

Student Handbook

First Aid



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www.ctas.wa.edu.au



firstaid@ctas.wa.edu.au



(08) 9350 9222



CTAS Education acknowledges the Traditional Custodians of this land, the Whadjuk people of the Noongar Nation, their Elders past and present. We recognise the contributions of First Nations people to the education of all children and people.

**CTAS Education
have been
collaborating with a
local Perth, First
Nations artist Brian
Blatchford.**

*This artwork represents
CTAS Education's commitment to
reconciliation, and the acknowledgement
of our First Nations peoples to the
education of all children and people
within Australia.*

*Brian's interpretation of our request to
symbolise the links of learning between
Educators and children is offered
through: 'The circles represent the
meeting places/education services,
whilst the handprints show children and
Educators learning together, side by
side.'*

*We are proud to continue making steps
towards reconciliation.*

Handbook Disclaimer

This handbook contains information that is correct at **04/02/2025** (V12) Changes to legislation and/or CTAS Education policy may impact on the currency of information included. CTAS Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from CTAS Education Head Office.

This handbook has been prepared as a resource to assist students to understand their obligations and, those of CTAS Education. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook. Any queries can be directed to firstaid@ctas.wa.edu.au

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Welcome to **CTAS Education**

Congratulations on choosing CTAS Education to complete your First Aid training with, we look forward to sharing our knowledge, skills and experience throughout your learning journey!

This Handbook is designed to provide you with essential information including enrolment, assessment, your rights and obligations as a learner, issuance of your Qualification and Support Services.

Every student is important and an individual in our eyes and are treated that way. All staff, at all levels, are approachable and can be contacted at any time to discuss any issues or questions you may have.

We hope that you enjoy your training experience with CTAS Education, and we welcome all feedback to help us improve in everything we do.



About Us



At CTAS Education, we are passionate and committed Early Childhood professionals, who understand what it is like to work within the Early Childhood Education sector. We have been delivering training in Education and Care since 2007, sharing our knowledge and experience with the future generations of Educators. We are aware that Early Childhood Education is a “hands on” profession and we have ensured our training focuses on this where possible. We believe that it is more beneficial to teach students skills and knowledge, rather than “ticking and flicking”, so that we help create amazing and competent Early Childhood Educators who have the skills and knowledge to give children the care they deserve.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. CTAS Education is registered with the Training and Accreditation Council of WA and our provider code is **51849**.

The Qualifications/Units of Competencies that we deliver are:

- **CHC30121 Certificate III in Early Childhood Education and Care**
- **CHC50121 Diploma of Early Childhood Education and Care**
- **HLTAID009 Provide Cardiopulmonary resuscitation**
- **HLTAID012 Provide an emergency first aid response in an education and care setting**

CTAS Education is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.tac.wa.gov.au which is the website for the regulator of Western Australia’s vocational education and training (VET) sector.

Vision & **Mission**

Our Vision

Our vision is to be the pre-eminent training provider for the Education and Care sector.

Our Mission

Our mission is to inspire and empower Early Childhood educators by sharing our knowledge, skills and expertise through high quality personalised training.

Enrolment

You will be required to complete an enrolment form for all First Aid courses. Please note that enrolment is not confirmed until fees have been paid, or as agreed and you have supplied your USI. (Please refer to the USI section of this handbook for more information)

➤ Entry Requirements

There are no formal prerequisites for HLTAID009- Provide cardiopulmonary resuscitation and HLTAID012- Provide First Aid in an education and care setting.

However, it is a requirement that the student has a sound knowledge of language, literacy, numeracy and digital literacy skills. If a student identifies that English is their second language or they have an overseas education, a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment will be required.

There are also physical requirements during this course, where students will kneel on the floor to perform and simulate a CPR response on an Australian Resuscitation Council (ARC) approved CPR manikin. There will be other physical expectations, where students will need to demonstrate the skills of effectively rolling another person onto their side into a rescue or lateral position guided by the Trainer.

Please contact CTAS Education's First Aid Training Coordinator if you have any concerns, questions or physical restrictions that may affect your ability to perform the required expectations.

➤ Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider since the system was implemented on 1st January 2015.

As an RTO, CTAS Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

However, if you have been granted an exemption under the Student Identifiers Act 2014, CTAS Education will issue relevant training records as per Qualification Issuance Policy and Procedure, however the results will not be reported to AVETMISS nor appear on the USI register.

Fees

Indicative Course Fees

Unit Code	Unit Title	Course Fee
HLTAID009	Provide cardiopulmonary resuscitation	\$70.00
HLTAID012	Provide first aid in an education and care setting	\$170.00 *

*You may be eligible for state funding if participating in a traineeship. Eligibility criteria applies. The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as travel and resource fees.

Payment Options

Payment of course fees can be made to CTAS Education via:

Bank Deposit/Electronic funds transfer

Credit card

Cheque

Fees must be paid at least 7 days prior to the in-class course unless prior approval has been given by CTAS Education Management.

