

STUDENT HANDBOOK

‘Our beginnings set our values’



Vital First Aid[®]
TRAINING SERVICES

Registered Training Organisation 90531
ABN 29 079 610 325

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Introduction

Vital First Aid Training Services is an Australian registered company providing a wide range of services and products to assist with your safety and emergency response needs. These include:

- First aid kits
- Defibrillators
- Oxygen equipment
- PPE
- Safety equipment
- First aid handbooks

We are accredited to conduct and deliver competency based training and assessments in the following National Qualifications and Units of Competency. We acknowledge that we have responsibility for the quality of our training and agree that we are required to issue certifications on successful completion of our workshops. Certificates or Statements of Attainment will be issued within **30 days of the student being assessed as competent and all fees being paid**. We will confirm students as soon as possible of any significant matter that may affect your successful completion of a workshop.

Unit Code	Unit Name	Cost*
HLT Health Care Training Package		
HLTAID009	Provide cardiopulmonary resuscitation	POA
HLTAID010	Provide basic emergency life support	POA
HLTAID011	Provide First Aid	POA
HLTAID012	Provide First Aid in an education and care setting	POA
HLTAID014	Provide Advanced First Aid	POA
HLTAID015	Provide advanced resuscitation and oxygen therapy	POA
HLTAID016	Manage first aid services and resources	POA
HLTSS00068	Occupational First Aid Skill Set	POA
PUA12 Public Safety Training Package		
	Provide pain management	POA
	Provide emergency care for suspected spinal injury	POA
	Operate as part of an emergency control organisation	POA
	Lead an emergency control organisation	POA
	Confine small emergencies in a facility	POA
UET12 Transmission, Distribution and Rail Sector Training Package		
	Perform rescue from a live LV panel	POA

*For these costs please contact our office. Numbers of participants, venue location and specific industry needs may affect pricing.

Public workshop fees are shown on Vital First aid website

Selection and Enrolment

People interested in attending a workshop can contact Vital First Aid for information. Where a Unit of Competency / Qualification has pre-requisites, you must provide evidence of achieving those pre-requisite requirements. A pre-enrolment interview and Language Literacy and Numeracy assessment / self-assessment may also be required to be completed.

In order to enrol in any of our workshops a valid USI number is required and completion of AVETMISS data recording (Federal Government data recording) via our on-line portal. This USI is used to ensure validity of your identity. Unfortunately, unless you can provide this USI we cannot enrol a student. If you feel that you may be exempt from supplying a USI it is best that you review the policies set out by the Australian Government at <https://www.usi.gov.au/students/student-privacy-terms-and-conditions/individual-exemptions-students> . Your USI number will be verified against the USI database to ensure accuracy of records and identity.

Workshops available for public enrolment are advertised on our website. All prospective students attending any of our workshops must view the details of these units on the Course Types page of the website to fully understand all aspects of the unit..

Enrolment forms are used to express interest in a particular unit or course – a person is not considered by us to be a “student of Vital First Aid” until they have completed the Student Declaration online prior to commencement of a workshop, this form will be made available to the student either electronically or paper based.

Enrolment is subject to the following:

- Completion of any on-line learning resource as required. Any on-line work must be completed prior to attending the face-to-face component unless otherwise stated.
- Acknowledgement that the award of any certification is subject to successfully completing all assessments, any pre-course work and finalisation of workshop fees.
- Many workshops (all public workshops and all HLTAID009 Provide cardio-pulmonary resuscitation / HLTAID011 Provide First Aid / HLTAID012 Provide first aid in an education and care setting units) now use electronic online assessment, participants will require a fully charged smart device / laptop with internet access during the face to face session. Some venues provide wifi. It is the students responsibility to ensure their device can connect and log into the Student Learner Portal prior to attending workshops.
- Receipt of the completed enrolment form by Vital First Aid and payment.
- Acknowledgment that Vital First Aid Training Services will not accept any liability for workshop cancellations or non-acceptance of a workshop enrolment
- Some venues are licensed; minors must be accompanied by a guardian at all times.
- Not all venues will have lunch facilities, please discuss this with us if it is a concern.
- Vital First Aid can be contacted during business hours on **Local Call 1300 880343**.

