



# **Paramedic First Aid Services**

**Training Information**  
**2009**



## **Paramedic First Aid Services**

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## Paramedic First Aid Services

### **Trainer Information**

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#### **Trainer Obligations**

- Provide a professional training review
- Ensure safety and well being of all trainees undertaking training
- Ensure that all training relates to current relevant industry training programs
- Record the attendance of trainees at scheduled training sessions
- Be responsible for assessing trainees / students in each unit's defined program outcomes

#### **Record Keeping**

- Trainer will maintain results of ongoing and final assessment. At course conclusion, trainer will provide details of final results to Program Manager.
- Record of results will be stored indefinitely.

#### **Quality Assurance Policy**

- Paramedic First Aid Services will institute a professional development program for staff to ensure they are kept abreast of best practices in training.
- Paramedic First Aid Services will ensure that procedural materials are disseminated throughout the organisation and that procedures are applied consistently.



## Paramedic First Aid Services

### **Complaint and Policy Procedure**

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#### **Policy**

- All prospective employees will be provided with a copy of substantiated complaint and procedure document.
- All disputes and substantiated complaints will be handled professionally in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the substantiated complaint procedure.
- Substantiated complaints will be handled fairly, equitably, and resolution procedures will be initiated within five days.

#### **Procedure**

The substantiated complaint procedures relating to the delivery of training and/ or assessment involves the student / trainee initiating the following-:

- Discussion with relevant trainers about the substantiated complaint. If unable to be resolved, the substantiated complaint to be forwarded to Paramedic First Aid Services Program Manager

If the substantiated complaint cannot be resolved, Paramedic First Aid Services will refer the matter for independent mediation.

#### **Recognition of Prior Learning**

Paramedic First Aid Services will ensure that an individual's learning and skills are recognised. Candidates may apply for recognition of their learning and skills by supplying evidence of-:

- Previous training undertaken
- Work and life experience
- Non- formally recognised training undertaken

Skills recognition assessments and outcomes will be recorded and relevant qualifications / statements of attainment will be issued where applicable. Where a student / trainee have already achieved the skills for any unit of competence, a credit, or exemption from the unit will be given. Student / trainee may fill out a *Recognition of Prior Learning (RPL)* application form (available from Program Manager). Applications will be assessed by the Program Manager and student / trainee will be notified of the decision. There is a provision for appeal against such a decision under the student / trainee substantiated complaint procedures.



## Paramedic First Aid Services

### **Staff Code of Practice**

Paramedic First Aid Services trainers and staff are regarded as integral in the provision of high quality training. Paramedic First Aid Services recognises the fact that high quality teaching provided by professional, dedicated and committed lecturers will maximise the learning, understanding and competencies of the trainees / students.

### **Trainers – Values and attitudes**

In carrying out their professional responsibilities, trainers should-:

- Acknowledge that all students / trainees have the capacity to learn.
- Recognise and respond to student individual differences.
- Treat everyone equitably, justly and with respect.
- Follow professional standards for dress and conduct.
- Interact with students / trainees and promote self esteem and confidence.

### **Trainers – Practice**

Trainers should-:

- Have an understanding of how students and adults learn.
- Develop a class environment which values high level of achievement and engagement.
- Develop a wide repertoire of teaching strategies.
- Be able to structure learning tasks which foster motivation, engagement and learning.
- Establish clear, challenging and achievable expectations of students / trainees.
- Manage the class according to the Welfare and Discipline Policy
- Clarify the student / trainee intentions of each unit / module, including assessment expectations.
- Challenge students / trainees to meet the objectives of activities offered through a strategic selection of learning and teaching activities.

### **Trainers – Responsibilities**

Trainers should-:

- Follow policies and procedures for student / trainee management.
- Follow policies and procedures for assessment and reporting of students / trainees' progress and achievement.
- Help to ensure that training venues are safe and conducive to acceptable standards of behaviour.
- Establish positive, effective professional relationships with all students / trainees.



