



## SURVIVAL FIRST RESPONSE – CODE OF CONDUCT

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This code was compiled to continue to provide clients and participants with quality, relevant and up to date education and products in the field of emergency care / first aid and safety training and products.

Our objective is to qualify and empower clients and participants to make a positive difference in an emergency care/ first aid or safety situation.

Survival First Response (Aust) Pty Ltd, it's principals and employees are committed to following legislation, national training and assessment principals and fair business practices in achieving these objectives.

Survival First Response (Aust) Pty Ltd. is an Australian registered company.

The organisation has approval from WorkCover Authority (NSW) to conduct First Aid Training.

Registered Training Organisation and courses are accredited through the Vocational Education Training Accreditation Board, (VETAB).

Educational standards and National Recognition is through the Australian National Training Authority and the organisation has the National Competency Standards for First Aid attached to its scope.

The principals and educators have a long history in the emergency care field and have Nationally Recognised education qualifications.

Technical and educational standards are adopted from and decimated via:

- Australian Resuscitation Council- NSW member
- Epilepsy Association- Member
- Juvenile Diabetes Association- Member
- Child Accident Foundation- Member
- Outdoor Recreational Council Of Australia- Member
- WorkCover Authority (NSW)- Approved
- Australian Institute Of Emergency Care and First Aid Providers- Founding Members
- Vocational Educational Training Accreditation Board
- Education Advisory Committee
- Education meetings

Survival First Response (Aust) Pty Ltd. undertakes to market its services and products with integrity and accuracy, avoiding vague or misleading statements.

The Organisation abides by the Australian National Training Authorities guidelines for advertising and marketing.

Survival First Response (Aust) Pty Ltd. holds the necessary insurance documentation to comply with legislated. industry standards.

- Public liability
- Professional indemnity
- Workers compensation

Survival First Response (Aust) Pty Ltd in the conduct of services and the provision of products is committed to following State and Commonwealth laws, and clients are advised of their responsibilities to meet all legislative requirements regarding:

- Occupation health and safety
- Access and equity
- Anti discrimination

All relevant legislation is stored and available at the office of Survival First Response (Aust) Pty Ltd. Staff are made aware of its location and access is encouraged.

All clients/ participants making application to attend courses will be accepted in accordance with access and equity laws.

Survival First Response (Aust) Pty Ltd. Will not discriminate or exclude individuals as stated in the NSW Anti-Discrimination Act 1977.

Where barriers exist due to regulations (e.g. age requirement to receive a qualification). The law will be upheld. Where possible alternative procedures and outcomes will be sourced and solutions negotiated.

Where difficulties may occur due to the physical nature of first aid training, alternative strategies will be negotiated and competencies achieved will be recognised.

It is the organisations policy to give everybody the opportunity to learn and demonstrate the knowledge and skills to assist at and make a difference in an emergency.

Support for participants with specific learning needs is documented in the Courses and Assessments handbook.

All staffing and marketing procedures incorporate access and equity considerations.

Survival First Response (Aust) Pty Ltd recognises qualifications and experience of clients / participants in respect to other Nationally Accredited Training Providers (Registered Training Organisation). Specific qualifications must also meet WorkCover Authority (NSW) requirements. Evidence of qualification must be documented.

### Incomplete course or qualifications

Recognition will be given to those competencies achieved and documented for future RPL. Assessments must be successfully completed and/ or RPL compliance documented to receive any award. Specific information regarding RPL is documented in the "Courses and Assessments handbook.

Clients / participants will be given every possible assistance to attend and successfully complete courses.

Grievances, RPL, varied learning and OH&S issues have all been addressed in this code.

Access to the principals is available via a toll free telephone number (1800 815 928) or pager, seven days a week for client / participant concerns, welfare, attendance or other information.

Where the organisation is unable to assist, solutions will be found via external entities.

### **Fees and Charges**

Appeals and grievances are the responsibility of the Managing Director.

The organisation has a reasonable, **“No charge if not satisfied”**, policy.

All fees and charges are clearly stated in the client information package, including methods of payment.

### **Refunds**

Where an individual participant withdraws from a course prior to 48 hours of commencement, no fee will be charged.

Where an individual participant withdraws from a course with less than 48 hours notice a cancellation fee may apply.

Where an individual participant withdraws during a course, a continuation date to complete the course will be offered. If this is unsuccessful a pro-rata refund will be given if the circumstance is reasonable, (e.g. misadventure, accidents, injury), and where adequate documentation is provided.

Individual contracts with clients will state the fees, cancellation fees and refund requirements, if varied from the usual refund guidelines.

All refunds are to be discussed with the Managing Director.

### Assessments

Client / participant appeals are the responsibility of the Director / Education

All appeals must be in writing, signed, and are fully documented.

If a client / participant disputes an assessment, the following procedures may apply.

