



## STUDENT HANDBOOK

**Wide Bay Volunteers**  
**Registered Training Organisation**  
Level ,1 Volunteer House  
78 Woongarra Street, PO Box 1097  
BUNDABERG QLD 4670  
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ABN: 69 927 255 735

Version 7 (Updated 23/07/09)



## **BEC FIRST AID**

First Aid courses are conducted through the Bundaberg Enterprise Centre under the auspices of Wide Bay Volunteer Resource Association Inc (Wide Bay Volunteers).

Wide Bay Volunteers is the 'Registered Training Organisation' (RTO) and as such needs to collect student information to keep on file, some for as long as 30 years.

All certificates for First Aid will be issued by Wide Bay Volunteers as the RTO, the certificates will then be available from Bundaberg Enterprise Centre for dispersal to students.

The information in the Student Handbook for Wide Bay Volunteers is also applicable to students undergoing First Aid training through the Enterprise Centre.

If you as the First Aid student are dissatisfied with academic procedural matters or are subject to any type of bullying, harassment or discrimination by others, then please make your complaint to the Manager of the Bundaberg Enterprise Centre first. If you do not feel that your complaint has been managed successfully, then you are free to take the complaint to the Manager of Wide Bay Volunteers for further negotiation and completion.

This Enterprise Centre follows the **Code of Ethics** as set out on page 13 of this handbook.



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Web-site: [www.widebayvolunteers.org.au](http://www.widebayvolunteers.org.au)  
Office hours: 8:30am – 3pm

## ***Delivery of Training***

### **Training delivered by Wide Bay Volunteers**

The information contained in this booklet applies to all students who are enrolled directly with Wide Bay Volunteers for Registered Training.

### **In Partnership with another Training Organisation**

Students who receive training through another training organisation and in partnership with Wide Bay Volunteers need to be aware of your student obligations as advised through your training organisation. Not all of the information contained in this booklet will be relevant to you. The delivery of your training will vary as per your training organisations policy and procedures; however you are still bound by the majority of information contained in this booklet. If you have a complaint about your training organisation, please refer your complaint to Wide Bay Volunteers before you contact any other external agency.

### **Employability Skills**

If you wish to download the Employability Skills for your course of study, you can find them at the following website: <http://employabilityskills.training.com.au>.

### **Student Services**

- Internet Café
- Printing Services
- Resource Library
- All day parking in Maryborough Street
- Close access to shopping centre and major banks
- Drinks and snacks available on site

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## Orientation details

All students will have to attend an orientation session, at orientation you will be given a student handbook that gives you all the relevant information you will need to be fully informed of our operations, Workplace health and safety policy and procedure and first aid and fire procedures.

## Privacy Policy

Upon your enrolment, Wide Bay Volunteers will collect personal information from you for general student administration. The information that you provide to us may also be used for planning, communication, research, evaluation, marketing activities and for reporting to relevant government bodies.

Your personal information is stored securely and can only be accessed by authorised personnel. All information provided to us will be managed according to the Privacy Act 1988 and its Information Privacy Principles, the Freedom of Information Act 1982 and the Queensland Government Information Standard No 42 (IS42).

## Access to your Information

Access to your individual records can be requested and can be permitted upon sight of relevant identification. If you are under the age of 18 years, your personal information, attendance details, progress and results may be disclosed to your parent/guardian. Any other access to your personal information will not be permitted without written permission from you, the student or your parent/guardian (if you are under 18 years) and relevant identification (driver's license or passport) from the person collecting the information.

Please note that should your personal details change, you should notify Wide Bay Volunteers as soon as possible so that your student records can be kept up to date.

**DISCLAIMER:** While all care has been taken in the preparation of the material contained in this Handbook, no responsibility is accepted by WBV's for any errors, omissions or inaccuracies. The material provided is for General information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author or our organisation for any known or unknown consequences that may result from reliance on any information provided in this Handbook.

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## Education & Training

### Education - Access and Equity Policy

The implementation of education and assessment processes within the organisation shall be guided by social justice principles related to access; participation; equity and equality. Education, accredited training will be provided, as applicable, within the guidelines of the Australian Quality Training Framework (AQTF).