Vital First Aid Training Services may refuse enrolment where a student does not meet course entry requirements or where participation may pose a risk to the safety or wellbeing of others

Vital First Aid Training Services makes every effort to provide accurate information about workshop content, assessments and student requirements. Students are encouraged to contact the office if they require clarification about any course details prior to enrolment

Induction and Learning

Prior to commencing the workshop, all students will be involved in a pre-course interview. This interview is designed to ensure students are

- fully aware of what course they are attending
- fully aware about why they are attending the course
- fully aware of what outcomes they are expecting from the course to ensure it is the right course for them
- adequately assessed for any Language Literacy or numeracy weaknesses that would impact on successful completion of the course.
- Fully aware of our policies and procedures on complaints and appeals, fees and refunds

ONLINE ASSESSMENTS in class

Vital First Aid uses electronic assessment completion for most workshops. These assessments are designed to be completed during the class on a smart device like an iPhone or android device, they can however also be completed on a laptop. Participants will need to bring a smart device with them and ensure they have mobile data available - most venues however do have wifi available. Our system uses very small amounts of data.... We recommend that participants log into their Learner Portal before the workshop to ensure they are familiar with the process, this is also an ideal time to update all their critical details like the USI and AVETMISS data

Students are required to arrive at workshops approx. 10-15mins prior to the scheduled start time. Start time is the time the workshop starts – arrival any time after the Start Time may result in the student being turned away and considered a “non-attendance”. The student may elect to rebook or fully cancel their enrolment – fees will apply.

Students will undertake a quiz during this interview to assist with determining their learning needs for the selected workshop. This quiz is based on the pre-course learning resources that they are directed to in their enrolment emails, these are also available publicly on our website

We recognise that learning is a lifelong process and that how people learn varies from person to person with different situations requiring different kinds of learning. In line with our commitment to provide a client focused service, we offer flexible training that involves students by encouraging interaction, valuing the principles of holistic learning and providing meaningful feedback. Learning sessions are very practical and you will be challenged to practice your new skills whilst at the same time joining in discussions and question and answer sessions within the group.

Recognition of Prior Learning (RPL) – fees apply

All students are offered the opportunity to apply for recognition of their existing skills prior to the workshop commencement. To do this, applicants should ask for an RPL Kit Form 23, relevant to the workshop in which they are enrolling prior to commencing the workshop. RPL Kits are available from the Head of Training . The costs associated with RPL are summarised in the fee schedule. RPL “kits” are created on a needs basis specific for the situation and structure around the assessment criteria (knowledge evidence and practical evidence)

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

Students attending short courses / units would not normally have RPL offered as the nature of these units requires retraining and generally accepted by industry as requiring retraining .

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employees, course outlines of previously studied courses. We also recognise the credentials issued by other Registered Training Organisations operating under the Standards for Registered Training Organisations (RTOs) 2025 .

All assessments of RPL applications are reviewed by the Head of Training who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject

expert to be part of the assessment process. The assessment of RPL by the Head of Training is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart; we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Students may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

Vital First Aid Training Services Pty Ltd reserves the right to conduct and Language, Literacy and Numeracy assessment .

Assessments

Details of assessment requirements are available on our website under Course Types and should be viewed prior to enrolling in any of our courses.

Assessment **may** comprise of:

1. Online learning resources as required;
2. Individual practical assessments based on specific activities you have been taught.
3. Written / electronic assessments
4. Post course portfolio / assessments

Some assessment criteria may involve physical conditions (eg CPR requires the participant to complete 2 minutes of CPR on an adult manikin on the floor – in some cases these are regulated conditions that no RTO is legally ignore)

Assessments may be conducted by the trainer delivering the course or by another qualified assessor. Students will be advised of their assessment results at the conclusion of the course or shortly thereafter.

Complaints and Appeals Procedures

Complaints may be in response to allegations involving the conduct of :

- RTO staff
- Trainers
- Assessors
- Students

Appeals may be in response to an assessment decision or a Complaint outcome

Complaints and Appeals

Vital First Aid Training Services is committed to providing a fair and transparent complaints / appeals process. Students may lodge a complaint or appeal about any aspect of training, assessment, or the conduct of staff or other students.

Complaints / Appeals about assessment outcomes, may be submitted by:

Email to the Chief Executive Officer / Head of Training

Telephone contact with the office

Completing the Complaints and Appeals Form available from our office

The RTO will acknowledge receipt of the Complaint / Appeal within 10 working days and will commence the resolution process as soon as practicable. All complaints will be handled in a fair, confidential and impartial manner.

Where possible, complaints will be resolved within 60 days. If additional time is required, the complainant will be advised in writing

Where verbal complaints regarding vocational education are received, they can be discussed with a Trainer and preferably resolved. Complaints about the organisation can be directed to the Head of Training.

If the complaint / appeal is not resolved, then the complaint is to be documented by the complainant onto a Complaints and Appeals Form (Form 09) and processed as per the policy.

The Head of Training will make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present. Complaints / appeals are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

If the dispute has not been resolved to the students satisfaction, the student may request independent mediation. This mediator should be a mutually agreed upon appropriate person with qualifications in VET – it would normally be recommended that the mediator hold a Diploma in Vocational Education and Training. The cost of this external mediator will be borne by the losing party of the mediation. Estimates of the cost of this mediation should be confirmed prior to entering into this mediation.

A copy of all the documentation, in particular the complaint / appeal and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to the policies and procedures, the Head of Training notifies the required personnel to ensure that the procedure for document change is listed in the Procedure on Document Control is followed with the appropriate records made.

In the event that a complaint / appeal is substantiated, Vital First Aid Training Services will take prompt and appropriate action to resolve the circumstances and prevent recurrence via activation of the Continuous Improvement process.

Complaints / appeals cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisations practiced and Management System. Privacy requirements and student/individual rights are maintained.

If the student chooses to access our complaints and appeal processes, Vital First Aid Training Services will maintain the student's enrolment while the complaints and appeals process is ongoing.

If a student is not satisfied with the outcome of the internal complaints process, they may lodge a complaint with the **Australian Skills Quality Authority (ASQA)**.

Current Legislation

Vital First Aid provides training according to State and Federal Legislation. Such legislation includes Occupational Health and Safety, Anti-Discrimination, Privacy and Child Protection. If you would like information on any of this legislation you can go to www.austlii.edu.au or ask your trainer.

Courses and Award

Vital First Aid Training Services is the Registered Training Organisation responsible for compliance of training and/or assessment AND for issuance of AQF certification documentation. Students will be awarded the appropriate Statement of Attainment in keeping with the organisation's scope of registration and approvals.

Some statutory requirements govern currency of certifications, examples below:

Provide First Aid	3 years	Occupational First Aid	3 years
Advanced resuscitation	1 year	CPR 1 Year	

Specific regulations, guidelines, policies and procedures may require you to maintain the currency of your qualification. For example, confined spaces, electrical industry and pool/ beach lifesavers.

You must achieve all learning outcomes to receive an award.

Language Literacy Numeracy and Digital (LLND) skills

We aim at all times to provide a positive and rewarding learning experience for all of our students. Prior to enrolment students are asked to self declare any LLND issues they may have. Students will also complete a self assessment can be found on our website. A student that is aware of any LLND support requirements should identify these requirements prior to the workshop commencing. Students may be requested to formally complete a LLN self-assessment if they are considered at risk, their Digital skills are also identified during the early stages of creating a Learner Portal. No units of competency delivered by Vital First Aid required any specific level of Digital Skill, it is only the completion of assessments and creation of a student profile that required Digital literacy. Vital First Aid can assist prospective and current students with digital access wherever required. If a student does not identify themselves as having difficulties creating or navigating the Vital Learner Portal, they may be asked to suspend their current workshop, gain additional assistance to create a Learner Portal and navigate this portal, then attend a new workshop. This is designed to ensure the Digital Literacy issue does not impact on their, or others gaining of essential knowledge or skills

The Head of Training may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Vital First Aid Training Services is committed to supporting students who may require assistance with language, literacy, numeracy or digital skills.

Students who identify LLND support needs may be referred to specialist support services such as TAFE or the Reading Writing Hotline [1300 655 506](tel:1300655506).

Our aim is to ensure students receive appropriate support to successfully participate in training.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

Access and Equity

Vital First Aid Training Services is committed to providing a learning environment that supports fair access and equal opportunity for all students.

We aim to ensure that training and assessment services are delivered in a manner that is inclusive, respectful and free from discrimination, harassment and bullying.

Students are encouraged to inform Vital First Aid Training Services of any support requirements at the time of enrolment or as soon as possible so that appropriate assistance can be arranged, including:

- disability or medical conditions
- language, literacy or numeracy support needs
- cultural or religious requirements
- other personal circumstances that may affect learning

Vital First Aid Training Services may apply reasonable adjustments to training and assessment processes to support students with specific needs, provided the adjustment does not compromise the integrity of the unit of competency, the requirements of the training package, or workplace safety standards.

Our organisation complies with relevant Commonwealth and State legislation relating to access and equity, including but not limited to:

- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Anti-Discrimination Act 1977 (NSW)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations (RTOs) 2015
- Privacy Act 1988 (Cth)

This RTO has extended its ZERO tolerance to include Antisemitism. Antisemitism refers to hostility, prejudice, discrimination, or violence directed at Jewish people because they are Jewish, or directed at Jewish institutions, community organisations, or places of worship.