Please note that outstanding fees may result in the cancellation of your enrolment.

Refunds

As per the DTWD Fees and Charges Policy (if applicable) and individual's Consumer Rights, students are entitled to a full refund of fees and charges where:

- A course is cancelled or re-scheduled to a time or location unsuitable to the student.
- A student is not given a place due to the class being full.
- A student withdraws prior to course commencement due to a serious illness, injury or disability that prevents the student from attending the course. (Medical certificate is required).

There are NO other grounds for refunds.

Tuition fees will be discussed with you upon enrolment. All fees are correct as of 16/12/2024 and are subject to change. Please contact CTAS Education if you have any questions related to course fees.

Full fees and charges policy is accessible on our website, [click here](#)

Training & Assessment

CTAS Education Trainer and Assessors are appropriately qualified and have sufficient, relevant industry experience to deliver and assess the First Aid courses developed by CTAS Education.

➤ Assessment Methods

The typical assessments used in first aid courses are:

Pre-Course Learning: This is the theory component that assesses whether you remember and understand.

Practical Observation Assessments: This is based on your practical skills that your Trainer/Assessor will observe you do during your face-to-face class.

Pre-Course Learning must be submitted by the stipulated due date and is a mandatory requirement prior to attending the in-class course.

The practical assessments will be assessed during the in-class course and knowledge authenticated through verbal questions.

➤ Accessing Learning Resources & Assessments

You will be able to access and submit your pre-course assessment via your login for the Learning Management System (LMS). The 'Student Learner Guide' is required for the course will be accessible on your LMS Dashboard.

If you require learning resources and/or Assessments in an alternative format, please discuss this with your Trainer/Assessor or contact CTAS Education on 9350 9222.

➤ Contacting your Trainer/Assessor

Your assigned Trainer/Assessor will be your first point of contact but may not be able to take your call immediately if they are with other students. Please leave a message and they will call you back as soon as possible.

You can also contact your trainer by email or direct messaging on the Learning Management System (LMS).

➤ Assessment Feedback & Resubmissions

If you receive notification that your assessment submission has been deemed **‘Not Satisfactory’**, you will be released an additional attempt with feedback from your Assessor to support you in achieving a Satisfactory outcome. This may involve revising highlighted theory questions, providing additional or more relevant information within your answers, or demonstrating an observable practice again.

At the Assessor’s discretion, you may be required to undertake further training before resubmitting an assessment. If you are unclear on any of the feedback, please ask your Trainer/Assessor to provide clarification.

To be deemed **‘Competent’** against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit. If you disagree with an Assessment Outcome you have the right to appeal the decision. You have the opportunity to do this at the end of each assessment on the LMS, or alternatively please contact your assigned Trainer/Assessor.

➤ Artificial Intelligence (AI)

The use of artificial intelligence technologies is strongly discouraged. All required information for your enrolled course is provided within the learning materials, assessments and in your workplace/regulated early education and care service. Our Trainer/Assessors screen submitted assessments for the use of AI when marking assessments.

If the use of AI has been found within your assessment/s further action will be taken.

➤ Plagiarism

All work that you submit must be your own, Plagiarism is taking someone else’s work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by CTAS Education. You will be required to sign both a Plagiarism and Authenticity Declaration on your Assessments.

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

➤ Credit Transfer & Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has because of past study and/or experience. The aim of RPL is to recognise your existing knowledge without having to go through the complete processes of training. You will still need to complete the assessment process. You may be eligible for RPL and this is assessed on a case-by-case basis. Please contact your First Aid Training Coordinator to discuss your options.

CTAS Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a copy of your official documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact the First Aid Training Coordinator.

➤ Course Duration

The duration of your course will depend on several factors. Included are your own efforts and commitment to completing theory and practical assessments in the time indicated, the structure of your requested course and if you were deemed competent or not yet competent upon completion of required assessments.

However, the expected duration of First Aid Training is:

HLTAID012 Provide First Aid in an education and care setting is 13.5 hours which is combined 8.5 hours face to face in-class course and 5 hours of unsupervised pre-course learning and assessment.

HLTAID009 Provide cardiopulmonary resuscitation is 6 hours which is combined 3.5 hours face to face in-class course and 2.5 hours of unsupervised pre-course learning and assessment.

Attendance

All face-to-face in-class courses are compulsory for the completion of the unit of competency. Therefore, CTAS Education expects student to attend the enrolled course. Non-attendance will impact your ability to successfully complete all assessments and/or course requirements. Student attendance is documented and monitored throughout all courses.

If you are going to be absent from enrolled course, you will need to contact CTAS Education First Aid Training Coordinator firstaid@ctas.wa.edu.au or 9350 9222.

In the unlikely event that CTAS Education must postpone or change a course you will be contacted as soon as practicable by phone/text/email to advise of the changes.