## Paramedic First Aid Services

### **Trainers – Responsibilities (contd.)**

- Accept responsibilities for their own professional development in conjunction with Paramedic First Aid Services.
- Help to ensure the environment is harassment free, and that equity of opportunity for all is promoted.
- Promote self esteem, confidence and self worth among students / trainees, and recognise all achievement.
- Demonstrate a cooperative approach to working with other trainers and non training staff.
- Be familiar with OH & S practices and guidelines of the Privacy Act.

### **Non training Staff**

Non training staff are critical to the effective operation of Paramedic First Aid Services. Their health and wellbeing contributes to the effectiveness of the training programs, learning outcomes and success of training sessions.

Non training staff should-:

- Contribute to the achievement of the goals and priorities by providing special skills and expertise where appropriate and provide support for students / trainees and clients as required.
- Demonstrate a commitment to their own professional development and appraisal.
- Demonstrate cooperation and team work with trainers and expect the same in return.
- Interact with others in a manner that is polite, positive and helpful.
- Follow professional standards for dress and conduct.
- Be familiar with OH & S practices in the workplace.

### **Strategies**

It is the obligation of trainers and non training staff to read and understand the behaviour guidelines along with the consequences.

The rules and behaviour expectations are intended to promote positive, cooperative and effective relationships and behaviours leading to the following-:

- Providing appropriate supervision / training at all times.
- Ensuring understanding and awareness of the procedures and policies at all times.
- Providing support to all during conflict resolution as per policy guidelines.



## Paramedic First Aid Services

### **Staff Development**

Paramedic First Aid Services will strive to-:

- Obtain qualified and interested staff to act as trainers for program delivery.
- Ensure that staff have appropriate vocational competencies.
- Ensure that staff have the required assessment and training qualifications before they commence the role of the trainer.
- Provide opportunities for staff development.
- Provide all staff with detailed information on policies and processes via handbook and meetings as appropriate.
- Seek regular feedback from staff and trainees to inform effective program delivery and ongoing development.



## Paramedic First Aid Services

### **Continuous Improvement Policy**

Paramedic First Aid Services has a policy of continuous improvement relating to procedures in Vocational and Education Training in the following areas.

#### **Programs**

Paramedic First Aid Services will-:

- Deliver appropriate Vocational and Educational training fields of study that are reflective of trainees' interests, as well as staff abilities and qualifications.
- Visit other training providers to ascertain best practice and develop a program delivery model specifically suited to meet client needs.

#### **Training**

Paramedic First Aid Services will-:

- Keep up to date with training measures and version control methodologies.
- Encourage and facilitate procedures for ongoing staff training.
- Maintain a record of all staff professional development relating to training programs and will actively pursue assessor training.

#### **Risk Management**

Paramedic First Aid Services is committed to implement the following procedures-:

- Annual internal audit of policies and procedures
- Participants will complete surveys after each course.
- Areas of improvement, along with issues to address will be documented and action taken as appropriate.

#### **Review of Policies and Procedures**

- On an annual basis, Paramedic First Aid Services will review all its policies and procedures to ensure they are current, relevant and accurate.
- Policies and procedures will be documented as appropriate.

#### **Recognition of Qualifications**

Paramedic First Aid Services' trainers will have completed certification and will provide documentation including following qualifications-:

- Certificate IV Assessment and Training
- Associate Diploma of Health Science
- Degree of Bachelor of Education
- Senior First Aid Level 3 / Level 4



## **Paramedic First Aid Services**

### **Training Organisation Policy**

Paramedic First Aid Services delivers First Aid training services to all areas of the community, specifically specialising in the following areas:-

- Power industry, golf industry, childcare, hospitality, schools, sailing and skiing industry.

A range of first aid training is offered from beginner to recertification courses. All program content conforms to the Policy Statements of the Australian Resuscitation Council. Courses are designed with flexibility, and can be adapted to cater for special client needs. Our organisation also offers a money back guarantee if course purpose is not met.

Paramedic First Aid Services develops “first responder” safety programs. Information and policy guidelines are developed to support workplace first aid training and / or emergency procedures. Customised courses are delivered to meet specific needs and provided on site if necessary.

