

Queensland Ambulance Service

# STUDENT HANDBOOK



NATIONALLY RECOGNISED  
TRAINING

RTO Code: 5285



Queensland  
Government

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## Section A: General Information (applicable to all students)

### 1. Welcome

#### 1.1. Acknowledgement of Country

The Queensland Ambulance Service (QAS) acknowledges the Traditional Custodians, and pays respect to Aboriginal and Torres Strait Islander elders, past and present, on whose lands, seas, skies and winds we provide health services to all Queenslanders.

This document uses the term 'Aboriginal and Torres Strait Islander peoples' rather than 'First Nations' or 'Indigenous' peoples. However, the Queensland Ambulance Service acknowledges Aboriginal and Torres Strait Islander peoples' right to self-determination and respects the choice of Aboriginal and Torres Strait Islander peoples to describe their own cultural identities, which may include these or other terms, including particular sovereign peoples (for example, Yodinjji or Turrbal) or traditional place names (for example, Meanjin Brisbane).



#### 1.2. Copyright

© The State of Queensland (Queensland Ambulance Service) 2025

The copyright in all materials contained in this publication resides in the State of Queensland acting through the Department of Health and are protected by copyright law. Apart from any fair dealing for the purpose of private study, research, criticism or review, as permitted under copyright legislation no part may be reproduced or re-used for any commercial purposes whatsoever without written permission of the Queensland Ambulance Service.

#### 1.3. Purpose of the handbook

This handbook outlines important information about the training services provided by the Queensland Ambulance Service (QAS) Registered Training Organisation (**RTO registration code: 5285**) and provides information about our approach to providing you a safe and supported learning environment. It outlines the key policies, procedures, support, rights and responsibilities of both parties to help you understand how our training services are delivered and how to navigate common administrative processes.

Please note that this handbook **does not** contain specific details about individual courses. For course-specific information such as qualification / unit of competency code and name, entry requirements, curriculum, delivery and assessment methods, enrolment timeframe, course fee etc, you should refer to the relevant course information brochure or webpages or speak with your trainer or program coordinator.

Whether you are starting a new career or furthering your skills and career, we hope you enjoy your course.

Our friendly and experienced trainers and assessors will provide a professional approach to ensure that you receive high-quality training.

If you have any questions after reading this handbook, please get in touch with the course contacts to assist you with further information.

Regards,

Timothy Eva

Director of Education

Queensland Ambulance Service Education Centre

## 2. About Us

### 2.1. Who we are

The Queensland Ambulance Service (QAS) is established by the Ambulance Service Act 1991 and operates as a state-wide service as a division within Queensland Health. The QAS RTO was established and enabled through the national Vocational Education and Training (VET) regulator as an enterprise-RTO since 1 January 1998.

As an enterprise RTO, our key purpose is to support and strengthen QAS workforce capability by delivering nationally recognised training aligned with QAS's organisational goals and industry standards. This enables QAS to ensure our employees are equipped with the skills, knowledge and qualifications required to perform their roles effectively and contribute to service excellence.

In addition to supporting internal training needs, we also deliver community-based first aid courses. These programs provide valuable learning opportunities to members of the public, helping to build community resilience and ensure more people are prepared to respond confidently and appropriately in emergency situations.

### 2.2. RTO delivery scope

The QAS RTO delivers nationally accredited vocational training across Queensland, including:

- First Aid courses available to the Queensland community (external clients), and
- QAS work-related qualification courses for QAS and Queensland Health employees.

The QAS RTO delivers the following courses. For more information on any of these units of competency or qualifications go to [www.training.gov.au](http://www.training.gov.au)

#### **Units of Competency** (*explicit listed and currently offering*)

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID010 Provide basic emergency life support

HLTAID011 Provide First Aid

HLTAID012 Provide First Aid in an education and care setting

HLTAID013 Provide First Aid in remote or isolated site

HLTAID014 Provide Advanced First Aid

HLTAID015\* Provide advanced resuscitation and oxygen therapy (Pre-requisite unit HLTAID011)

PUAEME008\* Provide pain management (Pre-requisite unit HLTAID011)

*\* For more information about pre-requisite unit, please refer to the relevant [course's information page](#).*

HLTINFCOV001 is also on the delivery scope as explicit unit, but only available upon request.

#### **Qualifications and Accredited Courses**

HLT31120 Certificate III in Non-Emergency Patient Transport

HLT31020 Certificate III in Ambulance Communications (Call-taking)

HLT41020 Certificate IV in Ambulance Communications (Dispatch)

HLT41120 Certificate IV in Health Care

11289NAT Graduate Certificate in Enhanced Assessment and Critical Reasoning (Queensland Ambulance Service)

HLT30121 Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

HLT40221 Certificate IV in Aboriginal and/or Torres Strait Islander Health Care Practice

## 2.3. RTO obligations

The QAS RTO complies with the legislative requirements under VET Quality Framework which comprises of the below and their amendments and policies:

- Standards for Registered Training Organisations (RTO) 2025
- Australian Qualifications Framework
- Standards for Registered Training Organisations Amendment (Fit and Proper Person) Instrument 2023
- Financial Viability Risk Assessment Requirements Instrument 2021
- Data Provision Requirements 2020
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014

You can find more information and links to relevant legislations in **section 7** of this handbook.