### Access and Equity Guidelines

- Client-focused approach to ensure processes and education products and services meet the specific needs of our diverse market segments.
- Provision of opportunities for individuals to participate in quality vocational education and training and in associated decisions that impact on their learning.
- Promotion of processes that ensure the right of equality of opportunity without discrimination.
- Fair allocation of resources to ensure access and equity for all individuals.

### Enrolment

Enrolment information and what courses are available will be provided on our internet site.

Fees are to be paid at time of enrolment

Core units will already be set at a reduced fee and no further discounts will apply.

Course and material fees: TO BE ADVISED.

### Fees for reprint

*Fees for reprint of award, results, academic history*

- |   |         |
|---|---------|
| • Student Academic History                    | \$8.00  |
| • Student Records                             | \$8.00  |
| • Duplicate Receipts (Enrolment Confirmation) | \$8.00  |
| • Replacement Awards                          | \$11.00 |

A Statutory Declaration signed by a Justice of the Peace is to accompany a request for reprint of awards.

**GST:** *All our services are GST inclusive*

### Credit card or eftpos facilities

There are no facilities available for either of these options. Cheques are accepted with prior approval and electronic transfers are also an option to cash payments.

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### **Refund policy**

WBV's RTO has a refund process that is fair and equitable to all students.

If WBV's RTO has to cancel a course, learners will be notified and will be entitled to a full refund.

*If a student cannot attend a course, the student must cancel:-*

- One week prior to its scheduled date in order to cancel invoice or to be entitled to receive a full refund.
- Two days prior to its scheduled date in order to be invoiced for half of the course fee or to be entitled to receive one half refund
- An invoice for the full amount will be issued or no refund will be given if cancellation is not advised less than two days prior to course commencement date

When entitled to a refund of fees, learners may choose to have their fee credited towards the cost of a future course, rather than receive a refund. Fees in credit will be held for 12 months from the date of the course. Another person can be nominated to take up the registration provided they meet the course entry requirements or registration can be transferred to a future course

### ***Training and Assessment Standards***

WBV's RTO educators have the appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training product offered. Assessment will meet the requirements of endorsed components of training packages and the outcomes specified in accredited courses within the scope of our registration, as noted under the AQTF 2007 Quality Indicators. This includes Recognition of Prior Learning, Recognition of Current Competencies and credit transfer. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the learner's.

### **Retention and Storage of Learner Records**

Learner records will be stored in secure, lockable storage facilities to prevent unauthorised access, destruction, alteration or removal. Access will be limited to authorised staff and the individual learners to protect the confidentiality of learner information.

**Learner records comprise all information relating to the individual learner including:**

- Enrolment
- Course register
- Learner database

- Assessment report

**Storage facilities include:**

- Locked filing cabinet
- Password protected database

**Retention of Records**

Learner records, including material submitted for assessment will be retained in accordance with AQTF requirements as set out in the following table.

<b>Record</b>	<b>Period Retained</b>	<b>Form in which record is retained</b>
<b>Full Learner Record:</b> <ul style="list-style-type: none"> <li>• Enrolment &amp; contact details</li> </ul>	Retained in full for the period in which the learner is entitled to appeal assessment results	Paper file Electronic database
<u>Assessment Report</u> : all assessment reports and materials for all learners	12 Months from the time the student is no longer entitled to appeal.	Paper file archived in locked storage. Electronic database
<u>Learner Enrolment</u> details, assessment results & a record of qualifications/Statements of Attainment issued including list of all competencies/modules achieved.	30 Years	Electronic database
<u>Assessment Instruments:</u> All assessment instruments, tools and processes and assessors marking grid/criteria/observation checklists	Master copies: 7 years	Electronic Database

**Secure Destruction of Records**

Learner Records that are destroyed in accordance with our retention policy will be securely disposed of, ensuring the privacy of learners.

**National Recognition Policy**

WBV's RTO will recognise AQF qualifications and statements of attainment issued by other Registered Training Organisations(RTO).

**Recognition of Prior Learning**

**Purpose**

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The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training system is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

**How is competence recognised?**

Competencies held by a student may be recognised through the process of recognition of prior learning, credit transfer, or mutual recognition. In some cases, a combination of credit transfer and mutual recognition may be used.

**Recognition of Prior Learning ( RPL)**

RPL means recognition of competencies currently held, regardless of how, when or where the learning occurred. Competencies may be attained in a number of ways eg. any combination of formal or informal training and education, work experience or general life experience. The applicant must be currently competent against the endorsed industry or enterprise competency standard or specified outcome in the accredited course for which they are applying for RPL.