Antisemitic conduct may include, but is not limited to:

- Harassment, intimidation, or discriminatory behaviour directed toward Jewish individuals
- Offensive remarks, stereotypes, or derogatory comments about Jewish people or Judaism
- Denial, distortion, or trivialisation of the Holocaust
- Bullying or exclusion of individuals based on Jewish identity or perceived identity
- Damage to property associated with Jewish individuals, organisations, or religious facilities

Trainers and assessors are responsible for ensuring that training and assessment practices are inclusive, respectful and responsive to the diverse needs of students.

Any student who believes they have, or they have been witness to, discrimination, harassment or unfair treatment are urged to raise the matter with their trainer or through the Complaints and Appeals Procedure outlined in this handbook.

Your Rights and Obligations

Use of your Personal Information

Your personal details and student records may be available to:

- Any Commonwealth Government Agency and/or
- Any State Government Agencies and/or
- When requested by a Court/Tribunal

Welfare and Guidance Services

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs and
- Any other issue

What you can and cannot do

To ensure you gain maximum benefit from your time with us, we reserve the right to remove any person(s) who display dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

If you have any concerns about how you should act, speak with your Trainer or the Head of Training .

Unacceptable Behaviour includes

- Interruptions of the trainer whilst delivering workshop content during real-time demonstrations
- Being disrespectful to other participants
- Discrimination or vilification of any form including but not limited to sexual, religious, racial
- Harassment by using offensive language
- Sexual harassment
- Acting in a manner that places you or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Other objectionable behaviour

Disciplinary Procedures

Vital First Aid advocates that trainers and students have the right to train and the responsibility to work in a respectful and supportive environment. Students have the right to:

- be treated fairly and with respect by staff and fellow students;
- learn in an environment that is free from discrimination of any type, and harassment;
- learn in an environment that is conducive to success;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within fourteen days of receiving notification of any decision made about late or missed assessment; and
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.

Students have the responsibility to:

- To treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - ☐ following reasonable directions from a member of staff;
 - ☐ not behaving in a manner that is disruptive or interrupts training sessions;
 - ☐ not behaving in any way that may offend, embarrass, discriminate against or threaten others; and
 - ☐ not harassing students or staff, damaging, stealing, modifying or misusing our property;
- ensure personal details are current and correct;
- participate in all assessment tasks as scheduled, honestly and to the best of each person's ability; and
- follow normal safety practices.

If a student breaches the Code of Conduct, the following process will apply:

1. Verbal warning from the trainer
2. Written warning from management
3. Removal from the training session if behaviour continues

If the behaviour of the student is considered threatening by either the trainer or other student's, the student will be asked to leave the workshop immediately

Privacy and Confidentiality Records Access

Vital First Aid Training Services is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided your organise it with the Chief Executive Officer with a minimum of 2 days notice.

Please see separate Privacy Policy as published on our website and available upon request

Fees and Refunds

Vital First Aid Training Services will provide all students with clear information regarding course fees prior to enrolment.

Students will be informed of:

- the total course cost
- any additional charges that may apply
- payment arrangements
- refund conditions

Course fees must be paid prior to the commencement of training unless alternative arrangements have been approved.

Refunds may be available in the following circumstances:

- If a student withdraws from a course more than 3 business days before the course commencement date, an administration fee of \$40 will apply.
- If a student withdraws from a course less than 3 business days notice, a cancellation fee of 100% workshop cost applies
- If the RTO cancels a course or is unable to deliver the training as agreed, students will receive a full refund or transfer to an alternative course date.

Vital First Aid Training Services does not require students to pay more than \$1500 in advance for training services.

All refund requests must be submitted in writing.

A fee of \$20 ex gst for each transfer, (one free transfer offered).

Refunds and rebooking's must be claimed within 30 days. No refund of any fees paid will be available after this time

If a student is unable to meet the physical requirements of a specific unit or presents with insufficient LLN skills to be able to complete the workshop, any fees paid in advance will be fully refunded excepting an administration fee of \$20 ex gst.

Graduation

Once you have successfully completed all of the units of competency required by your workshop, you will receive your Certification via email in the form of a secured PDF. The Certificate lists the qualification/certification gained and all of the individual units that make up the subjects within the workshop.

This is an important document and should be stored carefully. You will have to present it if you are applying for workshops at any other Registered Training Organisation. It may also be required by an employer or other person.

Incomplete Qualifications

If you leave the workshop without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

Reissuing Qualifications

If you need additional copies of your qualification, Statement of Attainment, please log into our website / Learner Portal – this will access your file and full ability to reprint certificates as needed.