The QAS RTO's obligations to their students are:

- to provide you with accurate, up-to-date and clear information about your course including entry requirements, fees, training and assessment loads, support services and course outcomes.
- to provide quality and equitable training and assessment which upholds the requirements in the Standards for RTOs 2025 and training packages.
- to work with a focus on continuous improvement that responds to the needs of industry and experience of our students.
- to provide trainers and assessors that are qualified and meet expectations of professional and ethical behaviour at all times.
- to provide you with clear, timely and accessible feedback regarding learning and assessment progress and outcomes.
- to maintain procedures that protect your personal information.
- to ensure a safe and respectful learning environment, free from discrimination, harassment, and bullying.
- to issue AQF certification documentation (i.e. Statement of Attainment or Certificate) when you are eligible within the required timeframes.
- to effectively develop and manage transition arrangements for students in instances of training product changes or RTO scope changes.
- to provide access to a fair and transparent complaints and appeals process.
- to maintain a public liability insurance that covers all the QAS RTO operations during its registration period.

## 2.4. Key RTO contacts

**Phone:** 07 3873 3334

**Email:** [gas.rto@ambulance.qld.gov.au](mailto:gas.rto@ambulance.qld.gov.au)

**Website:** <https://www.ambulance.qld.gov.au/>

**Postal address:** GPO Box 2477, Brisbane QLD 4001

**The QAS RTO head office:** 1 Vanda Street, Woolloongabba QLD 4102

A lot of sections in this handbook refer to Course Coordinator. Course Coordinator is your primary point of contact during your enrolment and is typically the Administration Officer of the education team responsible to deliver the training and services. If you are unsure who your Course Coordinator is, please contact the RTO team via the details provided above or your trainer to find out.

## 3. Enrolment

### 3.1. Entry requirements

By enrolling in the course, the student acknowledge they are aware of the course entry requirements (e.g. prerequisites, physical capability, Language, Literacy, Numeracy and Digital Skills(LLND), minimum age etc.) as articulated in the Course Information brochures or webpages which are available on the QAS website, intranet and/or been distributed via email during recruitment process. Students should review this information carefully prior to enrolment and to contact us with any questions or to seek support in determining your suitability for the course. All discussions will be treated as strictly confidential.

Depending on the nature and level of the course, the rigor and structure of the pre-enrolment screening process the QAS RTO undertake will vary. Some courses may require a simple confirmation of basic eligibility, while others, particularly those on higher-level competencies or full qualification courses may involve more details screening activities, such as a structured LLND assessment, reviewing of prior qualifications or experience, or participating in a suitability interview. This helps the QAS RTO ensure that students are placed in a suitable course and that any additional support needs are identified early. For employee students, this pre-enrolment screening assessment may be incorporated into the broader employment pre-screening process.

If support needs are identified, please refer to **Section 4 Student Support Services** of this handbook to learn more about how we can assist you.

### 3.2. USI

The USI system is an Australian federal government initiative, providing a secure record of all your vocational training, regardless of which RTO you used. Records are only available for studies undertaken from 2015. You can use the USI Transcript Service to receive a list of all the nationally recognised training you have undertaken, regardless of where the training occurred and the training provider, unless the provider or the student was exempted from report at time of training.

The QAS RTO collects your USI at the time of your enrolment and stores it in our secure Student Management System. The QAS RTO cannot issue you with a qualification certificate or Statement of Attainment unless your USI is provided and verified.

Every three months the QAS RTO uploads training records to the USI system, providing a secure independent record of the training you have undertaken.

USI must NOT be included on the AQF documentations (i.e. Qualification Certificate or Statement of Attainment).

#### **Frequently Asked Questions**

**What is a USI?** A USI is a unique reference number, made up of 10 numbers and letters, which is free, easy to create and stays with you for life. It provides you with an online record of your vocational education

and training (VET) completed in Australia.

**Do I need a USI?** Yes.

**How do I get a USI?** Creating a USI is free. It's easy to do and you only have to do it once. Go to [www.usi.gov.au](http://www.usi.gov.au) then click on *Create my USI*. You will need to provide a form of valid identification, such as driver's licence, Medicare card or passport.

This USI website also has an option for you to retrieve your USI if you forget it.

**When will my results appear on my USI account?** The QAS RTO training records are uploaded every three months.

### 3.3. Your rights, responsibilities and code of conduct

All students have the right to learn in a safe, respectful and supportive environment. In return, students are expected to take responsibility for their learning and conduct themselves in a way that supports the rights and wellbeing of others.

