

## Student-Course Information

Registration details	Vocational Education and Training Accreditation Board (VETAB) Registered Training Organisation number 90909 and ABN 63 114 756 857	
Contact details	Phone 1300 559 064	
Course name and code	HLT21107 Certificate II in Emergency medical Service First Response	
What will I receive following the course	A4 Certificate and a plastic card	
Type	<input checked="" type="checkbox"/> Qualification <input type="checkbox"/> Accredited Course <input type="checkbox"/> Unit of Competency	
What Training Package does this course/unit come from	Health Training Package 07	
Partial completion		
How long is the course	Depends on the electives taken. A general course would take approximately 40 to 50 hours	
Is there a need to re-refresh this training on a yearly/three yearly cycle	The first aid units are recommended every 3 years	
Course purpose and Vocational outcomes of this course/unit	To provide additional skills to first responders who are the first responders in an emergency within the workplace	
Is there a course/unit that I must complete prior to this training course? This is called a Pre-requisite	No	
If I complete the pre-requisite at the same time of this course, the additional time would be		
Course fees	<p>This course may be delivered by way of partnership arrangements with your trainer. The course fee will be paid direct to the trainer (the partner organisation). This course is usually arranged by the employer of a workgroup and the employer can be invoiced for the training. If the employer does not arrange the training, or the employer does not agree to fund the training, training fees must be paid by the individual students direct to the trainer. All partners will be required to meet minimum resource and facility requirements and course fees are available at the time of enrolment.</p>	
Where will the training be conducted?	<p>The training required by the target group requires training either at the employer's workplace so that they can develop skills consistent with their job description in their own employment practice, at a simulated workplace or in a classroom. A flexible learning strategy incorporating On line learning programs may be utilised where appropriate. This information will be made available at the time of enrolment.</p>	

<p>Induction procedures</p>	<p>A formal induction will be conducted at the start of your Course. The following is an outline of what is covered during this induction -</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Details of emergency procedures, emergency wardens, first aid, accident/injury reporting, security and occupational health and safety</li> <li><input checked="" type="checkbox"/> Discussion of building access</li> <li><input checked="" type="checkbox"/> Assessment information</li> <li><input checked="" type="checkbox"/> All students have a copy of or have sighted the Student Handbook</li> <li><input checked="" type="checkbox"/> Framework of the program , outcomes</li> <li><input checked="" type="checkbox"/> Outline of course information and course delivery</li> <li><input checked="" type="checkbox"/> Provides information on break times</li> <li><input checked="" type="checkbox"/> Role of trainers</li> <li><input checked="" type="checkbox"/> Recognition of prior learning – what is it, how to apply, procedures undertaken</li> <li><input checked="" type="checkbox"/> Completion time frames</li> <li><input checked="" type="checkbox"/> Facilities and equipment, amenities, refreshment areas</li> <li><input checked="" type="checkbox"/> Messages</li> <li><input checked="" type="checkbox"/> Contacting trainers</li> <li><input checked="" type="checkbox"/> Classroom behaviour.</li> </ul>
<p>Occupational health and safety of our students</p>	<p>Allens Training is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors. Allens encourages all workplace participants to regard accident prevention and working safely as a collective and individual responsibility.</p> <p>Allens Training recognises its corporate responsibility under the AOHS Acts and regulations. Students as well as trainers and assessors share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.</p> <p>This includes to:</p> <ul style="list-style-type: none"> <li>• Provide and maintain safe equipment and systems of work.</li> <li>• Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances.</li> <li>• Maintain the workplace in a safe and healthy condition.</li> <li>• Provide adequate facilities to protect the welfare of all employees and students.</li> <li>• Provide information, training and supervision for all staff and contractors, helping them to integrate OHS into their work areas and roles.</li> <li>• Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.</li> <li>• Check OHS system compliance via ongoing auditing.</li> <li>• Integrate continuous improvement into the training - OHS performance.</li> </ul> <p>Occupation Health &amp; Safety Act can be found at <a href="http://www.legislation.nsw.gov.au">www.legislation.nsw.gov.au</a></p>

