



CABB (Australia) Pty Ltd

PARTICIPANT INFORMATION BOOKLET

INTRODUCTION

Welcome to CABB (Australia) Pty Ltd

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INFORMATION FOR STUDENTS

Course Directory

CABB (Australia) Pty Ltd's courses are founded upon; extensive experience, up to date resources, informed learning strategies and delivery methodologies to ensure your individual or your organisation's success.

Courses Offered

CPR Refresher Course (HLTCPR201A Perform CPR)

Basic Emergency Life Support (HLTFA201A Provide Basic Emergency Life Support)

Senior First Aid Course (HLTFA301B Apply First Aid)

NB: All courses achieve nationally recognised units of competency from the Health Training Package (unit code and name in brackets)

Depending on your requirements you may elect to enrol in a full qualification or an individual unit of competence.

Course Structure

Each unit is available as a stand-alone course, or courses are offered as follows:

Senior First Aid Course:

HLTFA301B

Also includes HLTCPR201A and HLTFA201A

CPR Refresher Course:

HLTCPR201A

Basic Emergency Life Support:

HLTFA201A

▪ Statement of Attainment

The Statement of Attainment will be issued within 21 days.

Enrolling in a Course

Once you have selected your professional development pathway, it's as easy as calling (07) 3376 9648 or 0414 525 179 to enrol. Our friendly staff are waiting for your call and can help you with any queries you may have regarding course programs, qualifications available and cost. For course program, individual units of competence, full qualification, RPL or assessment, enrolment is required.

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course Students prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing Students to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

Course Materials

Course materials are available and each Student will receive a set of course materials, including handouts and reference materials.

Accidents and First Aid

Should an accident occur, it is to be reported immediately to your Trainer/Assessor and the details will be recorded on an Accident Report Form and signed by both the Trainer/Assessor and the Student.

Appeals

Students have the right of appeal to the Director against decisions of CABB (Australia) Pty Ltd staff. If you wish to lodge an appeal, please contact CABB (Australia) Pty Ltd. Students must lodge any appeals against their assessment decision within 14 days of being advised of results using the Complaints and Appeals Statement (Form 1.16).

Assessment

In accordance with the Australian Quality Training Framework, CABB (Australia) Pty Ltd assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and Students will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

Qualified Trainers/Assessors

A qualified Trainer/Assessor is a person who is recognised by CABB (Australia) Pty Ltd as meeting the national standards for assessment and delivery (Australian Quality Training Framework Standard 7). A Trainer/Assessor is able to conduct assessment only in areas of work in which they have relevant vocational competencies. They must also be competent in the training and assessment competencies to the national standards required.

Assessment

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the Student is given every opportunity to demonstrate that they can meet the required performance standards. The assessment process your Trainer/Assessor uses must conform to the following principles:

Validity

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess competencies that are part of that unit

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency.
- Evidence demonstrates that the performance criteria have been met.
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor on another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence.
- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants.
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment.
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience.
- Any disability that the applicant might have, e.g. deafness or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Student
- Different periods over which the assessment might be done; eg. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Student being assessed in individual learning outcomes or the elements that make up the competency.

RCC/RPL

Definition:

- Recognition of Prior Learning/Recognition of Current Competency is an evidentiary process that matches the outcomes Students have achieved through unrecognised learning and/or life/work experience against the outcomes of the specific competencies
- Assessment is the process of collecting evidence and making judgements on a Student's achievement of the performance requirements set out in a competency standard
- Recognised learning includes achievement of nationally endorsed competency standards or accredited course evidenced by a qualification or Statement of Attainment
- Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (e.g. Statement of Attendance, workplace mentor program etc)

Benefits of RCC/RPL:

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills. The following are benefits stemming from the use of RPL/RCC for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus prevents costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

The Assessment Process:

- The Trainer/Assessor is responsible for determining the extent of RPL/RCC and applying the process
- Students should apply directly to a CABB (Australia) Pty Ltd Trainer/Assessor for RPL/RCC, and discuss with the Trainer/Assessor the best or most appropriate means of demonstrating competence

RPL/RCC Enrolment

For RPL/RCC a normal enrolment is required when you will receive the CABB (Australia) Pty Ltd Student Information Booklet and detailed information relating to the process of RPL/RCC including the RPL/RCC Application Form (Form 2.1).

National Recognition

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by CABB (Australia) Pty Ltd.

Language, Literacy and Numeracy

Students will be required to complete a short language, literacy and numeracy questionnaire prior to enrolment. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a Student has been identified with potential support needs, the Trainer/Assessor will discuss how best we can provide support to the Student to ensure success. This may simply be asking verbal questions rather than using a written test.

Support Services Information

Support services, welfare and guidance information for all students is available; please see the Support Services Reference Guide.

Complaints

You have the right to expect open, fair, and effective complaints procedures. If you are not satisfied with the services you receive, refer to "How People Formally Express Concern", further on in this document.

Confidentiality Policy

Students can be assured that personal information provided to CABB (Australia) Pty Ltd will be given maximum protection and made available only to authorised users such as employers where a contract (eg. Training Contract) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes.

Students may access their records at any time upon request. They must complete the FORM 1.6 Participant Information Access Request. Please contact CABB (Australasia) Pty Ltd.

Copyright

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, Students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible, however, permission must be sought.

Discrimination and Harassment

CABB (Australia) Pty Ltd aims to provide an environment free from discrimination and harassment for both Students and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. Contact the Director who can provide confidential support and information about options to deal with such situations.

