

First Aid Management & Training Centre

Student Handbook

First Aid Management & Training Centre (FAMTC) is a Registered Training Organisation No. 20776 that specialises in delivering First Aid training across Australia.

We provide training to nationally recognised standards at our venues and on site at workplaces.

FAMTC is committed to providing quality training with a focus on continuous improvement. We value feedback from our students, our staff and our business clients.

Why do people choose to train with First Aid Management & Training Centre?

- Registered Training Organisation
- Training at our venues or the worksite
- Courses can be held any day of the week and at a time that you require
- Industry and supportive trainers
- Over 25 years' experience in delivering first aid training

First Aid Management & Training Centre is registered with the Australian Skills Quality Authority (ASQA) and delivers training and assessment and issues Statements of Attainment in compliance with the Standards for Registered Training Organisations 2025.

The courses that FAMTC deliver and are:

- 22578VIC Course in First Aid Management of Anaphylaxis
- Course in the Management of Asthma
- HLTAID009 Provide Cardiopulmonary Resuscitation
- HLTAID010 Provide Basic Emergency Life Support
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an Education and Care Setting

22578VIC – Course in First Aid Management of Anaphylaxis

This course will provide the participant with the skills and knowledge required to assist a person suffering an anaphylactic reaction using the casualty's own adrenaline device until the arrival of medical assistance. Participants will also develop knowledge and skills in recognition, management, prevention and risk minimisation of allergic reactions.

Course Content

- Understanding anaphylaxis
- Triggers of anaphylaxis
- Signs and symptoms of an allergic reaction
- The emergency action plan
- The adrenaline auto-injector – what it does
- Using, handling and safe storage of the adrenaline auto-injector
- Risk assessment and risk minimisation strategies
- Legislation and responsibilities
- Evaluation of policies, procedures and emergency incidents

Assessment

- Demonstration of practical skills
- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment 22578VIC Course in First Aid Management of Anaphylaxis will be issued by First Aid Management & Training Centre upon successful completion of the course. It is recommended that Course 22578VIC be updated every 3 years.

Trainers

First Aid Management & Training Centre's trainers deliver this course; they are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration, 2 options

1. A three-hour face to face delivery and assessment session
2. Blended online theory study, learner will be sent a link to access our learning material, allow 2 hours to read the online workbook and to complete the assessment questions and then attend a 1 hour face to face practical assessment session.

Entry requirements

Students will require a basic level of language, literacy and numeracy, as you will be required to read our workbook and complete written assessments.

You will be required to follow trainer instructions to complete activities that will be assessed.

Locations

This course is held at our Forest Hill and our other training venues or it can be held at your workplace

– Course in the Management of Asthma

This course will provide the participant with the knowledge and skills to be able to develop an asthma management plan and provide asthma related first aid interventions in the workplace.

Course Content

- Understanding asthma
- Triggers of asthma
- Signs and symptoms of an asthma episode
- Current asthma medications
- Management of an asthma episode
- Management and communication plans

Assessment

- Demonstration of practical skills
- Role play/scenario work
- Written assessment

Statement of Attainment

A Course in the Management of Asthma will be issued by First Aid Management & Training Centre upon successful completion of the course. It is recommended that be updated every 3 years.

Trainers

First Aid Management & Training Centre's trainers deliver this course, they are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration, 2 options

1. A three hour face to face delivery and assessment session
2. Blended online theory study, learner will be sent a link to access our learning material, allow 2 hours to read the online workbook and to complete the assessment questions and then attend a 1 hour face to face practical assessment session.

Entry requirements

Students will require a basic level of language, literacy and numeracy, as you will be required to read our workbook and complete written assessments.

You will be required to follow trainer instructions to complete activities that will be assessed.

Locations

This course is held at our Forest Hill and our other training venues or it can be held at your workplace

HLTAID009 – Provide Cardiopulmonary Resuscitation

This course will provide the participant with the skills and knowledge to perform CPR in line with the Australian Resuscitation Council Guidelines.