<p>Is there any recognition of my prior learning or experiences (RPL) or recognition of my current competencies</p>	<p>If you have completed courses in a related field you may be able to take advantage of a facility called “RPL” or “Recognition of Prior Learning”. This means that account may be taken of related qualifications to satisfy some or all of the course requirements. Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material.</p> <p>The outcome may be that we can:</p> <ol style="list-style-type: none"> <li>1. Provide the qualification based on the material supplied.</li> <li>2. Provide the qualification subject to some form of assessment, but without classroom attendance.</li> <li>3. Provide partial recognition of units of the course and thereby reduce the classroom and assessment process leading to course completion.</li> </ol> <p>Fees will be charged for the RPL service and will be discussed when you approach Allen’s Training to determine the requirements that will need to be supplied.</p>
<p>Who would be the target audience for this course?</p>	<p>This qualification covers workers who provide first response care in line with Australian Resuscitation Council Guidelines. This involves provision of first aid care. Occupational titles may include:</p> <ul style="list-style-type: none"> <li>• Community based first responder • Volunteer first aider</li> <li>• Emergency medical responder • EMS first responder</li> <li>• Workplace first responder</li> </ul>
<p>What does reasonable adjustment mean to the student</p>	<p>If a person with a disability meets essential entry requirements, the RTO must make changes or "reasonable adjustments" necessary for that person to perform their course-work.</p> <p>In most situations, the student with a disability will be able to tell the RTO what he or she needs to be able to study. If necessary, the RTO should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.</p> <p>Adjustments may include:</p> <ul style="list-style-type: none"> <li>• Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.</li> <li>• Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.</li> <li>• Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.</li> <li>• Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.</li> </ul>

<p>Physical disability</p>	<p>A person with a disability has the right to study at an educational institution in the same way as any other student.</p> <p>The <i>Disability Discrimination Act (DDA) 1992</i> makes it illegal for an educational authority to discriminate against persons with a disability. A registered training organisation (RTO) may not prejudice and must offer people with a disability the same educational opportunities as everyone else.</p> <p>The DDA protects people with a disability against discrimination in education, such as:</p> <p>Admission:</p> <ul style="list-style-type: none"> <li>• Refusal or failure to accept an application for admission from a person with a disability</li> <li>• Accepting a person with a disability as a student on less favourable terms or conditions than others. For example, asking a person with a disability to pay higher fees.</li> </ul> <p>Access:</p> <ul style="list-style-type: none"> <li>• Denying or limiting access to people with a disability. For example, delivering lectures in an inaccessible format, inaccessible student facilities.</li> <li>• Subjecting a person with a disability to any other detriment such as discriminatory selection criteria.</li> </ul>
<p>Access to student support:</p>	<p>Our clinical advisor is available either by email, <a href="mailto:jim@allenstraining.com.au">jim@allenstraining.com.au</a> or by phoning 1300 559 064. Assistance can also be available by contacting your Instructor.</p>
<p>Academic and Vocational Counselling</p>	<p>Students may receive academic or vocational counselling from the trainer or other qualified person. The trainer monitors the student's progress and intervenes to provide counselling or support and where needed refers the student on to the general manager, program manager or other qualified person, depending on the nature of the problem.</p>
<p>Personal Counselling</p>	<p>Any student showing signs of distress or discomfort is to be approached by the staff member who noticed and offered support. Support may take the form of advice, referral to the General Manager, or other qualified person, depending on the nature of the problem.</p>
<p>Language, Literacy and Numeracy Support</p>	<p>Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the program manager may arrange for the student to receive extra-curricular assistance from the trainer or other staff member. Where extensive support is needed, specialised LLN classes may be set up. This will attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.</p>