#### 3.3.1. Student Rights

As a student of the QAS RTO, you have the right to:

- Be treated fairly, respectfully and free from discrimination, harassment or bullying.
- Access quality training and assessment delivered in accordance with national standards.
- Receive clear and accurate information about your course.
- Be informed or have access to your progress status throughout your training.
- Request reasonable adjustments to support individual training needs.
- Have your personal information kept private in accordance with privacy legislation.
- Access a fair and transparent process for making complaints or lodging appeals.

#### 3.3.2. Student Responsibilities

As a student, you are expected to:

- Act respectfully toward staff, other students and members of the public.
- Take responsibility for your learning, including attending scheduled training and completing assessment tasks honestly and on time.
- Follow all enrolment related policies and procedures, including safety and conduct expectations.
- Communicate any concerns or support needs to your trainer or support staff.
- Ensure your USI and personal details are accurate and up to date.
- Respect the QAS RTO's property, training venue and learning environment.

#### 3.3.3. Student Code of Conduct

We are committed to maintaining a positive and professional learning environment. All students are required to:

- Refrain from disruptive, offensive, or unlawful behaviour.
- Avoid plagiarism, cheating or any form of academic dishonesty (refer more details in section **6.4 Academic integrity, plagiarism and cheating**)
- Use technology and equipment provided by the QAS RTO or your workplace appropriately.

- Follow lawful instructions given by trainers or staff during training and assessment.
- Report unsafe practices, hazards, or incidents to staff promptly.

Breaches of the Code of Conduct may result in disciplinary action, which could include verbal or written warnings, suspension from training or withdrawal from the course depending on the severity of the breach.

### 3.3.4. Behavioral Expectations and Specific Rules

#### Phone policy

Mobile phones must be turned off or set on silent mode before entry into the training room or any training space or assessment environment unless prior arrangements have been made with your trainer. Should permission be granted, you must leave the room to answer calls.

#### Punctuality and Attendance

You are expected to be on time for the commencement of all classes, and resumption after breaks. If you will be delayed or unable to attend a scheduled session, please notify your Course Coordinator as soon as possible. The course will not be delayed for late arrivals except under special circumstances.

Repeated lateness or unexplained absences may affect course progression and completion.

#### Health and Safety

You must follow all instructions given to you that relate your health and safety while you are attending a QAS RTO course venue. This includes following any public health measures that have been issued by Queensland Health and the Australian Government Department of Health.

- Please consider and monitor your safety and the safety of others who may be affected by your actions.
- Please use all personal protective equipment as directed by your trainer.
- Please stay at home if you are unwell. Your course coordinator will assist you in catching up anything you have missed where appropriate or reschedule the session.

Any actions that wilfully or recklessly place yourself or others at risk will result in you being immediately removed from the course venue and your conduct will be reported to the QAS Director of Education.

Wear appropriate footwear and clothing to ensure safety and comfort during training. It is recommended to wear closed-in footwear and clothes suitable for a workplace environment. This is especially important for first aid course, which involve physical activities such as bending, kneeling, and laying on the floor. Clothing should be comfortable and not too tight or too loose and avoid low-cut necklines to support full participation and maintain a respectful environment.

To understand your obligations and safety requirements, please refer to the [Work Health and Safety Act 2011](#), which describes your obligations at workplaces to ensure work health and safety.

#### Discrimination and harassment

The QAS RTO promotes harmony in a culturally diverse society and follows the Queensland [Anti-Discrimination Act 1991](#) (and its amendments) which protects people from unfair discrimination, sexual harassment and other offensive behaviours.

Discrimination and harassment as outlined in the Act **will not be tolerated** in any course run by the QAS RTO. Conduct in contravention of the Act is unlawful. Questions regarding these issues or reports about unlawful conduct or inappropriate behaviour should be directed in the first instance to your Course Coordinator or through the complaint process (refer to further details in section **6.3.2 Complaints** of this handbook).

#### Misconduct

Misconduct is identified as behaviours by a student that:

- disrupts the learning of others
- prevents the QAS RTO staff members from performing their duties
- endangers the health and safety of others
- interferes with the way the QAS RTO conducts its operations.

Examples of misconduct are vandalism, theft, verbal or physical abuse, attending training while under the influence of alcohol or drugs, carrying weapons, and acting in a rude or indecent way.

Any form of misconduct will be referred directly to the QAS Director of Education and may result in immediate unenrolment from your course.

## 3.4. Enrolment duration, extension, withdrawal and transition

### 3.4.1. Enrolment duration

Each course has a set enrolment period which is the nominated time allowed to complete the training and assessment requirements. The specific duration for your course is outlined in the course information brochure / webpages or provided at the time of enrolment. Students are expected to manage their progress and complete all required tasks within this timeframe.