### **Education Standards**

Paramedic First Aid Services has a proven record in providing high quality education and is genuinely committed to the pursuit of excellence in learning and teaching. Instructors provide a wide range of skills, knowledge and experience to promote high level of student learning.

Lecturers include qualified paramedics who are experienced presenters and skilled at bring real life scenarios into course delivery.

### **Reporting**

Paramedic First Aid Services will:-

- Maintain records and provide a record keeping system.
- Maintain confidentiality of all records.
- Collect and maintain assessment results.



## **Paramedic First Aid Services**

### **Staff Recruitment and Development Policy**

Paramedic First Aid Services will provide and encourage participation in professional development.

The aim of this policy is to support the introduction and ongoing development of training and assessment programs, with the objective of broadening the delivery base of options and outcomes for trainees / students.

Paramedic First Aid Services places a high value on professional development and training in vocational educational programs that meet the guidelines for program development within the organisation as outlined in the policy as follows:-

- Build participant ownership and commitment
- Value and utilise participant's knowledge and current expertise
- Provide models or examples of best practice
- Effective feedback and evaluation mechanisms
- Encourage self directed learning

Paramedic First Aid Services will:-

- Introduce and facilitate ongoing staff professional development
- Keep abreast of best practices and first aid content knowledge
- Ensure that all staff follow professional development opportunities as required.

### **Program Manager**

Must ensure that:-

- Instructor has access to all relevant tools, procedures and information set out within relevant course guidelines.
- Trainees are provided with clear and timely information regarding tasks to be completed and scenarios to be followed.
- Common and comparable task design and assessment practices are implemented when more than one trainer is involved.
- Course tasks are conducted and managed appropriately to allow sufficient time for competencies to be completed and assessed.



## **Paramedic First Aid Services**

### **Substantiated Complaint Procedure**

#### **Policy**

- All prospective trainees will be provided with a copy of Substantiated Complaint Procedure document.
- All disputes and grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the substantiated complaint procedure.
- All substantiated complaints will be managed fairly, equitably and efficiently as possible.
- Paramedic First Aid Services will resolve any substantiated complaints fairly and equitably, and will initiate resolution within five (5) working days.
- Trainees may raise any matters of concern relating to training delivery and assessment, quality of teaching, amenities, discrimination, harassment and other issues that may arise.

Paramedic First Aid Services will approach the substantiated complaint with an open view and attempt to resolve problems through discussion and conciliation. The need for external and independent mediators will be acknowledged where necessary.

#### **Procedure**

The substantiated complaint procedures relating to the delivery of training or assessment involves the following procedure-:

- Discuss with relevant trainer regarding substantiated complaint.
- Record details in a substantiated complaint register.
- Provide an appropriate forum for presenting substantiated complaint.
- Refer to mediator if required.



## **Paramedic First Aid Services**

### **Access and Equity Principles**

Paramedic First Aid Services will -:

- Ensure that access to programs occurs regardless of age, colour, gender, race, social or ethnic background.
- Ensure that disadvantaged groups have access to training.
- Not discriminate against trainees in regards to age, colour, gender, race, social or ethnic background.
- Closely monitor all advertising and course promotion to ensure material is free of all discrimination elements.

### **Effective Records Management**

#### **Procedures**

Paramedic First Aid Services will implement and administer effective record management processes equivalent to the standards for Registered Training Organisations and all external reporting requirements.

Paramedic First Aid Services will implement and document records that may include by not limit to:-

- Current records of verified qualifications and experience of trainers.
- Enrolment and attendance details of each student / trainee.
- Assessment outcomes of all students / trainees.
- Recognition of prior learning
- Information of substantiated complaints / appeals
- Qualifications / statement of attainments issued
- Evaluation forms completed by student / trainees
- Information of fee refund policy
- Training plans identifying course types and course content

Paramedic First Aid Services will ensure the confidentiality of all personal records, in compliance with provision of the Privacy Act 1998, which incorporates the Privacy Amendment (Private Sector) Act 2000.