Discipline/Student Conduct

Students are expected to behave in a manner which is courteous, safe and not disruptive within training and assessment activities conducted by CABB (Australia) Pty Ltd. The following are examples of unacceptable behaviour or actions:

- ✦ Any misuse, legal or illegal, of any vehicles or property of CABB (Australia) Pty Ltd;
- ✦ Any unsafe or illegal practice;
- ✦ The possession of alcohol or prohibited drugs;
- ✦ The conduct of business for private gain;
- ✦ Dishonesty in training and assessment activities;
- ✦ Damage of equipment;
- ✦ Obstructive behaviour;
- ✦ Disorderly, disruptive or harassing behaviour;
- ✦ Non-payment of fee requirements
- ✦ Discrimination towards any other person

Gross misconduct may result in suspensions or expulsion from CABB (Australia) Pty Ltd training and assessment programs.

Entry Requirements

CABB (Australia) Pty Ltd provides a range of training programs with varying entry requirements. Some have specific entry requirements that include competency pre-requisites, health and fitness and/or prior or concurrent work experience. Specific details are detailed in the relevant course brochures.

Flexible Delivery

Flexible delivery means that a range of learning strategies is available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with an aim of enhancing accessibility to education/training.

Complaints

When a person wishes to lodge a formal complaint because of:

- ✦ A decision which affects them/or their interest;
- ✦ unacceptable behaviour (eg. harassment, discrimination, victimisation)

Complaints and Appeals Process

- discuss the complaint or appeal with the Trainer or Assessor
- If the complaint or appeal is not addressed to the satisfaction of the Student, the client or Student is advised to complete a Complaints and Appeals Statement (below)
- the Course Coordinator or Management is to evaluate the Complaints and Appeals Statement, conduct enquiry where necessary, provide an opportunity to the student to present their case (with the provision of a support person in attendance) and address the complaint or appeal
- If the complaint or appeal is not addressed to the satisfaction of the Student, it is to be referred to an external source

Occupational Health & Safety

The Workplace Health & Safety Act 1995 applies to all staff and Students of CABB (Australia) Pty Ltd. All employees, including Students, have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/Students and others in the workplace or public.

Course Registration and Fees

- Depending on the course you wish to attend the course costs will vary from individual units of competence to a full qualification
- For detailed course fees and a quotation, please contact CABB (Australia) Pty Ltd
- All course fees are either payable at least one week in advance or for corporate group bookings, contact CABB (Australia) Pty Ltd
- Bookings are not confirmed until payments or authorised purchase orders are received
- All bookings received are firm bookings (tentative bookings are not accepted)
- Your enrolment will be acknowledged and all enrolments confirmed in writing
- All cheques should be made payable to CABB (Australia) Pty Ltd

Refunds

Refunds of program fees are available and only to be initiated in line with CABB (Australia) Pty Ltd Policy 1.2 and Procedure 1.15.

Refund Policy:

- The CABB (Australia) Pty Ltd will make a full refund of all fees paid should a course be discontinued. Should the Student desire to take an alternative course in the CABB (Australia) Pty Ltd, fees will be fully transferable to that course. In the event of a course for which the Student was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.
- Should a Student cancel an enrolment with the CABB (Australia) Pty Ltd, the following conditions will apply regarding a refund of fees:
 - o The enrolment fee is non-refundable
 - o Cancellation up to two weeks prior to the commencement of the course, a full refund (less the enrolment fee) will be given
 - o Cancellation between course commencement date and two weeks prior to the commencement of the course, 80% of fees will be refunded, less the enrolment fee
 - o No refunds or transfers will be given for cancellations or discontinuations after a course commencement date or after exclusion for unsatisfactory attendance or behavior, except where extenuating circumstances prevail*

- All requests for cancellation or refunds must be made in writing (FORM 1.15 Fees Charges Refund Request), and be accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four weeks
- Confidentiality of Student information will be ensured (see PRO 1.5 Student Information Management Policy)
- Refunds will be paid within one (1) week of the claim being agreed

* Extenuating circumstances: Should a Student have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.

Access and Equity

The Management and staff of CABB (Australia) Pty Ltd are responsible for ensuring access and equity for all Students. This ensures all Students are treated equally and fairly and have equal access to participation in training. Selection of Students into courses is based on Students meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential Student will be discriminated against for any other reason.

GENERAL INFORMATION

Location:

CABB (Australia) Pty Ltd's main office is located in
MOUNT OMMANEY

Opening Hours:

CABB (Australia) Pty Ltd's main office is open from
8:30am to 5 pm, Monday to Friday.

Contact Details:

Director Ms Terri-Ann Eden-Jones

Address
P.O. Box 516
MOUNT OMMANEY, 4074
QLD

Phone 07 3376 9648
Mobile 0414 525 179
Fax 07 3715 7960

Email cabbapl@iinet.net.au
URL <http://www.cabb.com.au>

SUPPORT REFERENCE GUIDE

Language Literacy and Numeracy

Should a student or potential student be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) for support. Assistance to the student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Learning Support

Should a student or potential student be identified with learning support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to a Registered Training Organisation (public or private) to address the issue. Assistance to the Student, and liaison with the Registered Training Organisation will be provided, where applicable, to identify the specific support requirements.

Disability Support

Should a student or potential student identify themselves with a disability, trainers will liaise with the student and relevant disability support agencies/workers to address the delivery and assessment requirements of the student through customization of the program. If however, Providers are unable to accommodate the needs of the student, CABB (Australia) Pty Ltd will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.

Social Support

Where social or personal circumstances may affect a student's learning experience, CABB (Australia) Pty Ltd will support the student where possible, including referral to the following organisations:

Centrelink	131 021
Crisis Care	07 3235 9999
Emotions Anonymous	0500 567 766
Mental Health Association	07 3271 5544
Wesley Mission	1800 021821
Women's Domestic and Family Violence	1800 811 811
St Vincent De Paul	07 4032 3201
Life Line	07 4053 5044
Kids Helpline	1800 551 800
Alcoholics Anonymous	07 4051 2872