### 3.4.2. Extension requests

If you are unable to complete your course within the allocated time due to compassionate, medical or other valid reasons, you may apply for an extension. Extension requests must be submitted in writing before the original enrolment period ends and must include relevant supporting documentation. Approval of extensions is at the discretion of the QAS RTO Education team and may be subject to conditions such as adjusted timelines, additional support arrangements or review of progress.

For employee students, please refer to section B for further information around extension request.

### 3.4.3. Withdrawal

If you decide to withdraw from a course, you should notify your Course Coordinator in writing via email or the nominated form and submit to your Course Coordinator. This helps us maintain accurate records and provide any necessary support. If you are eligible for a Statement of Attainment for completed units, it will be issued in accordance with our certification process.

### 3.4.4. Transition

From time to time, training packages and accredited courses are updated, superseded, or discontinued. If this happens, the QAS RTO will ensure any updates are managed in a timely manner and that students are supported to complete the training they enrolled in.

If a qualification / course / unit is no longer available, the QAS RTO will contact you and discuss your options. Generally, enrolled students will have up to 2 years from date of the qualification / course / unit being superseded or deleted to complete their training.

## 3.5. Completion and outcome

Upon successful completion of your training and assessment, you will be issued with a nationally recognised certification in accordance with the Standards for RTOs 2025.

- If you complete all required units for a qualification or accredited course, you will receive a **Testamur** (certificate) and a **Record of Results**.
- If you complete one or more units of competency but not the full qualification or course, you will receive a **Statement of Attainment**.

Certificates will be issued within 30 calendar days of your successful completion, provided the student has provided a verifiable USI and paid all agreed fees associated with the enrolment.

Certificates are issued electronically via our Student Management System. You will receive an email with a link to the email address provided during enrolment.

The QAS RTO maintains a register in the Student Management System of all certificates issued. For Queensland Government employees, these certificate records are retained as permanent records.

If you believe there is an error in your certificate or if you require a replacement copy, please complete the **AQF Certificate Re-issue Request form** and email to [QAS.RTO@ambulance.qld.gov.au](mailto:QAS.RTO@ambulance.qld.gov.au) (if you don't have this form, email us to request a copy first via the same email address).

## 4. Student Support Services

The QAS RTO is responsive to the learning needs of all its students and supportive of individuals wanting to address their individual needs. The QAS RTO trainers are happy to integrate practices into the course that support individuals and help them overcome any limitations.

You are encouraged to check the course details to ensure you understand the entry and performance requirements prior to enrolling in the course and disclose your needs for individual support with the RTO. Our trainer and assessor will work with you to determine if you are suitable to enrol in course and/or put together an individual support plan if needed. If you have some questions as to the requirements or outcomes of a course, contact the Course Coordinator for more information.

The QAS RTO offers the below support services based on the individual needs:

### 4.1. General support

- Trainers and staff are available to answer questions, clarify course content and provide guidance throughout your training.
- If you are facing challenges that may affect your learning or attendance (e.g. health, work, family), we encourage you to speak with your trainer or contact the training team early so we can explore suitable support options.

### 4.2. Language, literacy, numeracy (LLN) and digital literacy support

- If you require help with reading, writing, numeracy, communication, or digital skills such as navigating online learning platform, please reach out. We may offer internal support or refer you to external services (such as translate service), depending on your needs.
- However, it is important to note that our trainers are not specialists in these support areas and may recommend that you access additional support externally.

### 4.3. Reasonable adjustment

- The QAS RTO recognises that some students may require adjustments to the learning or assessment process due to disability, health conditions or other circumstances.
  - The QAS RTO is committed to making reasonable adjustments wherever possible, provided the integrity of the training and assessment outcomes is maintained.
  - The adjustment may include, depending on your course and personal situation, increasing text size, allowing more time for assessment, offer one-on-one guidance or feedback, allowing students to use translate services, or allowing for alternative assessment methods.

Course or program specific supports can be found in course brochure/webpage or by contacting your Course Coordinator.

## 5. Training and Assessment

### 5.1. Trainer

All QAS RTO trainers are qualified, experienced professionals in their relevant field. They understand current and emerging industry trends, needs, and expected outcomes appropriate to the level of the course being delivered.

The QAS RTO ensures your course trainer holds a required national trainer and assessor qualification, a vocational qualification and that they continue to update their training and vocational competencies, meeting the requirements of the Standards for RTOs 2025.

### 5.2. Our learning approaches

The QAS RTO delivers courses using a range of modalities and activities. Most qualification courses combine instructor-led training and self-paced online learning. Other learning approaches maybe used in our courses are simulations, case studies and problem-based learning, and working under supervision.

### 5.3. Assessment methods

The purpose of assessment is to confirm that you have the knowledge and skills to perform the described unit of competency outcomes in the workplace.

Your assessment evidence is assessed by experienced and qualified QAS RTO assessors.