All records are identified for accuracy and currency purposes with a version control and date of issue, detailed in a control register.



## Paramedic First Aid Services

### **Refund Policy**

Paramedic First Aid Services agrees to -:

- Refund within 30 days without deduction course costs, whereby reasons beyond trainees control, including Acts of God, civil strike and riots the trainee is prevented from attending the course.
- Agrees to refund within 14 days without deduction all fees, where paramedic First Aid Services cancels a course, or where commencement of the course is postponed for more than four weeks.

### **Internal Audit Procedures**

On an annual basis the Program Manager will conduct an internal audit using audit report proforma. As part of this process, the Program Manager will:-

- Review all policies and procedures
- Examine all feedback to ensure satisfaction with training provided
- Conduct follow up training as required
- Prepare a budget for programs offered to ensure training programs are adequately resourced.
- Review courses to determine whether programs should be extended, along with addition of new programs.

This will be conducted November/ December each year



## ***Paramedic First Aid Services***

### **Risk Management Policy**

Paramedic First Aid Services will work to minimize the risks associated with the provision of training programs.

Potential risks which will be identified and reviewed on an ongoing basis including-:

- Provision of accurate marketing information
- Maintenance of qualified staff
- Effective record keeping and financial management
- Effective version control

All of these potential risks have been addressed through outlined policies and procedures.

Some of the specific strategies to be utilized include-:

- The trainer shall be aware of the Grievance and Refund policy
- The trainer shall be aware of and understand the course program to be delivered
- Record management of program delivery will be controlled by Program Manager

Paramedic First Aid Services will endeavour to develop a policy of continuous development related to the following areas-:

- Ongoing staff training as appropriate
- Review procedures regularly
- Keep up to date with all training procedures as outlined in course programs
- Financial management of resources relating to all programs
- Management of all records and certificates relating to program delivery



## **Paramedic First Aid Services**

### **Occupational safety and Health Policy**

#### **Commitment**

Paramedic First Aid Services acknowledges the provision of a safe and healthy work environment for employees, students and contractors. This is not just a moral and legal responsibility, but also a prerequisite to provide teaching at the highest standards.

#### **Objectives**

Paramedic First Aid Services ensures compliance with the Victorian Occupational safety and Health Act and Regulations, other legislation and current industry standards by:-

- Providing and maintaining safe workplaces
- Providing information, instruction, training to ensure safe systems of work
- Ensuring that trainers are adequately trained and supported
- Consulting and cooperating with safety and health representatives
- Providing and maintaining personal protective clothing as required
- Continuously reviewing and improving safety performance

#### **Responsibilities**

Each trainer is accountable for implementing course programs as required. Management is responsible for:-

- Provision and maintenance of a safe workplace and systems of work
- Involvement in development and implementation of safety and health policies and procedures
- Training and supervising trainers in the safe performance of assessment tasks
- Provision of resources to meet safety and health commitment

#### **Application of the Policy**

This policy is applicable to Paramedic First Aid Services in all its operations and functions, including where trainers work in varied sites and trainee locations.



## Paramedic First Aid Services

### **Privacy Notice**

The information provided by trainees / students, employees and employers is obtained for the purpose of coordinating programs offered by Paramedic First Aid Services.

The information will be stored securely and kept for a minimum of five years after course has been completed. Details will only be discussed for purposes related directly to the purpose for which it has been collected.

### **Record Keeping**

Paramedic First Aid Services will keep records of all courses it conducts, including names of all participants, their assessment and any relevant information. Details of modules successfully completed will be retained by Paramedic First Aid Services.

The trainer will maintain results of ongoing assessment during the delivery of a course. Following completion of modules presented, the trainer will forward results to the Program Manager to be filed and to then confirm certificates to be produced.

All information will be stored and filed by the Program Manager.