Students must submit an '*Application for RPL*' Form available from WBV's RTO.

Please note that the savings made in RPL is in time, not financially. Enrolment fees still apply. RPL for an entire course/training program can be granted if appropriate supporting documentation is supplied.

You will need to research syllabus documents and current training packages in order to gather appropriate evidence to support your RPL application.

**What RPL is Not!**

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience but the specific and relevant learning, which is assessed according to the prescribed Competency Standards. Applicants need to be committed to supporting their case by locating and providing significant effort.

If RPL is not granted your enrolment fee will not be refunded. You will need to re-enrol in the module/competency and attend class.

**Re-evaluation when RPL is not granted**

The content specialist must provide written feedback to the unsuccessful applicant. The unsuccessful applicant may make an informal approach to the content specialist. When requested by the applicant, the content specialist will re-evaluate the application within (7) days of request.

Applicants must re-enrol and pay appropriate fees. A refund will be granted if the re-evaluation is successful.

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**Credit Transfer:**

An organisation may grant credit transfer where there is documentary evidence that equivalent competencies/learning outcomes have been achieved in a course of study with another Registered Training Organisation. Credit transfer may be granted where there is parity of training outcomes/competencies. If content specialists are concerned about the currency of competencies that student is required to undergo a process of Recognition of Prior Learning, at which time they would enrol and pay fees.

Currency of competency held is an essential criterion in the determination of whether a credit transfer is undertaken. Currency will be determined by the organisation's Content Specialist, based on his/her knowledge of current industry practices.

Applicants will need to complete an EV351 "Application for Advanced Standing – Other than Recognition of Prior Learning" Form.

If the student has previously received a credit transfer for a particular module or competency under one course, and that module or competency is part of another course, then it will automatically be recognised at the time of enrolment or at the eligibility checking stage.

***No fees are payable for Credit Transfer.***

Credit transfer cannot be given for a whole course. The student must achieve competency in at least one unit of competency through normal enrolment or through the RPL process.

**Mutual Recognition:**

Australian Qualification Framework qualifications Statements of Attainment issued by other Registered Training Organisations (RTO's) are recognised nationally. This enables individuals to receive national recognition of their achievements. Organisations refer to this as External Provider Credit Transfer.

Mutual recognition is granted by direct recognition of the competency unit completed at another RTO.

Mutual recognition cannot be given for a whole course. The student must achieve competency in at least one unit of competency through normal enrolment or through the RPL process.

**Accelerated Progression**

Accelerated progression (or fast tracking) requires the completion of all designated assessment requirements for a particular unit of competency and must be negotiated with

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the class teacher. No special applications or processes are required and normal enrolment fees apply.

**NOTE:** Accelerated progression is NOT an RPL or credit transfer process.

### **Stages of the RPL process**

- Information
- Initial support from education staff if necessary
- Application
- Assessment
- Post-assessment guidance; and or
- Certification

### **Plagiarism**

Plagiarism is illegal and occurs when the ideas and/or words from another person's work are passed off as a student's own. Paraphrasing or rewording, without acknowledging the source of the idea, is also regarded as plagiarism.

### **Appeal Process**

If you are unhappy with your assessment result and feedback regarding your assessment, you have the right to lodge an appeal. You have 14 days (2 weeks) from the date you receive your result to lodge a written appeal to Wide Bay Volunteers. Upon receipt of your appeal Wide Bay Volunteers may ask you to attend our office or make other arrangements to discuss your result and feedback. Depending upon your claims, your work may be re-assessed and your result will either stand or be re-assessed accordingly. After this process, the reassessment will be final and no further appeals are available.

### **Issues of concern / Complaints**

Any issues of concern should be initially talked through with your tutor who will try to address your concern; if it cannot be resolved to your satisfaction a complaint can be lodged. Complaints must be lodged in writing within 5 working days of the issue of complaint taking place. The complaint will then be fully investigated by the Manager/CEO of Wide Bay Volunteers. The investigation may involve you coming in for an informal interview with the Manager/CEO – which you will be notified of and a date and time will be arranged that suits both parties. When the Manager/CEO has heard all sides of the complaint, they will review all evidence before them and come to a decision about what needs to be done to either resolve the matter or improve the situation. You, as the student, will be notified of this decision in writing. If you are still unhappy with the actions that have taken place, you are welcome to refer your complaint to an independent party.

