



## CODE OF PRACTICE

This Code of Practice provides the basis for best practice in the daily operations of education and training services offered by First Intervention Pty Ltd a Registered Training Organisation registered in Victoria by the Victorian Registration Qualifications Authority.

For purposes of this Code 'course participants' refers to any person, participating in education or training delivered by First Intervention Pty Ltd.

### Provision of Training & Assessment Services:

First Intervention Pty Ltd has policies and management practices which maintain high professional standards in the delivery of training and assessment services which safeguard the interests and welfare of course participants.

First Intervention Pty Ltd maintains a learning environment that is conducive to the success of the course participants and has the capacity to deliver and assess vocational Qualifications for which it has been registered, provided adequate facilities, and use methods and materials appropriate to the learning and assessment needs of course participants.

First Intervention Pty Ltd monitors and assesses the performance and progress of its course participants and ensures that teaching staff are not only suitably qualified but are sensitive to the cultural and learning needs of the course participants. First Intervention Pty Ltd provides on going education, skills maintenance and training to our staff.

First Intervention Pty Ltd ensures that assessments are conducted in a manner that meets the endorsed components of relevant Training Package(s) and/or accredited courses and is committed to access and equity principles and processes in the delivery of its services.

### Compliance with Commonwealth, State/Territory Legislation and Regulatory Requirements:

First Intervention Pty Ltd also maintains relevant insurance policies which include:

- Workers Compensation
- Public Liability
- Professional Indemnity
- Building and Contents

### Financial Standards:

Where applicable, First Intervention Pty Ltd has measures to ensure that course participants and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

Where applicable, First Intervention Pty Ltd has a refund policy that is fair and equitable and this policy is contained within this code of practice or is available to all course participants and clients upon request.

Where applicable, First Intervention Pty Ltd ensures that the contractual and financial relationship between course participants and First Intervention Pty Ltd is fully and properly documented, and copies of the documentation are made available to the trainee.

Documentation includes: costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on course participants.

### Administration and Record Keeping:

First Intervention Pty Ltd keeps complete and accurate records of the attendance and progress of course participants and where applicable, financial records that reflects payments and charges and the balance due and provides copies of these records upon request.

### Recruitment:

First Intervention Pty Ltd conducts recruitment of course participants at all times in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the Qualification, proficiency and aspirations of the applicant are matched by the training opportunity offered.

First Intervention Pty Ltd ensures that suitably qualified staff assesses the educational background of intending course participants.

### Provision of Information:

First Intervention Pty Ltd supplies accurate, relevant and up-to-date information to prospective course participants covering but not limited to the matters as follows:

- Enrolment Procedure
- The accreditation status of the course
- Entry requirements
- Course material requirements
- Arrangements for Recognition of Prior Learning and Recognition of Current Competencies
- Arrangements for Credit Transfer and National Recognition
- Commencement times, dates and duration of courses
- Competencies to be achieved during the training
- Policies on Assessment Procedures
- Where applicable, the conditions under which course participants will be eligible to receive a refund of fees
- Internal and external grievance/appeal processes

First Intervention Pty Ltd supplies this information to course participants before it enters into written agreements with them and regularly reviews all information to ensure its accuracy and relevance.

First Intervention Pty Ltd ensures that, except as required under law the Standards for Registered Training Organisations or by law, information about a client is not disclosed to a third party without the written consent of the client.

#### Fees & Refund Policy:

##### Qualification Courses:

Upon acceptance into one of these courses, students are required to pay an initial course deposit. This is payable within 7 days of receipt of invoice and is non-refundable if cancellation is received less than 14 days prior to the course commencement date or after course commencement. Upon commencement of the course, the balance of fees must be paid in instalments for which invoices will be issued for payment within the specified terms.

##### Short Courses (First Aid):

For short courses, the full cost of the course must be paid before commencement. In the event of a course participant having paid a fee prior to First Intervention Pty Ltd prior to the commencement of a general public course and that individual participant is unable to attend the course a full refund will be given provided that 7 days notice is given prior to the course commencement.

Where a course participant has paid for a general public course and less than 7 days notification of a cancellation or failure to notify First Intervention Pty Ltd of the cancellation, will not entitle the course participant to any refund and the full course fee will be charged.

In circumstances where course fees have not been received prior to course commencement and there is a failure to notify First Intervention Pty Ltd of your course cancellation or withdrawal, the full course fees will be charged.

Where First Intervention Pty Ltd is required to reschedule a general public course with less than 7 days notice, any course participants enrolled in that course will be offered a full refund or the opportunity to attend another course at a date suitable to the course participant and First Intervention Pty Ltd.

##### Company or Group Booking

Where a company or group booking has been made a minimum of 7 days notification of a cancellation is required. First Intervention Pty Ltd reserves the right to charge a cancellation fee of 25% of the quoted price in order to recover administration costs.

Where a company or group booking has been made and less than 7 days notification of a cancellation is given, First Intervention Pty Ltd reserves the right to charge a cancellation fee of 80% of the quoted price in order to recover administration costs.

Where an organisation requests a course to be re-scheduled with a minimum of 7 days notice no other fees will apply.

Where an organisation requests a course to be re-scheduled with less than 7 days notice, First Intervention Pty Ltd reserves the right to include a fee of 25% of the quoted price to be added to the invoice in order to recover administration costs.

First Intervention Pty Ltd reserves the right to withdraw or withhold certifications or qualifications for training received when a refund is made. However, where a refund is made and it is established that the trainee/student complaint is fully justified First Intervention Pty Ltd will not withdraw or withhold certification.

In the event that illness or other unforeseen circumstance should prevent an individual participant from completing a course for which full payment has been made to First Intervention Pty Ltd, the participant will be offered a place in another course free of charge in order to complete the qualification, otherwise a partial refund (up to 50%) may be given (a doctor's certificate may be requested).

Credit Transfer / National Recognition of Qualifications issued by other Registered Training Organisations:

First Intervention Pty Ltd requires that Australian Qualification Training Framework (AQTF) qualifications and Statements of Attainment issued by any other Registered Training Organisation will be recognised. Academic qualifications and transcripts issued by tertiary education institutions will also be subject to credit transfer.

Implementation

Staff and course participants will be informed of First Intervention Pty Ltd's Credit Transfer / National Recognition obligations via the relevant policy documentation and our Code of Practice.

Course participants who provide evidence of AQTF Qualification or Statements of Attainment will receive full status of these awards or units of competency.

In assessing evidence provided, staff are advised to ensure authenticity by sighting original documentation, including the presence of the National Recognised Training logo and an Academic Transcript.

In some cases where a Statement of Attainment or Qualification has expired the applicant who is seeking Credit Transfer / National Recognition, will be required to apply for RPL.

Recognition of Prior Learning (RPL):

First Intervention Pty Ltd will ensure that all prospective course participants are provided with a copy of the Skills Recognition Assessment Policy and Procedure and the Credit Transfer and National Recognition Policy.

The Skills Recognition Assessment Procedure shall be available to all prospective candidates.

Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise and valid qualifications.

Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient and authentic.

First Intervention Pty Ltd will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired.

Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous recognised training undertaken,
- Records of Workplace Training,
- Previous Qualifications,
- Volunteer Experience,
- Previous Position Descriptions,
- Videotapes,

- Statutory Declarations,
- Work and life experiences, and/or
- Non-formally recognised training undertaken.

Skills recognition assessments and outcomes will be recorded and relevant Qualifications/Statements of Attainment will be issued where applicable.

### Procedure

Information and advice on making application for skills recognition assessment can be obtained from the General Manager or relevant Course Administration officer, First Intervention Pty Ltd.

The cost for the administration and assessment of a skills recognition assessment application will be provided to the applicant at the time of application. (as outlined in the Skills Recognition Information Kit)

Candidates may make application prior to the commencement of the course and should lodge their application with the General Manager, First Intervention Pty Ltd.

Applications should include the appropriate forms, a statement of their reason for applying for RPL, certified copies of relevant certificates and other supportive documentation.

Candidates may be invited to attend an interview process to discuss the application. Further information/documentation may be requested.

An assessment and verification of the application will be undertaken.

Applicants will be notified of the assessment decision in writing. Where applicable, exemptions/credits will be given and recorded, and qualifications/Statements of Attainment issued.

Candidates may appeal a decision. Appeals should be lodged with the General Manager, First Intervention Pty Ltd.

### Access & Equity:

First Intervention Pty Ltd is committed to ensuring an equitable environment for all people at all times and especially in our own workplace. Our commitment to equity is not simply because it is good business sense, but also because the fundamental principles upon which First Intervention Pty Ltd functions is freedom, fairness and the fulfilment of our potential as individuals.

### Our Principles

*Freedom:* For First Intervention Pty Ltd freedom of opinion and action is to be confined only by the necessity of ensuring the same degree of freedom to other people. All First Intervention Pty Ltd staff, no matter what position they hold in the company, are free to propose their opinion and have their ideas considered. They are also free to work in any manner they wish, provided they meet the outcomes and where it can be shown that their activity improves our work environment and/or prosperity

*Fairness:* No individual is to be treated unfairly for any reason whatsoever. We cannot be respected if we do not respect, we cannot be prosperous if we cannot be respected if we do not ensure prosperity of others, we cannot gain opportunity if we do not fight to create opportunity for everyone with who we deal.