## Paramedic First Aid Services

### Trainee Evaluation

#### Course

Lecturer \_\_\_\_\_ Venue \_\_\_\_\_ Course Date \_\_\_\_\_

1. Score each of the following aspects of the course on a basis of 1-10.  
(1-no value, 10 extremely valuable)

- |                                |       |
|--------------------------------|-------|
| a. Course content              | _____ |
| b. Course materials, resources | _____ |
| c. Facilities                  | _____ |
| d. Teaching Methods            | _____ |
| e. Lecturer Presentation       | _____ |
| f. Assessment methods          | _____ |

2. List suggestions program might be improved?

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3. Do you intend on updating your certification, or recertifying in the future?

YES / NO

Contact Details:

Phone:

Email



## Paramedic First Aid Services

### **Program Evaluation Course**

1. What aspects of the course did you enjoy the most?

.....

.....

.....

.....

2. What aspects of the course would you like more emphasis placed on?

.....

.....

3. Please comment on-:

- a. Teacher methods.....

.....

.....

- b. Facilities.....

.....

.....

- c. Assessment.....

.....

.....

4. Please comment on the course.

.....

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## **Paramedic First Aid Services**

### **Recognition of Prior Learning**

#### **Policy and Procedure**

Where trainee / student has already achieved the skills for any unit of competence, credit will be given, or exemption from the unit. This prior learning may have occurred through formal or informal training, through work or life experience.

Applications for Recognition of Prior Learning (RPL), will be managed and assessed by the Project Manager, who has relevant qualifications in Workplace Training and Assessment.

#### **Procedure**

In applying for RPL, trainee/ student should include evidence of the following areas:-

- Relevant diplomas or certificates, or statements of attainment.
- Referees from teachers / employers or relevant persons.
- Examples of completed work which demonstrates required competencies.
- Any other appropriate documentation

The application will be assessed and student / trainee will be informed of decision. There is a provision for appeal against such decision under the trainee / student Grievance Procedures.



## Paramedic First Aid Services

**Recognition of Prior Learning**      **Date** \_\_\_\_\_

**Course** \_\_\_\_\_

1. Surname.....
2. Given names.....
3. Date of Birth.....
4. Address.....

.....  
Suburb.....Postcode.....

5. Contact details:

Phone.....

Mobile.....

Email.....

Evidence of certificates / diplomas-:

| Relevant dates | Course name/ organisation | Certificate / experience |
|----------------|---------------------------|--------------------------|
|                |                           |                          |



## Paramedic First Aid Services

### **Assessment and Policy Guidelines**

1. All assessment will be conducted with the assessment guidelines of the training package.
2. All assessment processes shall be valid, reliable, fair and flexible.
3. All assessment of participants will be undertaken by qualified assessors and will involve the use of industry endorsed guidelines.
4. Assessment shall be equitable for all persons and consideration will be given to people with special needs.
5. Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency, and will integrate knowledge and skills with their practical application.
6. Assessment processes will provide for the Recognition or Prior Learning (RPL).
7. Assessment procedures and the criteria for judging performance will be made clear to trainees/ students. Feedback on the outcomes of assessments will be forwarded to trainees / students.
8. Individuals are able to challenge assessment decisions in accordance with Grievance Process.
9. Paramedic First Aid Services will maintain the records and storing of assessment outcomes.
10. Qualifications of Statements of Attainment will be issued to all trainees / students on course completion.
11. Paramedic First Aid Services will establish a system for the ongoing monitoring and reviewing of assessment practices.



## Paramedic First Aid Services

### **Assessment Evidence**

Trainers will ensure the following practices are put in place and retained by trainers:-

1. Information provided to students on assessment processes either prior to, or during course delivery.
2. Assessment instruments related to the course including tests, projects, work related tasks.
3. Summaries of evidence used to judge competence.
4. Assessment instruments or processes which are adjusted for trainees / students with special needs.
5. Records or assessment results
6. Records of RPL evidence
7. Records of feedback, course evaluation



## Paramedic First Aid Services

### **Validation Approaches – review and evaluation**

| Validation Approach | Outcome of review activities | Follow up action for continuous improvement |
|---------------------|------------------------------|---|
| 1.                  |                              |   |
| 2.                  |                              |   |
| 3.                  |                              |   |
| 4.                  |                              |   |

Comments.....  
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