We will always collect information directly from you where possible and explain why it is being collected.

How We Protect Your Privacy

We maintain strict processes to protect the security and confidentiality of your personal information. These include:

- **Secure digital systems:** Your data is stored in secure student management and learning systems with access restricted to authorised staff only
- **Password protection and encryption:** Our systems are protected with up-to-date security protocols to reduce the risk of unauthorised access or loss
- **Physical safeguards:** Any paper-based records are stored in locked filing cabinets or restricted-access offices
- **Staff training:** All team members receive training on privacy and confidentiality obligations under the law
- **Role-based access:** Only staff who require access to your personal information to fulfil their role can access your data
- **Privacy breach procedures:** We have clear processes in place for identifying and responding to any suspected data breach or unauthorised disclosure

How We Use and Share Your Information

We only use your personal information for legitimate education, support, and compliance purposes. We will never sell or rent your data.

We will not share your information with any third party unless:

- You provide your written consent
- We are legally required to do so (e.g. under a court order or workplace safety obligation)
- The disclosure is required by government or regulatory bodies for compliance purposes (e.g. NCVER, ASQA)

Accessing and Correcting Your Information

You have the right to:

- Request access to your personal information at any time
- Ask us to correct inaccurate or incomplete details
- Withdraw your consent for certain uses (where applicable)

To make a request, please contact us via email: privacy@firstaidadvantage.training or 0429 230 714

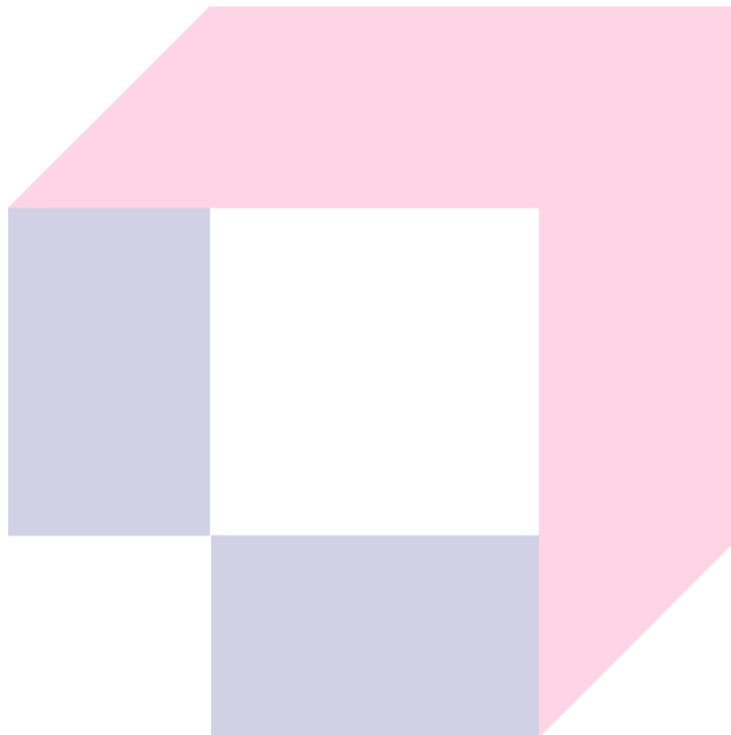
We aim to respond to privacy requests within a reasonable timeframe, in line with our **Privacy Policy**.

8.7 Smoking, Drugs and Alcohol

Training Australia maintains a smoke-free and drug-free learning environment.

- Smoking is not permitted inside buildings or within four metres of entrances. Use designated smoking areas only.
- Students must not attend training or use facilities under the influence of drugs or alcohol.
- Prescription medications must not affect your ability to participate safely.

If you appear to be under the influence, you may be removed from class and asked to reschedule.



9. Feedback, Complaints and Appeals

At Training Australia, we are committed to delivering a respectful, transparent, and supportive learning environment. As part of our continuous improvement framework, we encourage open communication and uphold your right to:

- Give feedback (positive or negative)
- Make a formal complaint if something goes wrong
- Appeal a decision you believe is unfair

All matters are handled confidentially, without bias, and in accordance with our Complaints and Appeals Policy. We will not tolerate any disadvantage, retaliation, or discrimination for raising concerns.