The QAS RTO uses a range of different types of assessment within your course to collect enough knowledge and performance evidence to establish your competence.

Some types of assessments that may be used in your course are practical demonstrations, questioning (written or oral), written work such as case studies, observations by an assessor or third party, and workplace records.

The QAS RTO ensures that assessment is conducted in accordance with the following principles:

- **Fairness:** assessment accommodates the needs of the student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary.
- **Flexibility:** assessment is appropriate to the context, training product and the student, and assesses the student's skills and knowledge that are relevant to the training product, regardless of how or where the student has acquired those skills or that knowledge.
- **Validity:** assessment includes practical application components that enable the student to demonstrate the relevant skills and knowledge in a practical setting. And
- **Reliability:** assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

### 5.4. Recognition of Prior Learning (RPL)

RPL is an assessment method that allows you to gain credit for skills and knowledge you have already acquired through work experience, informal learning or life experience.

The QAS RTO offers students the opportunity to apply for Recognition of Prior Learning toward units of competence for the course they are enrolled in. The recognition assessment process is managed at the start of the course by the Course Coordinator and an RPL Kit will be provided to support this process.

To apply for RPL, you will need to provide evidence that you meet the requirements of the unit(s) of competency. This may include workplace documents, references, photos, or other relevant materials. In some cases, you may also be asked to complete a challenge test or practical task to demonstrate your competence. RPL will be assessed by a qualified assessor and follow the same principles and standards

as other assessment methods.

## 5.5. Credit Transfer (CT)

The QAS RTO also offers students the opportunity to apply for Credit Transfer for units of competency which they have already completed and been awarded competency through another RTO.

Please note that credit transfer applies to equivalent units of competency. The credit transfer process is managed at the start of the course by the Course Coordinator. You will be asked to grant access to your training records through use of your USI for the QAS RTO to confirm past awarded units of competency since 2015, or provide a certified copy of your Statement of Attainment or Record of Results.

## 5.6. Re-assessment

If you are assessed as **Not Yet Competent** in one or more assessment, you will be provided with detailed written feedback to assist you in identifying the gaps in knowledge and skills that need to be addressed. You will also have the opportunity to receive guidance and be assisted to identify strategies that will help you in preparing for reassessment. This may be in the form of additional training and / or provision of learning resources.

Reassessment may involve repeating the same task or completing an alternative task that covers the same requirements. You are encouraged to discuss your progress with your trainer and ask for clarification or support as needed.

If you are unable to meet the course assessment benchmarks after three (3) assessment attempts, additional conditions, fees, more formal support plan or re-enrolment may apply, depending on your course and enrolment type. These will be discussed with you in advance.

## 5.7. Copyright

All our course materials are covered by copyright. Written permission from the QAS RTO must be obtained prior to copying materials.

## 6. Policies and Procedures

### 6.1. Privacy and confidentiality

The QAS RTO operates under the Privacy Act 1988 and Information Privacy Act 2009 (QLD) for the management and uses of your personal information.

#### 6.1.1. Why we collect your information

When you enroll in a course, we collect personal information and a copy of your photo ID (such as a driver licence or passport). This information is used to:

- Confirming your identity, eligibility for training and authenticity of your assessment,
- Meet our reporting obligations as an RTO, and
- Issue nationally recognised certificate.

All personal information is stored securely and only shared with authorised personnel or agencies, as required by law or for training purposes.

Further information about how your information is collected and used in VET, please visit the NCVET privacy policy information: <https://www.ncver.edu.au/policies/policies/key-policies/privacy> and detailed in the Enrolment Form.

#### 6.1.2. Updating your details

It is your responsibility to keep your personal information up to date. If you change your name, address, phone number or email, please notify your Course Coordinator or to the QAS RTO general contacts provided in section **2.4 Key RTO contacts**. This helps us maintain accurate records and ensure important communication reaches you.

Please note, RTOs can only issue awards in the name you have registered with the USI Office. If you have changed your name, please be sure to also update it in the USI System. You will need to provide evidence to support your name change request.

### 6.1.3. Accessing your training records

You have the right to access your training records held by the QAS RTO. A record of your enrolment and training completions are stored in the QAS RTO Student Management System and uploaded to the USI system on a quarterly basis. You can also contact your trainer or course coordinator to access course related information in between the quarterly reporting cycles.

You can access your nationally recognised training outcomes completed before 2015 via your USI account. For more information about access to your training records and transcripts visit: <https://www.usi.gov.au/transcripts>

Your certification documentation issued by the QAS RTO is retained for minimum 30 years and records of assessment submitted by you are retained for minimum 2 years after you have completed the course, in accordance with Standards for RTOs 2025. The QAS RTO may retain those records for more than the above stated minimum retention period.

Access to your training records will not be given to any third party without your written prior permission unless required by law.