- The assessor may grant the participant a second assessment, immediately or after further educational development. If the assessment is successfully completed the result is recorded as “COMPETENT”.
- If the assessment is still unsuccessful the participant may appeal to the Director / Education. A further assessment, with a different assessor, at a time and location that is suitable to both parties, may be granted. A fee may apply. If the assessment is successfully completed the result is recorded as “COMPETENT”.
- If the assessment is still unsuccessful and a grievance exists, the participant may appeal in writing to VETAB or the Department of Fair Trading.

It is our desire to solve all problems in-house.

All documentation relating to appeals and grievances are confidential.

No qualification will be issued if: - competencies are not successfully demonstrated.

- a refund is made.

**Scope of Registration**

**FIRST AID**

- HLTFA1A** Provide Basic First Aid  
- Emergency First Aid, CPR, First Aid For Child Carers, Senior First Aid
- HLTFA2A** Provide Advanced First Aid  
- Advanced Resuscitation (02), Defibrillation, Remote First Aid, Occupational First Aid
- HLTFA3A** Maintain First Aid Equipment and Resources
- HLTFA4A** Manage First Aid Policy

**Other Programs Offered**

**Casualty, fire and evacuation simulations.**

Workplace Safety Committee Training, Anatomy and Physiology, First aid for Kids – (For parents)  
All short courses can be competency based, with RPL to a complete qualification

**OH&S**

- |                   |  |                   |                          |
|-------------------|--|-------------------|--------------------------|
| <b>HLTIN1A</b>    | Comply with Infection Control and Proced.                        | <b>PMAOHS401A</b> | Assess Risk              |
| <b>HLTHSE4A</b>   | Follow Safe Manual Handling Practices                            | <b>PMAOHS100A</b> | Follow OHS Procedures    |
| <b>PMAOHS200A</b> | Participate in Workplace Safety Proced.                          | <b>PMAPER205A</b> | Enter confined Space     |
| <b>PMAOHS216A</b> | Operate Breathing Apparatus                                      | <b>PMAOHS310A</b> | Investigate Incidents    |
| <b>PMAPER200B</b> | Work in Accordance with an Issued Permit                         | <b>PMAOHS217A</b> | Mntr. Hzrdous. Atmsphr.  |
| <b>PMAPER201B</b> | Monitor and Control Work permits                                 | <b>PMASUP130A</b> | Relay and Rspnd. to Info |
| <b>PMAOHS300A</b> | Implement and Monitor OHS Policies & Procedures for a Work Group |                   |                          |
| <b>PMAPER302A</b> | Issue Work Permits (Hot work/Confined Spaces)                    |                   |                          |
| <b>PRSSO320A</b>  | Plan and Conduct Evacuation of Premises                          |                   |                          |

**EMERGENCY RESPONSE**

- |                   |  |                   |                       |
|-------------------|--|-------------------|-----------------------|
| <b>PMAOHS110A</b> | Respond to Emergency Situation                                   | <b>PMAOHS310A</b> | Investigate Incidents |
| <b>PMAOHS216A</b> | Operate Breathing Apparatus                                      | <b>PMAOHS311A</b> | Lead Emergency Teams  |
| <b>PMAOHS217A</b> | Monitor Hazardous Atmosphere                                     | <b>PMAOHS401A</b> | Assess Risk           |
| <b>PMAOPS224A</b> | Provide Fluids for Utilities and Support                         | <b>PMAPER205A</b> | Enter confined Space  |
| <b>PMAOHS300A</b> | Implement and Monitor OHS Policies & Procedures for a Work Group |                   |                       |
| <b>PMAOHS210A</b> | Undertake First Response to Non Fire Emergency                   |                   |                       |
| <b>PMAPER302A</b> | Issue Work Permits (Hot work/Confined Spaces)                    |                   |                       |
| <b>PMAOHS213A</b> | Undertake Fire Control and Emergency Rescue                      |                   |                       |
| <b>PMAOHS212A</b> | Undertake First Response to Fire Incident                        |                   |                       |
| <b>PRSSO320A</b>  | Plan and Conduct Evacuation of Premises                          |                   |                       |
| <b>PMAOHS211A</b> | Prepare Equipment for Emergency Response                         |                   |                       |
| <b>PMASUP130A</b> | Relay and Respond to Information                                 |                   |                       |

**SPORTS INJURY PREVENTION and MANAGEMENT**

- SRSSPT001A** Implement Injury Prevention and Apply Basic First Aid
- SRSSPT002A** Operate in Accord with the Accepted Roles and Responsibilities of a Sports Trainer
- SRSSPT003A** Implement Sports First Aid Procedures and Apply Sports First Aid
- SRSSPT004A** Provide Initial Management of Sports Injuries
- SRSSPT005A** Conduct Basic Warm-up, Stretching and Cool-down Programs
- SRSSPT006A** Assist in the Ongoing Management of Sports Injuries
- SRSSPT007A** Tape Ankle, Thumb and Fingers
- SRSSPT008A** Implement strategies for Dealing with Medical Conditions in a Sports Setting
- SRSSPT009A** Assist with the Rehabilitation of Injuries
- SRSSPT010A** Tape and/or Brace Elbow, Achilles and AC Joint

**Regulatory**

WorkCover Authority (NSW)  
Australian Resuscitation Council  
VETAB / ANTA

**Ethical**

Australian Institute of First Aid  
and Emergency Care Providers

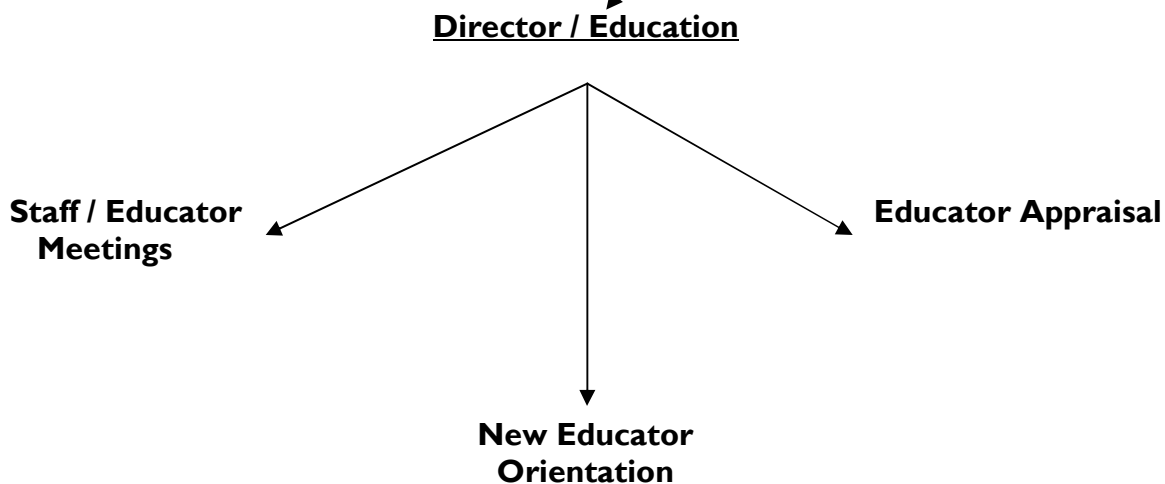
**Industry Specialists**

**Professional Memberships**

**Client / Participant Feedback**

**Education Advisory Committee**

**Survival  
First  
Response  
(Aust) Pty Ltd**



Participants will be awarded the appropriate certification in keeping with the organisations scope of registration and approvals.

Statutory requirements govern currency of certificates.

Senior First Aid. 3 years

Occupational First Aid. 3 years

Advanced Resuscitation. 12 months

Specific regulations, guidelines, policies and procedures may stipulate specific currency or update. (e.g. Confined spaces, electrical industry, pool / beach life savers)

Participants must achieve all learning outcomes and assessment criteria from a program to receive the award.

All awards are the responsibility of the Director / Education.

Only relevant certificate and competencies, accredited by VETAB and ANTA, and approvals, WorkCover Authority (NSW), are so marked

All specific course structures and assessments are documented in the Courses and Assessments handbook.

All learning and assessments conducted follow regulation, policy, procedure and current best practice.

Learning is developed by:

- Instruction / discussion
- Simulation
- Demonstration
- Practice
- Self based studies

Assessments are conducted by:

- Written, short answers and multi-choice
- Practical / skills based
- Verbal

All courses address client / participant needs regarding content, conduct and relevant assessment criteria.

Courses are predominantly conducted on clients premises and must meet OH&S requirements and be conducive to first aid education.

A list is provided to assist clients to meet the necessary requirements.

All courses and assessments are conducted to achieve the outcomes of gaining relevant skills and knowledge, confidence to apply and recognised qualifications and competencies.

The organisation encourages and follows ANTA standards for training and assessment.

All courses offered are accredited by VETAB and where required approved by WorkCover Authority (NSW). Where other regulations / guidelines exist, courses meet these requirements, (e.g. Dept. of Community Services – child care industry).

Courses are nationally recognised and where relevant, copyright is secured.

Educators / assessors are qualified to ANTA and WorkCover Authority (NSW) standards and are selected with relevant skills based backgrounds as essential.

All delivery and assessment tools to conduct the courses and assessments, in a professional manner are provided by Survival First Response. (see Resources)

To assist in the achievement of outcomes, resources, texts and language have been specifically designed to reduce confusion in learning and real life situations.

The conduct of the course is predominantly hands-on, skills based learning, using scenarios, simulations and variations to suit the needs of the client / participant.