9.1 Providing Feedback

Your feedback helps us enhance the quality of our courses, trainers, services, and facilities. We welcome your input at any stage—whether you’ve noticed something great or something that needs improvement.

Why your feedback matters:

- Helps ensure your learning experience is relevant, accessible, and engaging
- Identifies areas for trainer development or resource improvement
- Supports ongoing compliance with the Standards for RTOs 2025
- Enables us to respond quickly to emerging issues or student needs

How you can provide feedback:

- Verbally to your trainer or assessor
- Via the Course Survey, emailed after completion of your course
- By emailing us at learn@firstaidadvantage.training
- Through formal course evaluations or national student surveys (e.g. NCVER)

Feedback can be submitted anonymously, and all input is reviewed regularly by our management team as part of our continuous improvement process.

9.2 Making a Complaint

If you feel that something has negatively affected your experience at Training Australia, you are encouraged to make a formal complaint. This includes concerns about:

- Assessment processes or results
- Treatment by staff or other students
- Discrimination, bullying, or harassment
- Course delivery, content, or scheduling
- Facilities or third-party providers

Complaint process:

1. Raise the concern informally with the person involved if appropriate

2. If not resolved, submit a formal complaint using our **Complaint Form** (available online or from admin)
3. We will acknowledge your complaint within 2 business days
4. An impartial staff member will investigate the issue
5. You will receive a written outcome within **20 calendar days** where practicable

If we need more time, we'll keep you informed throughout the process.

To make a complaint, contact:

Email: learn@firstaidadvantage.training or Phone: 0429 230 714 or visit firstaidadvantage.training for our full Complaints Policy and Form

9.3 Appealing a Decision

If you disagree with a decision made by Training Australia—such as the outcome of an assessment or complaint—you have the right to appeal.

You may appeal decisions including:

- Assessment outcomes (e.g. “Not Yet Competent”)
- Refusal of RPL or Credit Transfer
- Disciplinary action or enrolment cancellation

Appeals process:

1. Discuss your concern with your trainer or assessor
2. If unresolved, complete a **Formal Appeal Form**
3. An impartial senior staff member will review the appeal
4. A written outcome will be provided within **20 calendar days**





All appeals are reviewed fairly and without bias. If necessary, an independent reviewer external to Training Australia may be engaged.

To lodge an appeal, contact email: learn@firstaidadvantage.training or phone: 0429 230 714. Appeals forms available firstaidadvantage.training.

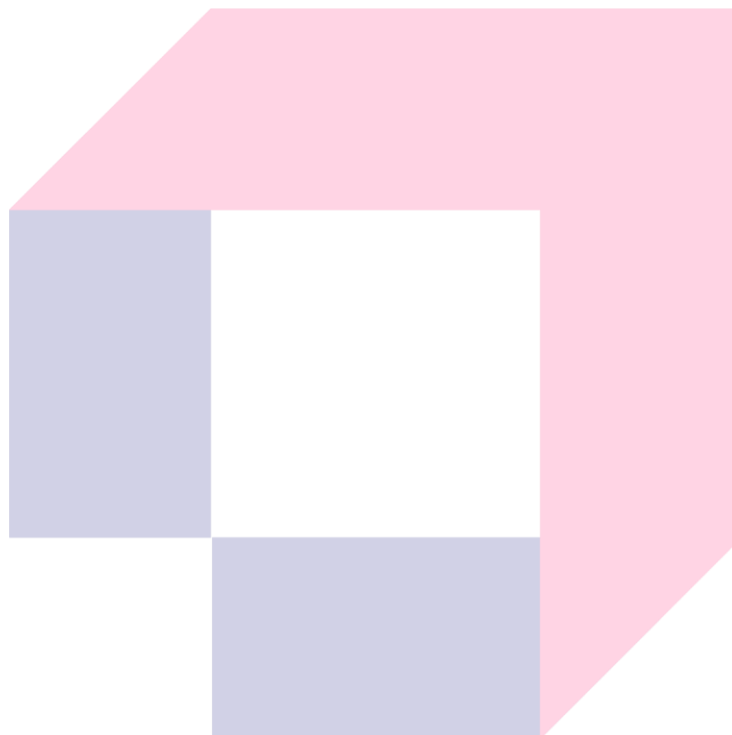
9.4 External Resolution Options

If you are not satisfied with the outcome of your complaint or appeal, you may escalate the matter to an external body for further investigation.

External contacts include:

- **National Training Complaints Hotline**
 13 38 73
 <https://www.dewr.gov.au/national-training-complaints-hotline>
- **Australian Skills Quality Authority (ASQA)**
 www.asqa.gov.au/complaints
 (For complaints relating to breaches of the RTO Standards)
- **Office of the Queensland Ombudsman** (for complaints about public administration):
 www.ombudsman.qld.gov.au

We will support you in accessing external resolution and comply with any resulting recommendations or decisions.



10. Certification, Records and Course Completion

At Training Australia, we maintain accurate, secure, and confidential records for all learners and follow national standards when issuing qualifications. We ensure that all students—whether they complete a full qualification or exit early—receive the appropriate documentation to reflect their achievements.

10.1 Issuing Qualifications and Statements of Attainment

At Training Australia, we currently deliver nationally recognised short courses, such as CPR and First Aid. Upon successful completion of all required assessments for these courses, students are issued a:

- Statement of Attainment – this document confirms the nationally recognised unit(s) of competency you have achieved, as listed on our scope of registration.

Statements of Attainment are issued electronically via email, in PDF format. If you require a printed copy, you may request one (a printing fee may apply).

We issue certificates when:

- You have been assessed as Competent in the unit(s)
- All required fees have been paid
- You have provided a valid Unique Student Identifier (USI)

In line with the Standards for RTOs 2025, certificates are issued within 30 calendar days of successful course completion and fulfilment of all administrative requirements.

Please note: **We do not currently issue full qualifications.**

If our scope of registration changes in the future to include full qualifications, we will update our certification processes accordingly to include the issuing of Testamurs and Records of Results.

To avoid delays, please make sure your contact details are correct at the time of enrolment and course completion.

10.2 Requesting Replacement Certificates

If you require a replacement certificate (Testamur, Record of Results, or Statement of Attainment), you may request a reissue.

To request a replacement:

- Email: learn@firstaidadvantage.training

Replacement Conditions:

- A replacement fee may apply (a current schedule of fees is available on request)
- You may be asked to provide valid identification
- Certificates will not be reissued unless your USI is still valid or can be confirmed

If your name has changed since original issue (e.g. due to marriage), you must provide official documentation for your records to be updated before a reprint is issued.

10.3 Accessing Your Student Records

Your records are protected under the Privacy Act 1988 (Cth) and securely stored in accordance with the Standards for RTOs 2025 and AVETMISS data retention requirements.

You may request access to the following:

- Completed units and assessment outcomes
- Progress tracking or attendance (if applicable)
- Issued certificates and Statements of Attainment

To request a copy of your records, contact: learn@firstaidadvantage.training or 0429 230 714

You will be required to verify your identity. If you wish to authorise someone else to access your records, you must provide written permission.

We will respond to your request within 10 business days, or sooner where possible

10.4 Withdrawals and Early Exits

If you choose to withdraw from your course prior to completion:

- Please notify us in writing via email at learn@firstaidadvantage.training
- You may request a Statement of Attainment for any units successfully completed
- We may ask you to complete a short exit survey to help us improve our training and support services

If you're considering withdrawal but are unsure, we encourage you to speak with your trainer or our student support team. In many cases, we can assist with re-enrolment options, temporary deferrals, or tailored support to help you complete your training.

If you return to complete your training in the future, we can assist with recognition of previous learning (see Section 7).

11. Fees, Refunds and Cancellations

Training Australia is committed to providing clear, fair, and transparent fee and refund arrangements for both individual students and corporate clients. This section outlines the terms for course fees, payments, cancellations, refunds, and other financial matters related to your enrolment.

11.1 Course Fees

Our current course fees::

Course	Fee
HLTAID009 – Provide CPR	\$79
HLTAID011 – Provide First Aid	\$165
HLTAID012 – Provide First Aid in an education and care setting	\$185
HLTAID014 – Advanced First Aid	\$380
UETDRRF004 – LVR/CPR	\$145

*Nationally accredited training is GST free

We offer training via **face-to-face** and **blended delivery** modes. These prices are correct at the time of publication and may change with notice. If our scope expands to include full qualifications, additional fees and terms will be advised accordingly.

11.2 General Payment Terms

Individuals

- For individual students, payment is required at the time of booking

Corporate bookings

We welcome bookings from companies, schools, government agencies, and other organisations. The following terms apply:

- Invoices are issued after training is delivered, with payment due within 14 days from the invoice date unless otherwise agreed.
- Alternative payment terms may be available on request. Please contact us before training is booked to discuss your organisation's preferences.
- Group bookings over an extended period may be invoiced monthly.

All bookings

- We accept payment via credit card, debit card, EFT and cash.
If payment is made by credit card, after the training has been completed, we will on-charge our Merchant Fee, currently 1.75%.
- If payment terms are not met, Training Australia may suspend access to training and/or withhold results or certification until payment is received.

- If fees remain unpaid, the debt may be referred to a registered debt collection agency, and any associated recovery costs will be added to the outstanding amount.

Attendance at training does not guarantee the issue of a certificate. All participants will be given every opportunity to demonstrate competency and meet the assessment requirements.

11.3 Group Bookings

We welcome group bookings for First Aid, CPR, and related training, either at your workplace or in our Mackay Harbour training facility.

On-Site Group Training (at your business)

- A minimum charge equivalent to 8 participants applies per session, even if fewer people attend on the day.
- If the training location is more than 50 km from Mackay, a travel fee of \$50 per hour (incl. GST) is charged for return travel time.
- Travel costs will be discussed and agreed upon prior to confirming the booking.

Group Training at Our Mackay Harbour Training Room

- No minimum participant numbers apply.
- No travel or venue-related fees apply.
- Perfect for smaller teams or flexible scheduling.

Corporate Partnership Opportunities

We value long-term relationships with our corporate clients. For ongoing or regular bookings, we are happy to negotiate customised rates and payment terms that suit your organisation's needs.

Please contact us to discuss how we can support your team's training requirements efficiently and affordably.

11.4 Cancellations – Refunds and Withdrawals by Student/Company

Training Australia a fair and reasonable refund policy. Your eligibility for a refund may depend on:

- Whether you withdraw before or after the course has commenced
- Whether you have accessed course materials or participated in training
- Notice provided prior to commencement of the course.

Currently, we will refund fees paid as follows:

Notice Given	Refund
Cancellation ≥ 48 hours before course start	Full refund
Cancellation < 48 hours before course start	50% refund
Same-day cancellation or no-show	No refund

To request a refund, students must notify us in writing will be processed within 7 business days once approved.

Corporate customers must agreed to the quote provided, terms of which will include should an employee not attend scheduled training, they will be still be invoiced for this training.

11.5 Course Cancellation by Training Australia

Occasionally, a course may be cancelled by Training Australia, due to reasons such as trainer availability, minimum enrolments not being met, or unforeseen circumstances. If this occurs:

- **We will offer a rescheduled session** or transfer to another available course date.
- If rescheduling is not possible or declined, a **full refund** will be issued for any fees paid.
- No cancellation charges apply for Training Australia-initiated cancellations.

11.6 Other Applicable Terms

- **Non-transferability:** Course bookings are not transferable between individuals without prior written approval.
- **Re-issue of Certificates:** Replacement Statements of Attainment are available upon request. A reissue fee may apply.
- **GST:** Nationally accredited training is GST free - All prices listed are inclusive of GST unless otherwise stated.
- **Access to Support:** If you require support in understanding this section, please speak with your trainer or contact our admin team.

12. Changes That May Affect You

At Training Australia, we are committed to keeping your training experience clear, consistent, and student-focused—even when unexpected or planned changes occur. This section outlines what we will do if any changes arise that may impact your course or enrolment.

12.1 Training Product Updates

All nationally recognised training courses—including units of competency and skill sets—are reviewed regularly to ensure they meet current industry standards. As a result, the course you are undertaking may be *superseded* during your enrolment.