## 6.2. Access and equity

The QAS RTO is committed to providing a learning environment that promotes fairness, inclusive and equal opportunity for all students. We embrace diversity and support access to education and training regardless of a student's background, age, gender, disability, language, culture, ethnicity, or socioeconomic status. The QAS RTO is committed to ensure that:

- Our training services are inclusive and responsive to the individual needs of students.
- All students have the right to equitable access to training and assessment services.
- Identify and remove barriers to participation wherever possible, in line with reasonable adjustment provisions.
- Do not tolerate discrimination, harassment, bullying or victimization in any form.

The QAS RTO recognises that students may have different learning needs or circumstances that require tailored support. The QAS RTO will work with you to identify any needs and provide adjustments where appropriate. Further details of the support can be found in section **4 Student Support Services**.

If you feel you have been treated unfairly or denied access or support on the basis of your personal circumstances, you are encouraged to raise this through our **Feedback, complaints and appeals** process outlined in this handbook.

## 6.3. Feedback, complaints and appeals

### 6.3.1. Feedback

The QAS RTO has a commitment to providing a quality service with a focus on continuous improvement. We value feedback from students, staff, and employers for incorporation into future courses.

The QAS RTO's ongoing review of each course focuses on below areas, via on-going collection and

evaluation of feedback from all stakeholders:

- relevance of content to any change or introduction of new legislation and to changes in technology and work practices
- effectiveness of delivery and assessment
- client satisfaction (both learner and employer)
- updates and changes to the Health Training Package.

We welcome and encourage feedback about your learning experience, facilities, trainers and support services at any time. Feedback can be provided informally to your trainer/assessor or support staff, or formally via the QAS RTO feedback forms and evaluation surveys. Evaluation surveys will be distributed post or towards the end of each course and for longer duration courses, also at intervals during your course. All feedback is reviewed and considered as part of our continuous improvement process.

In addition to the QAS RTO initiated surveys, students who have completed the course or some of the course subjects may be selected by NCVER (The National Centre for Vocational Education Research) to participate in a Student Outcome Survey. We encourage you to participate the survey and provide honest feedback to help us improve training course and programs and other students like yourself to make better decisions about their training options. For more information about this survey, refer to this website: <https://www.ncver.edu.au/research-and-statistics/collections/student-outcomes>

## 6.3.2. Complaints

A complaint is a formal expression of dissatisfaction with any aspect of the QAS RTO's services, staff, facilities or any third party delivering on behalf of the QAS RTO.

The QAS RTO acknowledges the rights of the public, external clients and our employees to express their dissatisfaction and that will assist in improving the delivery of the QAS RTO services.

We encourage students to resolve issues informally in the first instance by following the below steps:

- 1) Act quickly – talk to someone as soon as possible, as the longer you wait the less clear the facts become and the harder it can be to find a solution.
- 2) Go local – contact your Course Coordinator or the QAS Education Centre. Talking to someone in charge can often result in resolving any concerns quickly and easily.
- 3) Make it clear – describe the issue in detail, including all information that may be relevant to the concern. This might include dates, times and what action has been taken so far. You may also want to include what outcome you are seeking and the action you would like taken.

If the issue cannot be resolved informally, you can lodge a **formal complaint** following below steps:

- 1) Submit your complaint in writing (email or letter) to your Course Coordinator or directly to the QAS RTO compliance team via [QAS.RTO@ambulance.qld.gov.au](mailto:QAS.RTO@ambulance.qld.gov.au), include your contact details, a clear outline of your complaint and any supporting details or documentation. Include "Formal Complaint" in the email or letter's subject.
- 2) The QAS RTO will acknowledge your complaint no later than 5 business days from the receipt of the complaint.
- 3) The complaint will be investigated and you may be invited to a meeting or be contacted by phone call or email to discuss your concern and seek further information.
- 4) The QAS RTO will respond to you in writing as soon as possible, and within 30 business days with the outcome and reasons for the decision, unless further time is required.
- 5) If further time is required for complex issues or a more detailed investigation, the QAS RTO will:

- inform you in writing, via email, including reasons why more time is required and an estimate of when the outcome will be communicated to you, and
  - regularly updates on the progress of the complaint matter.
- 6) At the request of the individual making the complaint, the QAS RTO can arrange for a review of your complaint by an appropriate third party that is independent of the RTO, the complainant or appellant, if you are not satisfied with the outcome of the QAS RTO internal decision or response. This can be arranged upon a request from the individual making the complaint and may occur cost. The QAS RTO will disclose any cost associated with this 3rd party review before proceeding so all parties are aware of such cost. Queensland Training Ombudsman offers free services to vocational education and training sector, so we recommend them as the 3rd party. Note that while Australian Skills Quality Authority (ASQA) is the national regulator for Vocational Education and Training industry, they are unable to act as the independent 3rd party for complaint.