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### **Compliments**

Hearing your feedback about the services that you feel we need to improve on is of great benefit to us and to yourself as this only helps us improve our services to you. However, we also love to hear about the good things that we are doing. We welcome you to put forward your compliments at any time.

### **Misconduct and consequences of misconduct**

Misconduct is behaviour which:

- Disrupts the learning of others.
- Prevents staff members from performing their duties.
- Endangers the health and safety of staff or students.
- Interferes with the conduct of the organisations operations.

Students shall be given reasonable opportunity to answer any allegation of misconduct.

If a student is found to be guilty of misconduct it may lead to disciplinary action which could range from a reprimand to a suspension.

### **Violent and abusive visitors to WBV's**

The procedures dealing with the safety, security, well-being and behaviour of staff and students at WBV's premises at 78 Woongarra Street, Bundaberg, QLD, 4670.

At WBV's we deal with a broad spectrum of people from all socio-economic groups.

All these people have different life experiences and are in different phases of their life. It is therefore, not uncommon to occasionally be confronted by a person, who for whatever reasons is having a very bad day.

This type of person may present with the following behaviour:

- Verbally abusive
- Threatening
- Harassing
- Inflicting physical assault

This type of behaviour will, of course, not be tolerated from any staff member or student and will result in immediate action.

### **Discrimination and Harassment**

Discrimination and harassment of any sort in the organisation will not be tolerated by any student or staff.

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Should anybody have any queries regarding any issue of discrimination or harassment, please do not hesitate to contact the tutor.

## Code of ethics

The code of ethics outlined below is WBV's description of the important characteristics necessary for students and staff to enjoy a positive learning environment.

- The student is a customer of the organisation. His/her background, abilities, needs, and expectations should determine the response of personnel.
- The student is an adult decision-maker. It is the right of a student to accept the consequences of his/her decisions.
- The student is a learner. All students should be encouraged to develop skills of the autonomous adult learner with the motivation to pursue further education and;

Accessing print and media resources and developing the skills to pursue these

Developing critical thinking and problem solving techniques

Developing skills of language use and communication

Developing the ability to relate to others and negotiate and operate within a team

Develop computer literacy skills

## Student Rights

- The student has a right to receive care, support, and guidance from all personnel without interference in his/her personal life. The student has a right to confidentiality.
- Each student has the same right to success as all the other students. It is the responsibility of personnel to work for the successful achievement of all services.
- The student has a right to comprehensive knowledge and understanding of unit/module/course goals and assessment requirements at the commencement of the module/competency/course.
- The student has a right to comprehensive and constructive feedback on all work activities and assessment items.
- The student should be provided with all information relevant to his/her completion of a course of study.
- The student should be provided with a safe working environment.
- The student should have access to learning resources (except where safety is an issue in his/her own time).

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- The student should be treated with respect and humanity by all other members in the organisation.

The student has the right and responsibility to negotiate with personnel regarding the teaching/learning process and the successful outcomes of learning.

## **Workplace health and safety**

### **Legislation**

Under the *Workplace Health and Safety Act 1995*, all students have an obligation under Section 36 as follows

Workers and other persons at the workplace are

- To comply with instructions given for health and safety within the premises
- To use personal protective equipment if the equipment is provided by the organisation and properly instructed in its use
- Not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety on the premises
- Not to wilfully place at risk the workplace health and safety of any person at the premises
- Not wilfully injure themselves

Under section 24, a person on whom a workplace health and safety obligation is imposed **must** discharge the obligation.

### **Alcohol and Drugs**

There are enough hazards in the workplace without adding to them:

The use or consumption of drugs and alcohol is not permitted on the organisations grounds. Persons affected by either alcohol or drugs will not be permitted on the organisations grounds.

WBV's has a no smoking policy.

### **Reporting an injury or Incident**

If an injury or incident occurs whilst on the premises, it must be reported immediately to the Manager or Assistant Manager and the appropriate incident report form must be completed.