<p>Where to go for additional support</p>	<p>If you feel that you have any problems with literacy and numeracy, we can arrange contact support units are:</p> <p>The Adult Literacy Information Office (TAFE NSW) Phone 131601 or Centrelink Literacy &amp; Numeracy Training Phone 132850 or Southern Region Community College 1300 655 296 who have a certificate in General Education for Adults, which is a literacy program for adults to gain skills for employment and further training opportunities. They offer, one on one or small groups, with confidentiality assured.</p>
<p>Appeals and complaints</p>	<p>All students have the right to express a concern or problem they may be experiencing when undergoing training. If you have a concern and wish to lodge a complaint, initially make a formal or informal approach to your trainer/assessor, or to the Office Manager. At any time you may phone 1300 559 064 and press 5 and request assistance from the welfare officer.</p> <p>The complaint procedures are as follows:</p> <ol style="list-style-type: none"> <li>1. All complaints must be made in writing and addressed to the Complaint Officer – Complaints to be initially assessed by Manager who will then make the decision in regard to the response required and the personnel responsible for replying.</li> <li>2. In cases where complaints require further consultation, or assessment, the complaint will be directed to the General Manager –All complaints must be responded to in writing within in 24 hours of receipt</li> </ol> <p>All grievances will be treated with confidentiality and will in no way be detrimental to the initiator.</p>
<p>Refund policy</p>	<p>Following receipt of any pre course study material, there is a service charge for non-attendance to the course. There are no exit fees for substitution of another date.</p>
<p>Lost or damage certificates</p>	<p>Lost certificates can be replaced on request. Fees apply for this replacement; currently this fee is \$11. An application form is located on our web site for requesting a replacement. The link is <a href="http://www.allenstraining.com.au/Documents.aspx">http://www.allenstraining.com.au/Documents.aspx</a></p> <p>You should allow a minimum of 7 working days to receive the replacement certificate.</p>

## What is in the course (course content)

### Core or compulsory units

HLTHIR301A Communicate and work effectively in health  
BSBCMN204A Work effectively with others  
HLTOHS200A Participate in OHS processes  
HLTIN301A Comply with infection control policies and procedures in health work  
HLTFA301B Apply first aid  
HLTFA402B Apply advanced first

### Elective units

BSBMED201A Use basic medical terminology  
HLTAMBFC301B Communicate with clients and colleagues to support health care  
HLTAP301A Recognise healthy body systems in a health care context.

These courses are s divided up into the following clusters

### Basic clinical care-

HLTFA301B Apply first aid.  
HLTIN301A Comply with infection control policies & procedures in health.  
HLTFA402B Apply advance first aid.

### General

BSBMED201A Use basic medical terminology  
HLTAP301A Recognise healthy body systems in a health care context.

### Workplace Relations-

HLTHIR301A Communicate and work effectively in health.  
BSBCMN204A Work effectively with others  
HLTAMBFC301B Communicate with clients and colleagues to support health care

### Occupational Health and safety-

HLTOHS200A Participate in OHS processes

Other electives available are:

**Elective units**

The following sample selection of electives may facilitate a pathway towards higher-level qualifications involving direct client care.

BSBMED301A Use advanced medical terminology

HLTAMBT301A Transport non-emergency clients under operational conditions

CHCAC3C Orientation to aged care work

CHCDIS1C Orientation to disability work

HLTFA302A Provide first aid in remote situation

CHCCS301A Work within a legal and ethical framework

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification
- Competency units available at Certificate II level or higher in the Health and/or Community Services Training Packages
- A maximum of 2 competency units may be selected from other relevant Training Package units available at Certificate II (or higher)

How will I be assessed in this course

Written paper for every unit – comprising .....short answer/multiple choice questions. The pass mark will be 75%.

Group activities and questioning

Practical demonstrations

Based on group activities and practical demonstrations, your Trainer/assessor will determine whether you have acquired the following competencies: