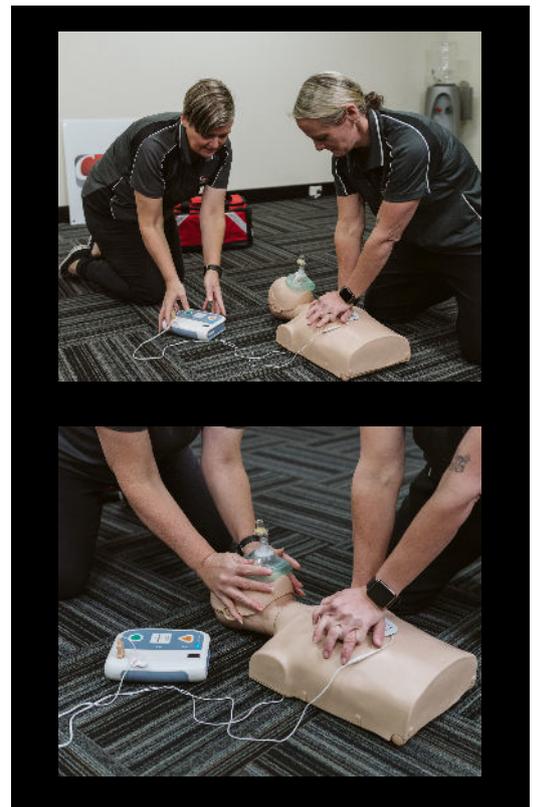


Student Handbook

First Aid

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID012 Provide first aid in an education and care setting



- Empowering the Educator -

2026



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
has been collaborating
with Brian Blatchford,
a local First Nations
artist in Perth.**

*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 accurate as of **10/02/2026** (V13). Please note that changes to legislation and/or CTAS Education policies may affect the currency of the information provided. CTAS Education reserves the right to amend or update content without prior notice. Students are advised to confirm any updates or changes by contacting CTAS Education Head Office. This handbook has been prepared as a resource to help prospective learners make informed decisions about enrolling in a course that best meets their needs, and to assist students in understanding their obligations as well as those of CTAS Education. Please read carefully. All students are required to read, understand and comply with the policies and procedures outlined in this handbook.

Any queries can be directed to admin@ctas.wa.edu.au

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Empowering the Educator - Your Journey Starts Here

Discover why CTAS Education is the right choice for your First Aid training!

At CTAS Education, we are passionate Early Childhood professionals dedicated to empowering learners with practical, real-world First Aid skills. Our trainers all come from the early childhood sector and bring extensive experience as Educators, ensuring every session is relevant, engaging, and deeply informed by real-life situations.

This handbook has been designed to help you make an informed decision about enrolling in a First Aid course that suits your learning needs. Inside, you'll find essential information about the course structure, enrolment, assessment, your rights and responsibilities, and the support services available to you.

Explore this guide and take your first step toward becoming a confident and capable First Aider. When you choose CTAS Education, you're choosing quality training, experienced trainers, and a pathway to making a meaningful difference in your workplace and community.

Train with Confidence. Act with Purpose. Save a Life.

Our Mission

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

Why Choose Us?

We are a Registered Training Organisation (RTO), approved by the Training and Accreditation Council of WA (RTO Code: 51849), delivering Nationally Recognised Training.

Qualifications and Units we deliver:

- 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

**Early
Childhood
Professionals**

**Hands- On
Learning**

**Transparent
Communication**

**Personalised
Trainer Support**

**Industry
Expertise**

**Trainer
Accessibility**

**Established
Excellence**

**Child Safe
Organisation**

HLTAID009: Provide cardiopulmonary resuscitation

Course Information

Our CPR course empowers you with the essential skills to respond confidently in an emergency. You'll learn how to perform CPR and use an AED in line with Australian Resuscitation Council (ARC) guidelines, gaining the practical knowledge needed to act quickly in the Education and Care sector, your workplace, or the community.

CPR is a lifesaving technique that helps sustain life until emergency services arrive. In this course, you'll build the confidence to perform effective CPR on both adults and infants.

To stay current, CPR training is recommended every 12 months.

This course meets the regulatory requirements of the Australian Children's Education and Care Authority.

Entry Requirements

There are no formal prerequisite requirements for this qualification.

However, learners must:

- Be a minimum of 15 years old.
- Have adequate Language, Literacy, Numeracy and Digital (LLND) skills. Where potential LLND gaps are identified during enrolment, completion of an LLND assessment may be required.
- There are physical requirements for this course. Learners will be required to kneel on the floor to perform and simulate CPR on an ARC-approved manikin. They will also need to demonstrate how to safely roll a person into a recovery (lateral) position, under the guidance of the Trainer.
- Learners must have a valid Unique Student Identifier (USI) to study any qualification or short course in Australia. To create a USI please visit www.usi.gov.au

Course Location

CTAS Education Training Room, an approved early childhood service or another approved venue.

Course Delivery

The course is delivered through a combination of face-to-face training and assessment and pre-course online learning and assessment. Assessment methods include:

- **Pre-course knowledge assessments:** the learner is required to demonstrate an understanding of the knowledge required for this course.
- **In-class practical assessments:** the learner is required to demonstrate the required skills in various simulated scenarios.

Course Duration

3.5 hours plus 2.5 hours pre-course learning

Resource Requirements

- Internet access
- Suitable device to access the Learning Management System

HLTAID012: Provide first aid in an education and care service

Course Information

Our *Provide First Aid in an Education and Care Setting* course equips you with the essential skills to respond confidently to emergencies involving infants, children, and adults. Aligned with Australian Resuscitation Council (ARC), this course is purpose-built for professionals in the Education and Care sector.

Designed for educators, support staff, and anyone responsible for children's safety, this training prepares you to manage a wide range of first aid situations—including asthma, anaphylaxis, choking, bleeding, fractures, sprains, envenomation, shock, and more. You'll also gain the confidence to perform CPR across all age groups using correct compression and ventilation techniques.

To ensure skills remain current, refresher training is recommended every three years.

This nationally recognised course meets the regulatory requirements of the Education and Care Regulatory Authority, helping you stay compliant and ready to act when it matters most.

Entry Requirements

There are no formal prerequisite requirements for this qualification.

However, learners must:

- Be a minimum of 15 years old.
- Have adequate Language, Literacy, Numeracy and Digital (LLND) skills. Where potential LLND gaps are identified during enrolment, completion of an LLND assessment may be required.
- There are physical requirements for this course. Learners will be required to kneel on the floor to perform and simulate CPR on an ARC-approved manikin. They will also need to demonstrate how to safely roll a person into a recovery (lateral) position, under the guidance of the Trainer.
- Learners must have a valid Unique Student Identifier (USI) to study any qualification or short course in Australia. To create a USI please visit www.usi.gov.au

Course Location

CTAS Education Training Room, an approved early childhood service or another approved venue.

Course Delivery

The course is delivered through a combination of face-to-face training and assessment and pre-course online learning and assessment. Assessment methods include:

- **Pre-course knowledge assessments:** the learner is required to demonstrate an understanding of the knowledge required for this course.
- **In-class practical assessments:** the learner is required to demonstrate the required skills in various simulated scenarios.
- **Incident report writing:** the learner is required to complete a written incident report based on a scenario they have participated in during the practical assessments.

Course Duration

8.5 hours plus 5 hours pre-course learning

Resource Requirements

- Internet access
- Suitable device to access the Learning Management System

Our Training Team

Our First Aid Training team is nothing short of exceptional. Each trainer comes directly from the early childhood sector, bringing years of hands-on experience as dedicated Educators. Their deep understanding of real-world challenges, combined with their passion for empowering others, makes our training engaging, practical, and truly inspiring. With their wealth of sector knowledge and genuine commitment to children's safety, you're learning from specialists who have lived the work—and know exactly what skills matter most.

Mel Yule

First Aid Training Coordinator



My career in the Early Childhood Education and Care sector began over 30 years ago, during which I have worked across a wide range of roles—from Educator through to Centre Manager.

I transitioned into ECEC training 18 years ago, with the past 12 years dedicated exclusively to coordinating and facilitating First Aid.

Throughout my career, I have been involved in several life-changing emergencies where I've relied on my skills to assist casualties. In 2014, I was honoured with a Community Hero Award for helping revive two young boys during a drowning incident as part of a response team. I am a passionate advocate for First Aid training and pride myself on delivering engaging, high-quality, and practical learning experiences. You never know when you may need these skills—whether at work, at home, or out in the community.

I feel truly privileged to teach First Aid and to empower others with the knowledge and confidence to potentially save a life.

Jodie Cergogna

First Aid Trainer



With more than 21 years of experience in the Early Childhood Education and Care sector, I've worked across all roles within Long Day Care and Out of School Hours Care settings. Before moving into education, I was a registered veterinary nurse. Both careers have shaped my deep appreciation for anatomy, emergency response, and the life-saving importance of first aid.

First aid is something many people don't think about until the moment they need it. My passion lies in helping others feel prepared and confident—whether they're supporting a loved one, assisting a colleague, caring for a child, or stepping in to help a stranger. I've experienced all of these moments throughout my life, and they've reinforced just how vital these skills truly are.

I'm excited to share my knowledge, practical skills, and real-world stories to empower you on your own first aid journey.

Training & Assessment Information

Learning Resources & Assessments

All required learning resources will be accessible through your Learning Management System (LMS) login. You can also access and submit your assessments via your LMS Dashboard.

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

Assessment Methods

Our first aid courses include a variety of assessment types designed to evaluate both your theoretical knowledge and practical skills:

- **Pre-course knowledge assessment:** the learner is required to demonstrate an understanding of the knowledge required for this course.
- **In-class practical assessments:** the learner is required to demonstrate the required skills in various simulated scenarios.
- **Incident report writing:** the learner is required to complete a written incident report based on a scenario they have participated in during the practical assessments.

A due date for each assessment will be set by your Trainer and Assessor to ensure all pre-course requirements are completed in sufficient time before your face-to-face classroom session.

Assessment Feedback & Resubmissions

If you receive a notification that your assessment has been marked 'Not Satisfactory', you will be given an additional attempt along with feedback from your Trainer and Assessor to help you achieve a satisfactory result. This may involve:

- Revising highlighted theory questions
- Providing additional or more relevant information in your answers
- Re-demonstrating an observable practice

At the Trainer and Assessor's discretion, you may be required to complete further training before resubmitting your assessment. If any feedback is unclear, please ask your Trainer/Assessor for clarification.

Competency Requirements

To be deemed 'Competent' in a nationally accredited unit, you must meet all requirements for every element within that unit.

Appeals

If you disagree with an assessment outcome, you have the right to appeal. You can do this at the end of each assessment on the LMS or by contacting your assigned Trainer and Assessor.

Plagiarism and Authenticity

All work you submit must be your own. Plagiarism—taking someone else’s work or ideas and presenting them as your own—is a form of cheating and is taken very seriously by CTAS Education.

You will be required to sign both a Plagiarism Declaration and an Authenticity Statement with each assessment submission.

Plagiarism and cheating are serious offences. Students found engaging in these behaviours will face disciplinary action in accordance with CTAS Education policies.

Use of Artificial Intelligence (AI) Technologies

The use of AI technologies in completing assessments is strongly discouraged. All required information for your course is provided within the learning materials, provided eBooks, assessments, and your workplace. All assessments are screened upon submission for AI-generated content.

If AI use is detected in your assessment(s), further action will be taken in accordance with CTAS Education policies.

Referencing

When acknowledging sources of information, students must understand and correctly apply referencing protocols. CTAS Education requires students to reference all written assessments accurately to avoid allegations of plagiarism.

For more information on referencing styles, please refer to:

- APA: <http://libguides.jcu.edu.au/apa>
- Harvard: <http://libguides.library.usyd.edu.au/c.php?g=508212&p=3476130>

Contacting Your Trainer and Assessor

Your assigned Trainer and Assessor will be your primary point of contact; however, they may not always be able to answer your call immediately if they are assisting other students. Please leave a message, and they will return your call as soon as possible.

You can also reach your Trainer and Assessor via email or through direct messaging on the Learning Management System (LMS).

If you are unable to contact your Trainer and Assessor, please contact CTAS Education on 9350 9222.

Contacting Your Trainer and Assessor

All face-to-face, in-class sessions are compulsory for successful completion of this unit of competency. CTAS Education expects all students to attend their enrolled course, as non-attendance may impact your ability to complete required assessments and course outcomes. Attendance is recorded and monitored throughout all sessions.

If you are unable to attend your scheduled course, you must contact the CTAS Education First Aid Training Coordinator at firstaid@ctas.wa.edu.au or 9350 9222.

In the unlikely event that CTAS Education needs to postpone or reschedule a course, you will be notified as soon as possible via phone, text, or email.

Student Support & Wellbeing

CTAS Education is committed to supporting every student throughout their learning journey. We understand that wellbeing and mental health are essential for success, and we strive to create a positive, supportive environment where students can thrive.

A wide range of services is available—both within CTAS Education and through external providers—to ensure you have access to the help you need. Whether it's academic support, mental health resources, or personal guidance, we are here to assist you every step of the way.

Your wellbeing matters to us because a healthy mind and body are the foundation for effective learning and personal growth.



Learning
Support



Support
Service
Guidance



Wellbeing
Officer



Mental Health
Support

Need Extra Help with Assessments?

If you need additional support to understand or complete your assessments, please reach out to your Trainer/Assessor during your scheduled site visit or via phone or email.

Our Trainers also offer regular **Support Sessions** for extra guidance. At your request, we can book a dedicated one-on-one time slot to provide personalized training and assistance.

Literacy & English as Additional Language (EAL) Support

- Read Write Now 1800 018 802
- Reading Writing Hotline 1300 655 506
- Translation & Interpreting 1300 655 820
- DSF Literacy Clinics DSF: <https://dsf.net.au/>

Please note that fees may be charged by external services.

Student Support & Wellbeing

Apprentice Connect Australia Provider (ACAP) Mentor Support

If you are a current Trainee enrolled in the Certificate III in Early Childhood Education and Care, you can access free support services through your nominated ACAP. These services are available to both students and employers throughout the entire traineeship—from pre-enrolment to completion. ACAP works closely with CTAS Education to ensure every student receives the support they need.

An ACAP mentor can provide confidential guidance on a wide range of workplace, training, or personal challenges. To access these services, please contact your provider directly or let us know and we can help you connect.

Did You Know, We Have Our Own Wellbeing Officer?

If you don't feel comfortable speaking with your Trainer/Assessor, or if the matter involves them, please contact our dedicated Wellbeing Officer on 9350 9222. Our Wellbeing Officer is here to provide confidential support and can also assist you in connecting with external services to ensure your wellbeing.

Debra Mullins
Wellbeing Officer



Mental Health Support Services

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

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: <https://wayouthservicesdirectory.org.au/>
- Beyond Blue: <https://www.beyondblue.org.au/>

Our Leadership & Support Team



Jenna Simmons
RTO Manager



Lynne Meyjes
Compliance & Admin
Manager



Debra Mullins
Training Coordinator



Jess Bedford
Client Support
Coordinator



Alice Jackman
Course Coordinator



Carina Booth
Senior Trainer



Jodie Cergogna
Senior Trainer



Sabrina Ahmed Usman
Admin Officer



Philippa Jaques
Enrolment Officer



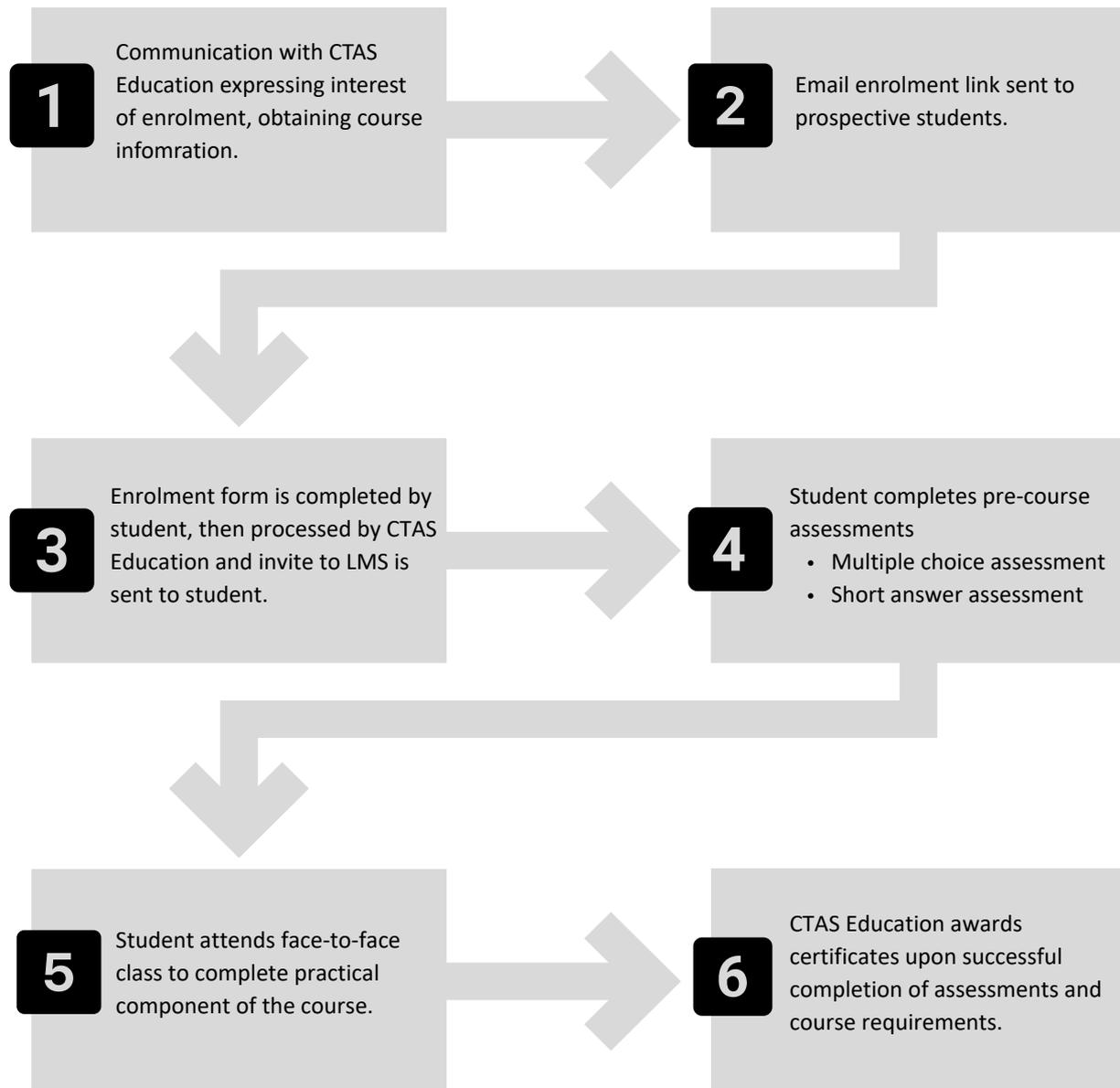
Lauren Muir
Accounts Officer

Our **Leadership & Support Team** are located at our Head Office in Welshpool and can help with:

- Course Information
- Enrolment
- Advice on training contract changes, e.g., suspension, transfers, completion or terminations.
- Invoicing, Payment Methods and Receipts
- Student Smart Riders
- General Enquiries

Department	Phone Number	Email
Accounts	9350 9222	accounts@ctas.wa.edu.au
Admin	9350 9222	admin@ctas.wa.edu.au
Enrolments	9350 9222	enrolments@ctas.wa.edu.au
LMS Support	9350 9222	lmssupport@ctas.wa.edu.au

Pathway to First Aid Certification



Fees & Charges

Indicative course fees.

HLTAID009 Provide cardiopulmonary resuscitation	\$70.00
HLTAID012 Provide first aid in an education and care setting	\$170.00*

**Students may be eligible for state funding. Eligibility criteria apply.*

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment.

Additional fees may apply including travel and resource fees.

Our current Fees and Charges Policy can be viewed on our website [click here](#)

For any fees and charges queries, please contact CTAS Education on 9350 9222 or firstaid@ctas.wa.edu.au

Additional Information

Unique Student Identification (USI)

A Unique Student Identifier (USI) is required for all Australians undertaking nationally recognised training. It enables students to access a secure online record of all qualifications achieved since the system was introduced on 1 January 2015, regardless of the training provider.

As a Registered Training Organisation (RTO), CTAS Education cannot issue Certificates or Statements of Attainments without a valid USI. Therefore, it is mandatory for all students to provide 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 the relevant training records in accordance with our Qualification Issuance Policy. Please note that in such cases, your results will not be reported to AVETMISS nor appear on the USI register.

CTAS Education updates USI data with training progression four times per year.

Credit Transfer and Recognition of Prior Learning (RPL)

Credit Transfer

CTAS Education recognises AQF qualifications and Statements of Attainments issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications previously completed. To apply for a direct credit transfer, you must provide a copy of your official documentation (certificates and/or statements). Please note that all documentation provided will be verified to ensure authenticity before credit transfer is granted.

Recognition of Prior Learning (RPL)

RPL is an assessment process that evaluates the skills and knowledge you have gained through prior study and/or experience. The purpose of RPL is to acknowledge your existing competencies without requiring you to complete the full training and assessment process. You will need to provide relevant evidence for your Assessor to make an informed judgment.

Recognition of Current Competencies (RCC)

RCC is similar to RPL but applies when a student has previously completed the requirements for a unit of competency and needs to be reassessed to confirm that competence is maintained.

For further information, please contact the CTAS Education Enrolments Officer at enrolments@ctas.wa.edu.au

Certification Issuance

Once you have successfully met all assessment requirements for your enrolled first aid course and all fees have been paid in full, CTAS Education will issue your Statement of Attainment within thirty (30) days.

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

Re-Issuing

An administration fee of \$20.00 may apply for the re-issuance of a digital Certificate, Academic Transcript, or Statement of Attainment. For hardcopy re-issuance, an administration fee of \$50.00 applies.

Additional Information

Privacy Notice

As an RTO, we collect your personal information to process and manage your enrolment in a vocational education and training (VET) course. We will not disclose your information to any person or agency without your consent, unless required by law.

Feedback, Complaints and Appeals

CTAS Education values your input and is committed to continuous improvement.

Feedback: General input (positive or negative) from students or stakeholders, used to improve training and services.

Complaint: Formal expressions of dissatisfaction about the RTO, staff, or services, requiring fair and timely resolution.

Appeal: Requests to review or reconsider decisions made by the RTO, such as assessment outcomes, handled through a transparent process.

As part of this process, you will be invited to complete three structured surveys within the first 12 months of training. These surveys are conducted systematically to gather meaningful feedback and implement improvements that enhance your learning experience and overall journey.

We also welcome feedback at any time and will specifically request it upon course completion via an online survey. Additionally, the AQTF requires both learners and employers to complete a satisfaction survey during the completion process.

Complaints Process

CTAS Education accepts complaints through multiple channels to ensure accessibility for all individuals. If you are dissatisfied with any aspect of your training, you can lodge a formal complaint using any of the following methods:

- **By phone:** Contact the Administration and Compliance Manager at CTAS Education Head Office on (08) 9350 9222
- **In person:** Visit the CTAS Education Head Office at 8A Babel Road, Welshpool WA 6106
- **By email:** Send a written complaint, addressed to the RTO Manager, to admin@ctas.wa.edu.au
- **By post:**
 - RTO Manager
 - CTAS Education
 - PO Box 353
 - Cannington WA 6987

If you are under 18 years of age, your parent or guardian may lodge a complaint on your behalf.

All complaints are taken seriously and will be handled in accordance with our Feedback, Complaints and Appeals Policy. If you are unhappy with the outcome, you have the right to appeal the decision and request a review.

Student's Rights

At CTAS Education, we want you to feel supported and informed throughout your learning journey.



Clear Information Before You Enrol

You have the right to receive accurate details about:

- Your course (units, duration, delivery mode)
- Fees and payment options
- How assessments work
- The support services available to you



Fair and Quality Training

You are entitled to:

- Qualified trainers and assessors
- Training and assessment that meet national standards
- Feedback that helps you succeed



Support When You Need It

We provide access to:

- Academic and learning support
- Wellbeing and mental health resources
- Help with assessments and study skills



Complaints and Appeals

If something isn't right, you can:

- Make a complaint about any aspect of your training
- Appeal an assessment decision We will handle all complaints fairly and promptly.



Privacy and Confidentiality

Your personal information will be kept safe and only used for legitimate training purposes.



Your Qualification

Once you complete your course and meet all requirements, you will receive your Certificate or Statement of Attainment within the required timeframe.

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