For employee students: acknowledge that QAS has a general complaint management process available to all QAS employees. However, students are encouraged to raise any concerns related to your training and assessment or RTO services through the complaint process outlined in this handbook. This ensures that training-related matters are addressed through a dedicated and timely process. If you are not satisfied with the outcome of the complaint through the QAS RTO's complaint process, or if the issue relates to something beyond the RTO operations, such as general workplace matters, you may choose to access the QAS RTO complaint channels.

### 6.3.3. Appeals

An appeal is a request to review an assessment or other decision relating to your course, such as:

- assessment result decisions (competent or not yet competent)
- decision to refuse to grant an assessment or enrolment extension
- decision to terminate a students' enrolment due to misconduct or lack of reasonable progress.

The QAS RTO ensures that all appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively and an appeal can be applied for by the student, trainer, or other stakeholder.

We encourage you to seek an informal meeting with your Course Coordinator and / or assessor to attempt to resolve the disagreement with the decision to both parties' satisfaction first. This may be a debrief or feedback session post assessment. If the disagreement is not resolved, a formal appeal can be lodged and will be managed as below:

- 1) Submit your appeal in writing (email or letter) within 28 business days of receiving the decision you wish to appeal to your Course Coordinator or directly to the QAS RTO compliance team via [QAS.RTO@ambulance.qld.gov.au](mailto:QAS.RTO@ambulance.qld.gov.au). Include "Appeal" in the email or letter's subject.
- 2) Your email / letter should clearly outline the decision being appealed, reason of your disagreement and provide any relevant evidence or documentation.
- 3) The QAS RTO will acknowledge your request for appeal no later than 5 business days from the receipt of the appeal.
- 4) The appeal will be reviewed by a senior staff member or independent assessor not involved in the original decision and you may be invited to a meeting or be contacted by phone or email to discuss and/or clarify the case.
- 5) The QAS RTO will respond to you in writing as soon as possible, and within 30 business days with an outcome of the appeal request, unless further time is required.
- 6) If further time is required for a more detailed review, the QAS RTO will:
  - inform you in writing, via email, including reasons why more time are required and an estimate

of when the outcome will be communicated to you; and

- regularly updates on the progress of the appeal.
- 7) The QAS RTO can arrange for a further review of your appeal by an appropriate third party that is independent of the parties involved, if you are not satisfied with the appeal outcome of the QAS RTO internal decision. This can be arranged upon a request from the individual making the appeal and may occur cost. The QAS RTO will disclose any cost associated with this 3rd party review before proceeding so all parties are aware of such cost. Queensland Training Ombudsman offers free services to vocational education and training sector, so we recommend them as the 3rd party. Note that while Australian Skills Quality Authority (ASQA) is the national regulator for Vocational Education and Training industry, they are unable to act as the independent 3rd party for appeals.

#### 6.3.4. Our commitment

- All complaints and appeals will be handled promptly, fairly, and confidentially.
- Records of complaints and appeals will be securely stored.
- The process will not disadvantage or unfairly affect your progress in training or assessment.
- The QAS RTO will identify the potential cause of the complaint and appeal and take appropriate action to improve the system and eliminate the likelihood of reoccurrence.

### 6.4. Academic integrity, plagiarism and cheating

The QAS RTO values academic integrity and honesty in all education endeavours.

All students undertaking courses with the QAS RTO are required to demonstrate academic integrity in their study and assessment practices, and students are responsible for ensuring the authenticity and originality of all materials submitted for assessment.

#### 6.4.1. Plagiarism

Students cannot use another person's ideas or work as their own, or use text from any published source, such as a webpage or journal article, as their own. Direct use of such sources, even if referenced, may constitute plagiarism. Your assessment outline specifies if work submitted should be cited and referenced and details can be found in your course guide.

Learners who submit work that is inappropriately cited, found to be another person's work or a direct copy of source material, will meet with the Course Coordinator which may lead to disciplinary action including unenrollment from the course.

#### 6.4.2. Cheating

Academic dishonesty, or the violation of academic integrity principles, including the use of electronic cheating devices, constitutes cheating. This includes Artificial Intelligence (AI) writing bots, for example ChatGPT and others.

When a student submits AI-authored work as their own, or any part of their submitted work is AI-authored, this constitutes a breach of academic integrity and will not be tolerated. Such instances may lead to disciplinary action and unenrollment from the course.