Clients / participants are advised of the logistics of the course during booking and conduct and are asked to identify any specific needs.

A variety of delivery strategies are used to cater for varied learning needs, including:

- Discussion / lecture
- Self paced training
- Practical exercises, role play, simulation
- Demonstration
- Excursions to industry.

These strategies are designed to encourage active participation.

Clients and participants are invited to comment and have input into the content and delivery of the courses and assessments to ensure relevance and to meet changing needs.

All administrative processes, outcomes and quality are evaluated by the client co-ordinator annually. All courses and assessments are evaluated by participants at the end of each program.

Methods include:

- Written questionnaire
- Individual interview
- Group discussion

The comments are evaluated by the Education Advisory Committee, who suggests amendments for discussion at educator / staff meetings.

Assessments are conducted in accordance with National Assessment Principles and state regulatory requirements.

Clients / participants are advised of the competency requirements to achieve the qualification and receive assessment documents at the beginning of the program.

Assessment simulations, simulators and knowledge are selected to meet client / participant needs.

Clients / participants are advised of the procedures if unsuccessful in completing competencies. (see Appeals Procedures – Assessments)

Survival First Response (Aust) Pty Ltd supply all regulatory requirements including:

- Educator / Assessor
- Handbooks / handouts
- Bandages
- Simulators
- Hygiene equipment
- Qualifications

Training venues can be arranged at extra cost.

The client / participant is requested to supply:

- Participants
- Training venue
- Dry erase or other appropriate board
- Overhead projector
- Parking close to the venue. (To be free or cost to client).
- Prompt payment of accounts

Training venues must meet all OH&S requirements including access, fire and amenities. (e.g. toilets, water) and provide access for disability participants where relevant.

The venue must be large enough to allow comfortable seating plus demonstration area to appropriately accommodate the number of participants and be conducive to good education.

It is desirable that the room is carpeted and that food and beverages be provided or outlets are easily and quickly available.

Access to work areas will enhance the relevance of delivery and assessment.

Access to the venue prior to the conduct of the program may be requested to observe appropriateness.

Qualifications are valid for a prescribed period of time. (see Courses and Awards)

To maintain the qualification and ensure up dating of skills and knowledge, continued education and re-assessment are essential.

It is strongly advised, (WorkCover Authority, NSW), that participation in annual revision programs be undertaken to enhance the integrity of the qualification and competencies.

The organisation conducts regular educator / staff meetings to disseminate new information and encourages attendance at seminars, conferences and courses.

Clients / participants are encouraged to contact our office for information or advice concerning first aid and emergency care.

All assessment results are documented on:

- Individual participant assessment forms
- Master assessment records form.

All names, results and qualifications are entered into a database and all proformas are securely stored at the office of Survival First Response (Aust) Pty Ltd

All certificates and qualifications are security numbered, identifying the participants name, the qualification / competencies achieved, the expiry date and relevant accreditation / approvals endorsements.

Records and results are analysed and where relevant forwarded to WorkCover Authority (NSW), in accordance with regulation.

All records and results are confidential.

By its nature, first aid training attracts caring, helpful people, but from time to time issues of discipline will arise, therefore the following policy will apply.

### **Safety**

Were any person places themselves or others at risk, that person will be in the first instance asked to stop the behaviour causing the concern.

In the second instance the person will be ask to leave the course and where applicable, the workplace supervisor will be informed immediately.

The person will be able to appeal the situation, with the outcome of attending a future course.

### **Harassment**

Where a claim of harassment has been sited, the alleged perpetrator will be asked to leave the course and where applicable the workplace supervisor will be informed immediately.

The alleged victim will be offered the opportunity to continue in the present course or at a later date.

The alleged perpetrator will be able to appeal the situation with the outcome of attending a future course.

### **Other**

Any other unlawful conduct that interferes with, the proper processes of the courses and / or assessments, other course participants, the educator / assessor will not be tolerated.

The discipline process will be the same as for harassment.

Information, provided to Survival First Response by organisations and course participants, is regarded as confidential. Only the relevant organisations co-ordinator and / or the individual participant has access to this information.

This information will only be used for the purposes of meeting regulation and requirement and the internal processing of course material, assessments and qualifications. Written consent will be obtained if required for other purposes.

The information is kept on database and securely archived for future reference.

Survival First Response would like to be identified as an ethical organisation.

Survival First Response would like to encourage industries, clients, co-ordinators and course participants to have input to the training and assessment process and information.

We invite comment and provide comment sheets to relevant personnel, during courses and at later dates, to identify ways to provide better training and assessment services to meet your needs and outcomes.

As a Registered Training Organisation and a WorkCover Authority Approved Provider of first aid training, along with our associations and affiliations, we are able to have input from specific industry peak bodies ensuring quality, up to date, skills, knowledge and Qualification.