

Accredited Training Company

Student Handbook

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Background

The Accredited Training Company (ATC), is a specialist provider of short, nationally endorsed courses in First Aid and CPR. ATC's services are characterised by high levels of practical application and instructors and assessors with strong and current backgrounds in paramedical practice. ATC provides public courses and private courses for employers, organizations, schools and other groups, all with the same characteristics of high quality training, relevance and performance-based outcomes.

LEGISLATIVE FRAMEWORK

ATC operates within a framework that includes all relevant Federal and State legislation and in particular, the Australian Quality Training Framework (AQTF). The full range of legislation and regulation under which ATC operates is shown in the ATC Policies and Procedures. A copy is available from your course instructor.

STUDENT BEHAVIOUR

While there are certainly no dress regulations for ATC courses, students are required to dress in clean and appropriate clothing. Students' clothing needs to allow them to undertake first aid or CPR procedures which may involve bending, kneeling and similar active behaviours

Students are also expected to maintain a high standard of hygiene and to avoid strong perfumes or other odours which can be uncomfortable for others.

In summary students are required to:

- Respect the rights of others
- Be punctual and promote a positive learning environment through their personal behaviour
- Encourage equal opportunity in the learning group
- Be responsible for their own possessions
- Be aware of and promote the safety of themselves and others
- Meet a standard of dress appropriate to the task and the role

Serious and irreconcilable failure to observe the above requirements may result in a student's exclusion from course.

SMOKING

Smoking is not permitted inside ATC. Students are also reminded of increasing public opposition to smoking and its potential impact on their interactions with patients.

MOBILE PHONES

Mobile phones must remain off at all times during classes. Students may make and receive calls during other than class times. However, the phone must be set to silent or meeting modes to avoid disturbance of staff and other students during class times.

MEDICAL ATTENTION

A student with an ongoing medical condition is required to make ATC aware of the situation at time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at that time and of enrolment and the Principal informed of the required treatment, including any medication required to be taken during class time.

COMPLAINTS AND ACADEMIC APPEALS

ATC is committed to the highest standards of education and professional service. In the event that any student believes that they have experienced unfair or inappropriate treatment in any of their dealings with ATC, he or she should address the issue in writing to the Principal.

Every student has the right to submit concerns in writing. Should this happen, they will undergo due process. The student will be invited to represent his or her case formally and be invited to have a 'friend' present at that representation. This review will always be conducted by the Principal.

Complaints and appeals may include, but are not limited to disputes involving grading, testing, or program requirements. Such complaints may also address perceived problems relating to student perceptions of any other unreasonable treatment.

In resolving an academic grievance, it is the responsibility of the student to initiate the relevant procedure within a time period of ten working days of the problem occurring. Only in special circumstances will incidents reported outside of this timeframe be investigated.

Details are contained in ATC's Policy and Procedures Manual available to all students.

LITERACY AND NUMERACY

ATC expects students to possess a level of literacy that allows them to use the provided texts as effective learning resources, communicate effectively with potential patients and paramedics and to be able to engage in group based learning in English. The advertised format of ATC courses is of clearly specified duration, there is little scope for providing additional support during these programs. For alternative arrangements prospective students should contact the Principal

ATC, being small does not provide any specialised literacy or numeracy assistance in excess of what can be provided in a small group situation.

If problems persist beyond this point and beyond staff capacity to assist, students may be referred to Gold Coast Institute of TAFE to undergo additional literacy and numeracy skills training.

Gold Coast Institute of TAFE

Literacy and Numeracy

(07) 5581 8391

Training content and duration is tailored to individual students' needs as much as is achievable within the advertised delivery format.

APPEAL AGAINST UNIT FAILURE OR COURSE EXCLUSION

Appeals against unit failure or course exclusion can be made in accordance with the requirements of the 'Complaints and Academic Appeals' section of this information.

ACCESS AND EQUITY

ATC policy is under continuing review to ensure that it meets the needs of individuals wishing to train at ATC and conforms to the requirements of the Australian Quality Training Framework and overarching, relevant legislation as shown at the front of this document. ATC policy and procedures manual is available for reference by staff or students on request of the Principal.

SECURITY OF PERSONAL ITEMS

ATC does not accept responsibility for loss of any item, which is the property of students.

Refund Policy

WITHDRAWALS AND REFUNDS

ATC recognises that in some circumstances, a student may be obliged to change his or her mind about taking up a place. For this reason, ATC has in place a policy that enables the student to recover a proportion of his or her investment, should a withdrawal become necessary early enough for a replacement student to be allocated that place. The basis for such a refund is shown in the table below, bearing in mind that a 15% administration/registration fee is non-refundable. Of the remaining 85%

- 28 days or over prior to commencement 100%

- 21-27days prior to commencement 75%
- 14-20 days prior to commencement 50%
- 7-14 days prior to commencement 25%
- Less than 7 days prior to commencement nil

Withdrawing students may also have the option of providing a suitable substitute or of transferring to a later program with no additional cost in lieu of any refund to which they might be entitled, depending on the situation. However, this option closes at the date of course commencement.

Medical or extenuating circumstances shall be treated on a case-by-case basis. Where the student can provide a medical certificate or show extreme personal hardship, fees may be refunded on a basis determined by the Principal.

Educational Services

Self-directed learning

ATC is able to provide a range of opportunities for students to gain the essential underpinning knowledge of First Aid using print resources provided to each student on enrolment. These resources may be used in conjunction with group presentations or, in some cases in place of particular learning tasks. However, all practical and assessment work must be undertaken by attendance.

Learning Groups

Learning groups are kept small and this adds to the personal nature of the instruction and the access to instructor/assessor.

ASSESSMENT

ATC assessments are comprehensive and as practical as possible depending on content of the units concerned. Assessments are also integrated to ensure that where knowledge is being tested, the assessment collects evidence on the effective application of that knowledge in a practical situation.

Re-assessment

Where a student has been unsuccessful in any of their assessments during the course, retesting is available on application to the Principal.

RECOGNITION OF PRIOR LEARNING (RPL)

The The Accredited Training Company has a comprehensive set of policies and procedures relating to assessment, recognition of prior learning, recognition of previous training, and credit transfer. However, the practicality of RPL in relation to a one or two day, highly practical course with specified currency requirements is minimal. Moreover, currency requires that all RPL candidates are required to undertake a full challenge test of information and practical skills of a similar duration to courses because of their self-learning components.

Emergency procedures

FIRE

All course administration information will include the arrangements in case of fire.

In the unlikely event of a fire in the course venue:

FIRE FIGHTING MUST ALWAYS BE SECONDARY TO LIFE SAFETY.

The safe evacuation of all people is the primary concern. The emergency exits and muster point in the event of an emergency are specified for the location by the instructor at the commencement of the course

All outbreaks of fire, however small, or any suspected fire should be reported immediately to the Fire Service, by calling 000. The instructor in charge will take control of the situation.

Evacuation is the No 1 priority.

Once evacuation is underway, the instructor will call the Fire Service without delay. The instructor will then use his course list to ensure that all students are present and accounted for.