Verification of certifications

Certifications may be verified by scanning the QR code found on the certification.

Feedback

Vital First Aid Training Services actively wants your feedback and regularly undertakes evaluations of all workshops and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Head of Training . After completion of workshops you will also receive an invite to complete on-line survey through Survey Monkey

We monitor compliance with Standards for Registered Training Organisations (RTOs) 2025 and our policies and procedures through the use of evaluations at the completion of the workshops.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

Changes to Agreed Services

Vital First Aid Training Services will notify students as soon as practical about any changes to workshop dates, venues and / or policies. This notification will take the form of email being sent to the registered email address of the student and/or direct phone contact.

Acknowledgment of Student Handbook terms and conditions

Completion of a registration form or student declaration is acknowledgment and acceptance of all the conditions found within this “Student Handbook” and our policies – with or without this document being signed by a student.

Student Help and Support Services and Helplines

Vital First Aid Training Services is committed to supporting students to successfully complete their training. If you require assistance during your studies, you are encouraged to speak with your trainer or contact our office. We can provide guidance or refer you to appropriate support services.

Support services may include assistance with:

- Language, literacy, numeracy and digital skills
- Study skills and learning strategies
- Personal wellbeing
- Disability support
- Counselling or mental health support
- Cultural or language support
- Financial hardship or community support services

The following external support services are available to students.

Emergency Services

If you or someone else is in immediate danger, call:

Emergency Services: 000

Crisis Support and Suicide Prevention

Lifeline – 24-hour crisis support and suicide prevention service

Phone: **13 11 14**

Website: <https://www.lifeline.org.au>

Mental Health Support

Beyond Blue – Mental health information and support

Phone: **1300 22 4636**

Website: <https://www.beyondblue.org.au>

Black Dog Institute – Mental health resources and support strategies

Website: <https://www.blackdoginstitute.org.au>

SANE Australia – Support for people affected by mental illness

Phone: **1800 187 263**

Website: <https://www.sane.org>

Alcohol and Other Drug Support

National Alcohol and Other Drug Hotline – Confidential counselling and referral service

Phone: **1800 250 015**

Website: <https://www.health.gov.au/our-work/drug-help>

NSW Health Drug and Alcohol Services – Treatment and support services

Website: <https://www.health.nsw.gov.au/aod>

Domestic and Family Violence Support

NSW Domestic Violence Line – 24-hour support service

Phone: **1800 656 463**

Website: <https://www.facs.nsw.gov.au/domestic-violence>

Relationships Australia – Relationship counselling and family support

Website: <https://www.relationships.org.au>

ReachOut Australia – Online resources for relationship and wellbeing support

Website: <https://au.reachout.com>

Language, Literacy and Numeracy Support

Reading Writing Hotline – National referral service for adult literacy and numeracy support

Phone: **1300 655 506**

Website: <https://www.readingwritinghotline.edu.au>

Multicultural and Language Support

Translating and Interpreting Service (TIS National) – Telephone interpreting service

Phone: **131 450**

Website: <https://www.tisnational.gov.au>

Australian Multicultural Foundation – Multicultural community support

Website: <https://www.amf.net.au>

Disability Support Services

National Disability Insurance Scheme (NDIS) – Information and support for people with disabilities

Phone: **1800 800 110**

Website: <https://www.ndis.gov.au>

Disability Gateway – Information and services for people with disability

Website: <https://www.disabilitygateway.gov.au>

Community Support and Charitable Organisations

The Salvation Army – Community and social support services

Website: <https://www.salvationarmy.org.au>

The Smith Family – Educational support for disadvantaged students

Website: <https://www.thesmithfamily.com.au>

Student Assistance

If you require support that may affect your ability to participate in training or assessment, please contact Vital First Aid Training Services as early as possible. We will work with you to identify appropriate support options or refer you to relevant services.

Australian Human Rights Commission

The Australian Human Rights Commission investigates complaints about discrimination under federal laws.

Phone: **1300656419**

Website: <https://humanrights.gov.au>

Fair Work Ombudsman

If discrimination relates to employment or workplace rights, assistance may also be available from the Fair Work Ombudsman.

Phone: 131394

Website: <https://www.fairwork.gov.au>

Reporting Concerns

Students who believe they have been treated unfairly or experienced discrimination during training may:

1. Speak with their trainer, or
2. Contact the Chief Executive Officer of Vital First Aid Training Services, or
3. Lodge a complaint through the organisation's complaints and appeals process.

Students may also seek advice directly from the organisations listed above.