### **Computing Work**

While being involved with computing and general keyboard work there are a number of points to ensure your health and safety are not compromised, which must be considered when organising your workstation. Failure to do so has been proven to be the cause of fatigue, discomfort and pain, Observance of these points will result in more comfort and greater work efficiency.

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We are all different shapes and sizes, and what is most comfortable for one person, may not be for another. So it is up to you to initially play around with the following points to ensure that you have achieved your optimum workstation layout.

- **Keyboard-** Position the keyboard so that the first row is at approximately elbow height. The keyboard should be 60 to 70 mm from the edge of the keyboard surface. This allows free movement of the forearm/wrist while keying and a surface on which to rest when not keying.
- **Documents-** Documents left flat on the desk top and off to the side encourage extreme neck postures and cause neck strain, especially where long documents are being copied and a lot of time is spent in this type of position. The use of a document holder can better position documents and so minimise the likelihood of neck strain.
- **Screen-** The top of the screen should be at eye level and about 600 to 700 millimetres from the eyes when the neck is comfortable and the head is upright. If a person while performing this type of task experiences eye discomfort or headaches an eye test is probably a very good idea. But then for all of us a regular eye test every two years is highly recommended.
- **Mouse-** The mouse should be positioned to permit the elbow to be held close to your side and with your shoulders in a comfortable position.
- **Bifocals and VDUs (computer screens)-** Individuals who wear bifocals tend to tilt their heads back in order to look at the screen through the base of their glasses. This may cause neck discomfort. For these people they could have if so desired, have special glasses prescribed for VDU work. Alternatively, the VDU could be positioned lower, with an increased backward tilt.
- **Keying work practices-** Prolonged keying without a break must be avoided. Whenever possible, your tasks should be varied to allow different muscles to be used, while tired muscles have a chance to recover. The more varied your daily tasks the lower the chances of injuries, such as repetitive strain injuries. Therefore, it is up to Team Leaders to ensure variety. However, it is also the responsibility of an individual to ensure that their Team Leader or immediate supervisor has any work related problems, like this, brought to their attention.

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A hazard is an unplanned condition in a work system or workplace with the potential to cause injury, loss or damage. Potential hazards can result from:

- The student through horseplay or misuse of equipment
- The workplace through contaminated air, chemical spills
- Work methods, i.e. working with machinery without using prescribed Personal Protective Equipment, or working at a computer without adjusting the chair to the correct position.

To prevent potential hazards or accidents from occurring, please:

- Ensure your work area is kept clean and tidy – maintain housekeeping within the area
- Gain the correct knowledge of machinery and its correct safety procedures before beginning operation
- Know where switches are located (e.g. emergency stop buttons)
- Always use the Personal Protective Equipment provided, as this equipment protects you from harm.

## Emergency Procedures

### Evacuations

When the evacuation alarm sounds; please ensure that you evacuate the area in which you are located, and proceed to the nearest designated assembly point via the nominated exit. A teacher will direct you to the nearest assembly point in the event of an emergency evacuation.

Staff members donning an Orange Vest will be in control of the evacuation, so please ensure that you follow their instructions for your safety.

Please refer to site plans posted in the training rooms and throughout the building.

Make sure you know the following: **WHERE YOU'RE EMERGENCY EXITS ARE**

## First Aid

If any student experiences any form of medical problems, whether it is due to an accident on the premises or due to an underlying medical condition, one of the listed First Aid Officers or the Occupational Health Officer should be summoned immediately.

### **Relevant Personnel:**

**Occupational Health and Safety:** Garry Slik / Suzanne Endres

**First Aid Officers:** Garry Slik / Suzanne Endres

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## **Other Information**

### ***Public Liability Insurance***

WBV's has full and comprehensive insurance and public liability insurance.

### ***Dress standards***

Students at all times must wear footwear that is firmly on your feet (whether they are enclosed shoes or sandals with straps) – thongs are not acceptable.

Only relevant religious head coverings are acceptable. Therefore, baseball caps and any other secular head coverings are expected to be removed when you attend.

A minimum dress requirement (and to demonstrate an appropriate level of professionalism) you will be expected to wear a suitable shirt or blouse (singlets are not acceptable) and long pants or a knee length skirt.

### ***Client feedback***

Client feedback forms will be issued to all students and staff and will be collated and actioned as part of our Quality Improvement Process.

Your feedback can also be verbal at any time, we welcome your opinions.





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