*Fulfilment:* All individuals are to be allowed to fulfil their need for physical and spiritual well being by receiving the service for which they have paid and/or being financially paid for their contribution, by having their contribution openly acknowledged, and by being given the opportunity to express their opinions in an atmosphere free from censure.

*Equity Committee:* First Intervention Pty Ltd is to have an Equity Committee charged with ensuring that the principles set out in this document are implemented and policed. The Committees is to be the final arbitrator of all disputes with the company and seek guidance and advice from bodies outside the company.

### Competence of Staff:

First Intervention Pty Ltd ensures staff involved in the training and assessment of our courses has the minimum qualifications of:

1. Certificate IV in Training and Assessment or it's equivalent, and
2. A Health Care Professional Qualification.

Staff are encouraged to practice and maintain their skills to the level that they are trained in the provision of pre-hospital emergency care.

### Assessment:

First Intervention Pty Ltd will ensure that all assessments:

- comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses;
- comply with the principles of validity, reliability, fairness and flexibility;
- provide for applicants to be informed of the context and purpose of the assessment and the assessment process;
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance;
- involve the evaluation of sufficient evidence to enable judgement to be made about whether competency has been attained;
- provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options;
- are equitable for all persons, taking account of cultural and linguistic needs, and
- provide for reassessment on appeal.

### Definition

Assessment means the process of collecting evidence and making judgements about whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

### Roles and Responsibilities

Lecturers, in conjunction with the General Manager, are responsible for ensuring:

- course specific information about assessment is developed for each of their courses;
- quality assurance processes for the course's assessment strategies are in place;
- that all results are accurately recorded and reported;
- that all staff maintain their currency of competency as assessors;
- that appeal and grievance procedures are followed;
- Recognition of Prior Learning, Recognition of Current Competence, National Recognition and Credit Transfer arrangements comply with First Intervention Pty Ltd policy and procedure;
- appropriate documentation of the course's assessment processes;
- where appropriate, industry/enterprise involvement in the development of assessments, and
- where appropriate, that industry/enterprise endorse the course's assessment strategies.

### Course Lecturers are responsible for:

- ensuring the course's assessment process is valid, fair, reliable and just;
- accurately analysing and interpreting competency standards or learning outcomes;
- constructing quality assessment tools and strategies;
- providing quality information on the assessment process course participants will be informed of the context and purpose of the assessment and the assessment process
- course participants will be provided with feedback about the outcomes of the assessment process and guidelines
- undertaking post assessment reviews;
- utilising assessor networks;
- ensuring assessment is equitable for all persons, taking account of cultural and linguistic needs, and
- providing reassessment on appeal.

### Implementation General Assessment Guidelines

Lecturers will ensure all details pertaining to course/module assessment tasks are provided to course participants, **in writing**, upon **commencement** of the course/module. This includes:

- relationship of assessment task(s) to competency or learning outcome;
- required competencies or learning outcomes to be attained;
- assessment criteria;
- procedures for submitting assignments including submission dates;
- ensure that a reasonable time elapses between notification of the assessment task and its due date.
- where possible timetable assessment tasks to ensure even distribution over the duration of the course/module.
- mark assessment tasks in accordance with pre-determined assessment criteria and provide the course participant with a written copy of the assessor's comments.

- where applicable, ensure consistency of interpretation and approach among multiple markers of the assessment task through assessment moderation.
- whether the assessment is graded/ungraded, and
- feedback process(es).

#### Facilities & Equipment:

Each participant will be provided with relevant intellectual materials required to study all courses or information on where to purchase this material. Each program will also be supported with adequate teaching aids to assist with the theory and practical training modules such as CPR manikins, bandages, visual aids, handouts, ambulances etc as appropriate.

#### Issuing AQTF Qualifications and Statements of Attainment:

First Intervention Pty Ltd issues Qualifications, Statements of Attainment and Academic Transcripts to course participants who meet the required outcomes of a Qualification, Short Course or Unit of Competency, in accordance with all appropriate National Guidelines and acknowledging that Qualification are nationally recognised.

#### Quality Control:

First Intervention Pty Ltd seeks feedback from our course participants and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

#### Marketing of Services:

First Intervention Pty Ltd markets and advertises its products and services in an ethical manner.

First Intervention Pty Ltd gains written permission from a trainee before using information about that individual in any marketing materials.

First Intervention Pty Ltd accurately represents recognised training products and services to prospective course participants and ensures course participants are provided with full details of conditions in any contract with First Intervention Pty Ltd.

No false or misleading comparisons are drawn with any other training organisation or qualification.

#### Customer Complaints and Appeals Mechanism

Student appeals or complaints should be submitted in writing to the General Manager, and should clearly document the reason for the appeal / complaint.

First Intervention will ensure the fair and efficient handling of any complaints should they arise. We will ensure that:

- (i) each appeal and its outcome, is recorded in writing.
- (ii) each appeal is heard by an independent person or panel.
- (iii) each appellant has an opportunity to formally present his or her case
- (iv) a re-assessment will be carried out, if necessary
- (v) each appellant is given a written statement of the appeal's outcomes, including reasons for the decision.

#### Privacy and Confidentiality Policy:

First Intervention Pty Ltd undertakes to comply with the Privacy Act 1998 and all information privacy principles in the provision of all services to clients.

First Intervention Pty Ltd's Privacy Protection Principles are:

#### Collection

First Intervention Pty Ltd will only collect personal information that is necessary for one or more of its functions or activities. First Intervention Pty Ltd will only collect personal information by lawful and fair means and not in an unreasonably intrusive way.

#### Use & Disclosure

First Intervention Pty Ltd will only use or disclose personal information about an individual when the individual has consented to the use or disclosure

#### Data Quality

First Intervention Pty Ltd will take reasonable steps to make sure that the personal information it collects, uses or discloses is accurate, complete and up-to-date.

#### Data Security

First Intervention Pty Ltd will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

First Intervention Pty Ltd will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used.

#### Openness

First Intervention Pty Ltd, through its Website, clearly expresses information to clients on its management of personal information. On request by an individual, First Intervention Pty Ltd will take reasonable steps to let the individual know, generally, what sort of personal information it holds, for what purposes, and how it collects, uses, and discloses that information.

#### Access and Correction

Personal information held by First Intervention Pty Ltd about an individual, will be provided to the individual on request by the individual, in a form or manner suitable to the individual's reasonable needs.

#### Identifiers

First Intervention Pty Ltd will not adopt as its own identifier of an individual, an identifier of the individual that has been assigned by any other organisation or service provider.

#### Anonymity

It is not legal or practicable for First Intervention Pty Ltd to provide any type of program or services without requiring client identification.

#### Transborder Data Flows

First Intervention Pty Ltd will not transfer personal information about an individual to any other location other than First Intervention Pty Ltd company offices.

### Sensitive Information

First Intervention Pty Ltd will not collect Sensitive Information about an individual unless:

- (a) the individual has consented; or
- (b) the collection is required by law.

### Privacy of Network Communications

When installing, operating, or maintaining its computer network, First Intervention Pty Ltd will take whatever measures are practicable, or are required by law, to ensure the privacy of communications passing over its network.

### New Services and Developments

First Intervention Pty Ltd will consider the privacy impact of new business processes and services before they are introduced.

### Compliance Audit

As part of its continuous improvement process, First Intervention Pty Ltd will maintain an internal audit program to ensure its Privacy Protection Principles and policies remain appropriate and that First Intervention Pty Ltd operates in compliance with those Principles and policies.

### Student Support Services

First Intervention Pty Ltd will in conjunction with the individual and their employer, if applicable, provide adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate and appropriate direction and guidance of relevant support services in terms of academic and personal counselling.

### Relevant Legislation

A range of legislation is applicable to staff and students. Information on relevant legislation can be found as follows.

- Occupational Health and Safety Act 2005
- Privacy Act 2000
- Racial & Religious Tolerance Act 2001
- Disability Discrimination Act 1992
- Vocational Education & Training Act 2000
- Victorian Registrations Qualifications Authority Act

General site for access to legislation: <http://www.austlii.edu.au>

State based legislation: [www.state/territory.gov.au/](http://www.state/territory.gov.au/)

OH&S	<a href="http://www.business.channel.vic.gov.au">http://www.business.channel.vic.gov.au</a> ; <a href="http://www.nohsc.gov.au/">http://www.nohsc.gov.au/</a>
EO	<a href="http://www.eoc.vic.gov.au/">http://www.eoc.vic.gov.au/</a>
Privacy	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>
VRQA:	<a href="http://www.vrqa.vic.gov.au/">www.vrqa.vic.gov.au/</a>
DEEWR:	<a href="http://www.deewr.gov.au">www.deewr.gov.au</a>