Student Support

➤ Student Wellbeing

CTAS Education are committed to supporting all our students throughout their learning journey and there are a wide range of services available either within CTAS Education or externally

➤ Learning Support

If you require additional support in understanding how to complete your assessments, please communicate with your Trainer/Assessor via phone/email correspondence.

Our Trainers have regular **‘Support Sessions’** available if you require additional support and guidance. A designated time slot will be booked for additional one on one training and support at your request.

If you do not feel comfortable speaking with your Trainer/Assessor or if the matter concerns them, please contact our Wellbeing Officer on 9350 9222. Our Wellbeing Officer can also help you with contacting external support services.

➤ Literacy & EAL Support

- Read Write Now 1800 018 802
- Reading Writing Hotline 1300 655 506
- Translation & Interpreting 1300 655 820
- DSF Literacy Clinics DSF: [DSF Literacy Clinics](#)

Please note that fees may be charged by external services.

➤ **Apprentice Connect Australia Provider (ACAP)**

If you are enrolled in a Traineeship, you can access free support services from your Apprenticeship Connect Australia Provider. ACAP's offer students and employers these services throughout the course of the traineeship from pre-commencement to completion. They will also work closely with CTAS Education to ensure that every student is supported.

An ACAP mentor will offer confidential support and guidance over a wide range of Workplace, Training or Personal challenges. Please contact the appropriate provider to discuss.

➤ **Mental Health Support**

For severe or urgent support please go directly to the emergency department at your local hospital or call emergency services: **000**

Or contact a crisis counselling service such as:

- Lifeline Australia 13 11 14 (24hrs)
- Mental Health Emergency Response Line:
- Metro 1300 555 788 (24hrs)
- Peel 1800 676 822 (24hrs)
- Rurallink 1800 552 002 (4.30pm – 8.30am weekdays, 24 hrs at Weekend)
- Beyond Blue 1300 22 4636
- Suicide Callback 133 659 467
- Kids Helpline 1800 55 1800
- 13 Yarn 13 92 76
- 1800Respect 1800 737 732

For ongoing Mental Health Support please talk to your doctor or healthcare professional regarding a mental health treatment plan.

Online resources are also available:

- SaneForum: www.sane.org
- Think Mental Health: www.thinkmentalhealthwa.com.au
- WA Youth Directory Home: [WA Youth Service Directory](#)

Additional Information

➤ Legislation

As an RTO, CTAS Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications and courses. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015
- Vocational Education and Training (General) Regulations 2009

Additionally, CTAS Education abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Workplace Health and Safety

➤ Privacy Notice

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We will not give out your information to any person or agency without your permission unless we are required to do so by law.

➤ Access to Your Records

If you wish to access your student information file, please email admin@ctas.wa.edu.au If your records have been archived there may be a small fee and take up to 7 days for your file to reach CTAS Education's Head Office. You will be advised if any fees that are applicable when you request your file.

➤ Qualification Issuance

Once you have successfully been assessed as meeting all the criteria for your nationally recognised Qualification and all fees paid you will within thirty (30) days be issued with your Certificate and Academic Transcript listing the units that have been either deemed competent, credit transferred or RPL'd.

If you withdraw from your Qualification before completing all requirements, a Statement of Attainment will be issued for the units that have been deemed competent, credit transferred or RPL'd.

Certificates, Academic Transcripts and Statements of Attainments will be issued electronically.

➤ Re-Issuing Qualifications

An administration fee of \$20.00, may be charged for a re-issuance of a **digital** Certificate, Academic Transcript or Statement of Attainment. An administration fee of \$50.00 applies for CTAS Education to re-issue a hardcopy of your Certificate, Academic Transcript or Statement of Attainment.

➤ Complaints & Appeals

At certain points in your training journey, you may be requested to complete a brief feedback questionnaire, this allows CTAS Education to continuously improve our Services. We welcome feedback at any time but will specifically ask for it at the completion of your study via an online completion survey. The AQTF require the learner and the employer to complete a satisfaction survey which will be issued during the completion process. On the rare occasion that you may not find your training satisfactory you can lodge a formal complaint by:

- **Phone:** Call CTAS Head Office on 9350 9222
- **Email:** Send an email outlining your Complaint to:
- **Writing:** Either post or hand deliver your complaint to 8 Babel Road, Welshpool, WA 6106

If you are under 18 years of age your parent/guardian can lodge a complaint on your behalf.

All complaints are taken seriously and will be responded to in accordance with our Complaints and Appeals Policy.

If you are unhappy with the outcome decision made on your complaint you can appeal the decision and request a review.

Contact Information



Phone Number
(08) 9350 9222



Website
www.ctas.wa.edu.au



Email
firstaid@ctas.wa.edu.au



Address
8a Babel Rd, Welshpool WA 6106
PO BOX 353 Cannington WA 6987

For additional information relevant student policies and procedures are accessible on website, [click here](#).