## 7. Relevant legislations

<a href="#">Australian Qualification Framework</a>	The Australian Qualifications Framework (AQF) specifies the standards and level of knowledge and performance for educational qualifications in Australia.
<a href="#">Data Provision Requirements 2020</a>	This legislation requires RTOs to collect and report on their business operations, including quality indicator data, total VET activity data and an annual declaration on compliance.
<a href="#">Information Privacy Act 2009 (QLD)</a>	This Act recognises the importance of protecting the personal information of individuals. The Act governs how Queensland Government agencies, such as the the QAS RTO, collect, store and handle your personal information.
<a href="#">National Vocational Education and Training Regulator Act 2011 (NVR Act)</a>	This legislation provides national consistency in the regulation of the VET sector, using a standards-based quality framework and a risk-based approach. It is the basis for the VET Quality Framework.
<a href="#">Privacy Act 1988</a>	The Privacy Act 1988 was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies handle personal information.
<a href="#">Public Records Act 2023 (QLD)</a>	QAS employee training records are retained as a permanent record, consistent with the requirements of the Queensland <i>Public Records Act 2023</i>
<a href="#">Anti-Discrimination Act 1991 (QLD)</a>	The QAS RTO promotes harmony in a culturally diverse society and follows the Queensland Anti-Discrimination Amendment Act 2001 which protects people from unfair discrimination, sexual harassment and other offensive behaviours.
<a href="#">Standards for Registered Training Organisations (RTO) 2025</a>	These Standards form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised training in Australia. RTOs are required to comply with these Standards and the VET Quality Framework at all times.
<a href="#">Student Identifiers Act 2014</a>	Under the legislation, an education or training provider must not issue a statement of attainment or a qualification unless the student has been assigned a USI.
<a href="#">VET Quality Framework</a>	This framework is to ensure national consistency in registering and monitoring RTOs and the standards in the VET sector.
<a href="#">Work Health and Safety Act 2011 (QLD)</a>	This Act describes your obligations at workplaces to ensure work health and safety.

## Section B: Specific Information by Course (First aid short courses)

### 8. Enrolment – additional information for first aid short course students

#### 8.1. Fees and Refund

For up-to-date information on each First Aid course, fees, and accepted payment methods, visit the QAS First Aid training website.

If you are unable to attend your course, you may be eligible for a refund. Please read the Refund Policy information in the link below for details.

A full refund will be given in circumstances when the course is cancelled by the QAS RTO or is rescheduled to a time and/or location that is unsuitable to you. In these cases, you will be notified and advised of any cancellations and changes.

Review the full QAS First aid training Fees, Charges and Refund Policy online at: <https://www.qld.gov.au/emergency/emergencies-services/first-aid/important-student-information/fees-charges-and-refund-policy>

If you need to discuss your course booking, please contact us via email [firstaidtraining@ambulance.qld.gov.au](mailto:firstaidtraining@ambulance.qld.gov.au).

#### 8.2. Course Cancellations or Postponement

If you need to cancel your enrolment or transfer to a course at a later date, please notify your Course Coordinator as soon as possible. Fees may apply.

Note: for public courses, the QAS RTO reserves the right to cancel/postpone any course that does not meet the minimum enrolment requirements or if other circumstances exist that require course cancellation or postponement. Students will be provided with as much notice as possible if a course needs to be cancelled/postponed.

#### 8.3. Students under 18

Students under 18 years of age are welcome to take part in any of the First Aid training offered by QAS. However, it should be noted that, due to the nature of First Aid training, some coursework contains images of a graphic nature and involves discussion about severely injured or deceased patients. All students are expected to take part in simulated First Aid scenarios, some of which may be considered confronting in nature.

If you are under the age of 18, you must:

- obtain the permission of a parent or guardian to attend
- have your parent or guardian complete the Parent/Guardian Consent Form and Student Enrolment Form.

The above forms are available on the QAS First Aid courses website: [www.qld.gov.au/emergency/emergencies-services/first-aid/important-student-information](http://www.qld.gov.au/emergency/emergencies-services/first-aid/important-student-information) In addition, students under 16 years of age must have an adult accompany them to the course. The accompanying adult can attend the course as a paying course participant or be present in the course as a parent/ carer chaperone.

The reason for adult course permission and accompaniment for under-age students is due to the nature of some course content which includes graphic images of wounds or body trauma as well as detailed verbal references to body parts and injury. This content matter may be offensive or unsettling to some people, including children. QAS recommends 14 years of age as the minimum age for students enrolling in First Aid courses. It is also worth keeping in mind that a very young person may have insufficient strength in their arms and shoulders to depress a mannikin to achieve competency in CPR.

## 8.4. Treatment Risk Liability Insurance

The Queensland Ambulance Service (QAS) has General Liability insurance with the Queensland Government Insurance Fund (QGIF) for an unlimited sum. This cover is extended to include holders of QAS First Aid certificates and provides coverage anywhere in Australia.

For more information on the terms and conditions of the QGIF policy, please contact QAS First Aid training Course Coordinator.

## Version History

Record the history of this document's approved versions only.

Version	Date	Additions/Amendments	Author	Approved by
1.0	1/7/2025	Re-structured and updated to align with the new policies developed to reflect SRTO standards 2025 requirements.	S. Zhang	RTO Governance Committee
1.1	28/1/2026	Minor update in section 2.2 RTO delivery scope around HLTAID015 & PUAEME008 pre-requisite requirement.	S. Zhang	Kade Johnston