Course Content

- How to respond to an emergency situation
- Perform CPR procedures
- Communicate details of the incident
- Review the incident

Assessment

- Demonstration of practical skills
- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment HLTAID009 Provide cardiopulmonary resuscitation will be issued by First Aid Management & Training Centre upon successful completion of the course. It is recommended that Course HLTAID009 be updated every 12 months.

Trainers

First Aid Management & Training Centre's trainers deliver this course, they are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration, 2 options

1. Three hour face to face delivery and assessment.
2. Blended online theory study, learner will be sent a link to access our learning material, allow 2 hours to read the online workbook and to complete the assessment questions and then attend a 1.25 hour face to face practical assessment session.

Entry requirements

Students will require a basic level of language, literacy and numeracy, as you will be required to read our workbook and complete written assessments.

You will be required to follow trainer instructions to complete activities that will be assessed.

It is a course requirement that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Locations

This course is held at our Forest Hill or our other training venues, or it can be held at your workplace.

HLTAID010 – Provide Basic Emergency Life Support

This course will provide the participant with the skills and knowledge required to recognise and respond to life-threatening emergencies in line with the Australian Resuscitation Council Guidelines.

Course Content

- How to respond to an emergency situation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Review the incident

Assessment

- Demonstration of practical skills
- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment HLTAID010 Provide basic emergency life support will be issued by First Aid Management & Training Centre upon successful completion of the course. It is recommended that Course HLTAID010 be updated every 3 years and the CPR component should be updated every 12 months.

Trainers

First Aid Management & Training Centre's trainers deliver this course, they are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration, 2 options

1. 6 hour face to face delivery and assessment.

2. Blended online theory study, learner will be sent a link to access our learning material, allow 4 hours to read the online workbook and to complete the assessment questions and then attend a 2.5 hour face to face practical assessment session.

Entry requirements

Students will require a basic level of language, literacy and numeracy, as you will be required to read our workbook and complete written assessments.

You will be required to follow trainer instructions to complete activities that will be assessed.

It is a course requirement that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Locations

Check with our office on the available venues for this course.

HLTAID011 – Provide First Aid

This course will provide the participant with the skills and knowledge to provide a first aid response to a casualty.

Course Content

- How to respond to an emergency situation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Review the incident

Assessment

- Demonstration of practical skills
- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment HLTAID011 Provide first aid will be issued by First Aid Management & Training Centre upon successful completion of the course. It is recommended that Course HLTAID011 be updated every 3 years and the CPR component should be updated every 12 months.

Trainers

First Aid Management & Training Centre's trainers deliver this course. They are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration, 2 options

1. 8 hour face to face with study time (approx: 2-3 hours) of our workbook and completing revision questions prior to attending the course.
2. Blended online theory study, learner will be sent a link to access our learning material, allow 4-6 hours to read the online workbook and to complete the assessment questions and then attend a 3 hour face to face practical assessment session.

Entry requirements

Students will require a basic level of language, literacy and numeracy, as you will be required to read our workbook and complete written assessments.

You will be required to follow trainer instructions to complete activities that will be assessed.

It is a course requirement that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Locations

This course is held at our Forest Hill or our other training venues or it can be held at your workplace.

HLTAID012 – Provide First Aid in an Education and Care Setting

This course will provide the participant with the skills and knowledge required to provide a first aid response to infants, children and adults. The course applies to educators and support staff working within an education and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.

Course Content

- How to respond to an emergency situation
- Apply appropriate emergency first aid procedures
- Communicate details of the incident
- Review the incident

Assessment

- Demonstration of practical skills
- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment HLTAID012 Provide first aid in an education and care setting will be issued by First Aid Management & Training Centre upon successful completion of the course. It is recommended that Course HLTAID012 be updated every 3 years and the CPR component should be updated every 12 months.

Trainers

First Aid Management & Training Centre's trainers deliver this course. They are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration, 2 options

1. 9 hour face to face with study time (approx: 2-3 hours) of our workbook and completing revision questions prior to attending the course.
2. Blended online theory study, learner will be sent a link to access our learning material, allow 4-6 hours to read the online workbook and to complete the assessment questions and then attend a 3.5 hour face to face practical assessment session.

Entry requirements

Students will require a basic level of language, literacy and numeracy, as you will be required to read our workbook and complete written assessments.

You will be required to follow trainer instructions to complete activities that will be assessed.

It is a course requirement that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Locations

This course is held at our Forest Hill or our other training venues or it can be held at your workplace.

Enrolment Process

Policy

This policy/procedure ensures that First Aid Management and Training Centre provides appropriate information prior to enrolment that allows all potential students to make an informed decision to study with the RTO. It also ensures a consistent enrolment process will be implemented for all domestic students and that appropriate records will be maintained in all student files.

First Aid Management and Training Centre will assess all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

Procedure

The following procedure explains the process that is to be undertaken to enrol a student into a course of study.

Pre-Enrolment information:

Students:

- Each potential student will be able to access to a Student Information Handbook, prior to enrolment to ensure an informed decision can be made to study with First Aid Management and Training Centre.
- The Student Information Handbook will contain information on:
 - General Information
 - Enrolment Process
 - Unique Student Identifier
 - Equity Commitment

- Privacy
- Access to Student Records
- Course Fee Refunds
- Language, Literacy and Numeracy
- Student Support Services
- Occupational Health and Safety
- Student Attendance and Behaviour
- Competency-Based Training and Assessment Process
- Training Evaluation
- Recognition of Prior Learning (RPL) and Credit Transfer
- Complaints and Appeals
- Further information contact details (RTO and ASQA details)

Student Information for the Unique Student Identifier (USI)

From 1 January 2015 when you attend a first aid course (nationally recognised training) you will need to have a USI.

A USI will give you access to your online USI account which will contain all your nationally recognised training records and results from 1 January 2015 onwards.

This is a requirement of the Australian Government Department of Industry.

First Aid Management & Training Centre is a Registered Training Organisation and must comply with Government Legislation to maintain our registration. As of the 1 January 2015 we will be unable to issue you a Statement of Attainment for your course until you supply us with your USI.

How to get a USI

It is free and easy for you to create your own USI online.

Step 1: Have at least one and preferably two forms of ID ready from the list below

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport)
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure all of your training records are kept together, the USI will be linked to your name as it appears on the form of ID you use to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

Step 2: Have your personal contact details ready (e.g. email address, or mobile number, or address)

Step 3: Visit the USI website at: usi.gov.au

Step 4: Select the “Create a USI” link and follow the steps

Step 5: Agree to the Terms and Conditions

Step 6: Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 7: You should then write down the USI and keep it somewhere handy and safe, and advise FAMTC of your USI so that it can be recorded on your enrolment form.

If you have difficulty in obtaining your USI, please call us and we can assist you in creating your USI.

For more information on the USI visit: usi.gov.au

Enrolment

Enrolment Form

All students must complete an enrolment form to confirm their enrolment. The ‘Enrolment Form’ shall contain as a minimum the following information:

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
- Unique Student Identifier (USI)
- Ask all AVETMISS questions
- List the nature of the guarantee given by the RTO to complete the training and/or the assessment once the student has commenced their study
- Government funding eligibility criteria
- Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course

Diversity and Inclusion

First Aid Management & Training Centre is committed to eliminating any form of discrimination and ensuring that staff are able recognise and to manage discrimination if they encounter or witness such behaviour. Discrimination refers to the unfair treatment of a person due to a personal characteristic which is protected by the law. These include:

- Age
- Disability
- Gender identity
- Sexual orientation
- Political belief
- Race
- Religion

- Belief of activity
- Sex

Discrimination based on one of the above points is illegal and against the Centre's policies and procedures. If you feel you are being discriminated against, it is important that you report this to the Centre, or to external authoritative bodies such as the Fair Work Ombudsman, the Commonwealth Human Rights Commission, or the Queensland Human Rights Commission.

First Nations people

First Aid Management & Training Centre believes in creating inclusive learning environments and opportunities for all. This includes advancing education opportunities for Aboriginal and Torres Strait Islander communities.

The Centre is committed to providing a culturally safe environment and access to our courses for Aboriginal and Torres Strait Islander people.

Multiculturalism

First Aid Management & Training Centre recognises that students come from different social, cultural, community and family backgrounds. Students also have a wide range of physical, cognitive, sensory and social-emotional abilities. Each student brings unique experiences, strengths and ideas to the Centre

We are deeply committed to practising respect and acceptance of the range of our students' backgrounds and we strive to have a culturally inclusive environment for all students and staff. We want to ensure that the Centre is free of bias or prejudices and to allow individuals to feel comfortable to be themselves, participate fully, and share their unique perspectives.

Feedback, Complaints and Appeals

The Centre has detailed procedures for students to provide feedback and to lodge complaints and appeals regarding the Centre services. These details also include the Centre processes and timelines for handling complaints and appeals. The procedures are available on the Centre website at www.firstaidmanagement.com.au or by contact the Centre administration.

All complaints and appeals will be treated in confidence. First Aid Management & Training Centre is committed to a blame-free culture, where there is no detriment to people who complain.

Student Records

All student records are available on request from our office.

Replacement certificates are available at a cost of \$15.00 which covers the certificate, postage and packaging. Please contact our office if you require a replacement certificate.

Privacy Policy

First Aid Management & Training Centre is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website www.firstaidmanagement.com.au, from media and publications, from paper based collection and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political

association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

First Aid Management & Training Centre will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Address: Suite 6, 476 Canterbury Road Forest Hill Vic 3131

Email: firstaid@firstaidmanagement.com.au

Phone: 9894 1013

Fees

Details of fees are found at our website at: www.firstaidmanagement.com.au

Course Fee Refunds

Course cancellation terms and conditions:

- No penalty will apply if a student transfers to an alternative course as long as 4 days notice is given and that it is completed within 6 months
- If at least 14 days notice is given of cancellation, then funds received will be refunded less an administration fee of \$10.00
- If less than 14 days but more than 4 days notice is given of cancellation, then funds received will be refunded less an administration fee of \$25.00
- If less than 4 days notice is given of cancellation, then the full fee is payable
- There will be no refund or credit given to students who do not advise of their non-attendance
- In special circumstances we will review the above terms.

Language, Literacy, Numeracy and Digital Literacy

If you require support services such as language, literacy or numeracy assistance or other support services to assist you in completing your course, please contact our office.

We can adjust our courses to:

- Allow support persons such as signers and interpreters to assist in a course
- Ensure that our training is delivered at a reasonable pace for all learners
- Explain terminology with practical examples

- Use a variety of teaching methods
- Assessment will be both written and practical
- Multiple choice exam can be verbal

Student Support Services

All our courses are short courses, so we do not have extensive support services for our students.

If students are having difficulties in completing their course our trainers can provide the following types of learner support assistance:

- Explanations of parts of the learning that have not been understood
- Extra time on practicals and assessments
- Repeat of course
- Repeat assessment after further training

We do not offer guidance or welfare advice given the length of our courses and our expertise, but we will make every attempt to refer the student to the relevant agency or expert.

If you are experiencing difficult with language, literacy or numeracy, you can access appropriate support through a number of organisations, including:

Language Literacy and Numeracy Support

AMES (Adult Multicultural English Service)

AMES is the largest provider of English language and Settlement services in Victoria, in addition to being a major supplier of specialist employment and training services in Melbourne.

Contacts are: <http://www.ames.net.au>

Enquires contact number: 13 2637

AMEP (Adult Migrant English Program)

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist with their settlement in Australia.

The Adult Migrant English Program has number of support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare
- Youth classes
- Settlement course and
- Bilingual support

Enquiries contact number: 133873

Email: skilling@industry.gov.au

Reading and Writing Hotline

For the price of a local call anywhere in Australia, the Hotline can provide the student with advice and a referral to one of many providers of courses in adult literacy and numeracy.

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

1. Disability

If you have a disability, you have the option of advising the Centre of your disability, but noting that this is purely optional and you are under no obligation to do so. If you do disclose a disability to the Centre, this information will be treated with the strictest confidentiality.