If your course is superseded:

- A new version of the training product will be released on the national training register (training.gov.au).
- Training Australia may no longer be able to enrol students into the old version after a designated transition period (typically 12 months).
- If you're already enrolled, we will:
 - Let you know the implications of the change
 - Provide a clear timeline for completion or transition
 - Support you to either:
 - Complete the existing course (if possible), **or**
 - Transition to the updated course version, with credit for any units already completed

If transitioning to the new version:

You will:

- Be advised of any changes to units or course requirements
- Receive gap training if needed (at no extra cost unless new materials or delivery resources are required, which we will discuss with you first)
- Be provided with an updated training plan and support

We will ensure that you are not disadvantaged by any course transition. Our team is here to assist with any questions or concerns.

Questions about changes to your course?

Contact: learn@firstaidadvantage.training or 0429 230 714

12.2 Delivery or Location Changes

From time to time, we may need to make adjustments to how, when, or where your training takes place. This could be due to factors such as trainer availability, venue access, technology upgrades, or improvements to course delivery.

Examples of changes include:

- A change of training venue (e.g. different classroom or location)

- A shift from face-to-face delivery to blended or online learning
- Changes to class schedules (days, times, or session lengths)
- Adjustments to course sequencing or unit grouping

Our commitment:

- We will notify you as early as possible
- We will explain the reason for the change
- We will offer assistance to help you adjust
- If the change significantly affects your participation, we will discuss options such as rescheduling, deferral, or refund (as applicable)

Please let us know as soon as possible if a proposed change will impact your ability to complete your course so we can help you make arrangements.

12.3 Changes to Ownership or Structure

If Training Australia undergoes a change in ownership or organisational structure—for example, through:

- Sale or acquisition of the RTO
- Merger with another provider
- Major restructuring of operations

and this change impacts your course or enrolment, you will be:

- Notified in writing once the change is confirmed
- Given a clear explanation of how the change affects you
- Provided with options, such as:
 - Continuing your course without disruption
 - Transferring to an alternative course or provider
 - Withdrawing and receiving a Statement of Attainment for completed units

We will always act in your best interest and ensure continuity of training or provide a clear pathway forward if significant changes occur.

13. If Another Organisation Is Involved in Your Training

At **Training Australia**, we currently do **not** deliver any training or assessment through third-party arrangements. All training and assessment is conducted by our own staff, either in person or via our approved platforms.

However, should this change in the future, this section outlines your rights and what you can expect when a third party is involved in the delivery of your course.

13.1 What Is a Third Party?

A third party is any person or organisation—not employed directly by Training Australia—that provides training, assessment, or related services on our behalf.

This may include:

- Delivering all or part of your training or assessment
- Providing training facilities, equipment, or learning environments
- Supporting structured workplace learning or work placements
- Assisting with marketing, enrolments, or fee collection

This **does not** include:

- Training Australia employees or contracted trainers and assessors
- Guest speakers or industry professionals invited by us
- Government agencies that refer students but do not deliver training or charge fees

13.2 What You Will Be Told

If a third-party arrangement is ever introduced as part of your course, we will ensure that you are informed:

- Before you enrol (or as soon as practicable if the arrangement changes during your enrolment)
- Of the name and contact details of the third party
- About the specific services the third party is responsible for
- That Training Australia remains your RTO, and continues to be responsible for your learning outcomes, student records, and support

13.3 Who Is Responsible

Even when a third party is engaged to support your training, Training Australia remains fully accountable for:

- The quality and compliance of your training and assessment
- Recording and managing your enrolment, progress, and certification
- Handling complaints, appeals, refunds, and support needs
- Issuing your Statement of Attainment or other certification

- Ensuring fair treatment and access to learning support services

If you ever have concerns about the conduct or service provided by a third party—or are unsure who to speak to—**please contact Training Australia directly**. Your success and safety remain our responsibility.

Contact learn@firstaidadvantage.training or 0429 230 714

13.4 Interested in Partnering With Us?

If you are an organisation or qualified training provider and would like to explore opportunities to partner with **Training Australia** as a third-party provider, we welcome enquiries.

To discuss third-party arrangements, please contact our Compliance Team:

Email: patrick@firstaidadvantage.training

Phone: 0429 230 714

All third-party partnerships are subject to strict compliance requirements and formal agreements in accordance with the Standards for RTOs 2025.