Because every situation is unique, eligibility for ongoing support is determined on a case-by-case basis. Reasonable adjustments for your study may be possible and may include:

- Alternative assessment arrangements
- Accessible formatting of course reading materials
- Other possible arrangements.

Please note that because of the physical nature of our courses, some forms of disability will preclude the ability to perform many of the tasks required to complete the course

2. Wellbeing

Students may experience a range of issues which can impact on their learning experience and ability to engage in their studies. These issues may include:

- Difficulty in focusing on study and assessments
- Financial pressures
- Mental health issues
- Multicultural issues
- Abuse, harassment, or violence

If you are having issues with your study skills, please contact the Centre. We can provide advice on how best to manage your time, appropriate study strategies, and course information.

Information on how best to manage your study can be found at the following websites:

- [10 Study Tips to Stay on Track - Major Training Group](#)
- [Successful Study Skills - Learning Links](#)
- [Practical Study Habits](#)

Whilst the College does not have the expertise to provide support in the other areas, the following organisations are able to assist:

Lifeline (Phone [13 11 14](tel:131114))

A national charity providing individuals experiencing personal crisis with access to 2-hour crisis support and suicide prevention.

Beyond Blue (Phone [1300 224 636](tel:1300224636))

Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Safe Steps (Phone [1800 015 188](tel:1800015188))

A child-focused service for those who experience family violence or other forms of child abuse.

The Orange Door (Phone [1800 271 170](tel:1800271170))

Help and support for family violence and families in need of support with the wellbeing and development of children.

National Debt Hotline (Phone [1800 007 007](tel:1800007007))

The [National Debt Helpline](#) (NDH) is a free hotline to help you manage your debt problems. Their financial counsellors provide free, independent and confidential services.

Kids Helpline (Phone [1800 551 800](tel:1800551800))

A free confidential support services available 24/7 providing support for children.

Emergency Services Phone [000](tel:000))

For any emergency where you may require Police, Fire or Ambulance.

Crime Stoppers ([1800 333 000](tel:1800333000))

Australia's national crime reporting service. Anonymous reporting is available.

Occupational Health and Safety

All First Aid Management & Training Centre staff and trainers/assessors are informed of:

- The occupational health and safety legislation as it relates to their educational environments
- Principles and practice of effective OHS management
- Common hazards in educational environments
- OHS management systems, policies and procedures for reporting to FAMTC management

Student Attendance and Behaviour

As all our courses are short courses attendance is compulsory to complete a course

We aim to provide a safe and friendly environment at our courses so request:

- No aggressive physical contact or verbal abuse between any persons
- Smoking is not permitted in our training venues
- No alcohol is permitted in our training venues
- Intoxicated person/s will be asked to leave
- Clothing should be appropriate for the course being undertaken and some venues have dress codes.
- Mobile phones to be turned off during course.

Competency Based Training and Assessment

Competency based training is an approach to vocational education and training that focuses on what a person can do in the workplace rather than on the learning process.

Competency based training programs are made up of units based on standards set by industry and assessments are designed to ensure each student has achieved all the skills and knowledge required to achieve competency.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved.

Students may be assessed by one or more of the following methods:

- Observation
- Oral questioning
- Scenario/role play
- Short written answers
- Multiple choice questions

All students, on commencement of a course will be advised of our training and assessment strategy for the course.

Training Evaluation

First Aid Management & Training Centre is committed to providing a quality service with a focus on continuous improvement.

We value feedback, whether suggestions for improvements, complaints or a compliment on the training provided from students, staff and trainers and our business clients.

Feedback can be provided by:

- Student evaluation forms

- Phone
- Email
- Via our trainers

Your feedback will assist in evaluating our courses and making improvements if necessary to future courses.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning and Credit Transfer is not applicable as we only run short courses.

Contact Information

First Aid Management & Training Centre

Address: Suite 6, 476 Canterbury Road FOREST HILL VIC 3131

Phone: 03 9894 1013

Email: firstaid@firstaidmanagement.com.au

Website: www.firstaidmanagement.com.au

RTO: 20776

Australian Skills Quality Authority (ASQA)

Phone: 1300 701 801

Website: www.asqa.gov.au