

WOLLONGONG
FIRST+ AID



Student Handbook

2025

DISCLAIMER

While every effort is made to maintain the currency and accuracy of the content in this handbook, it does not constitute the provision of professional advice in any way.

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training does not guarantee and accepts no legal liability whatsoever arising from or connected to the accuracy, reliability, currency, or completeness of any information contained herein. Users should inform themselves or seek appropriate independent advice before relying on or entering into any commitment based on the information published here, which is published purely for reference purposes alone.

**Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training Student Handbook (2025 Edition)
Fully aligned with the 2025 Standards for RTOS: Outcome Standards, Compliance Requirements, and Credential Policy.**

This handbook was developed in accordance with the revised 2025 Standards for RTOS to ensure that students were fully informed, supported, and empowered throughout their training. It is aligned to:

- **Outcome Standard 2 – VET Student Support**, ensuring that learners have equitable access, timely assistance, and a safe, inclusive learning environment.
- **Outcome Standard 1 – Training and Assessment**, outlining competency-based delivery methods and clear assessment expectations.
- **Outcome Standard 4: Governance**, reflecting accountability, transparency, and continuous improvement systems.
- **Outcome Standard 3: VET Workforce**, ensuring that all trainers are industry-current, credentialed, and engaging in professional development.

Students were encouraged to read this handbook thoroughly and refer to it regularly throughout their studies.

2025 STUDENT HANDBOOK

1. Introduction

RTO Details:

Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training

RTO National Provider Code: 40833

Contact Information: 32/7 Waynote Pl, Unanderra NSW 2526

Phone: 1800 820 950

Mission Statement: *"Dedicated to Saving Lives!"*

- **Purpose of Handbook:**

This handbook is designed to guide students throughout their learning journey by outlining their rights, responsibilities, and available support services. It also details the duties of Macbec Pty Ltd trading as Wollongong First Aid and EMS Education and Training as training providers.

- **Overview of 2025 standards**

Macbec Pty Ltd., trading as Wollongong First Aid and EMS Education & Training, is committed to maintaining the highest standards in vocational education and training, aligned with the 2025 Outcome Standards for RTOs. These standards cover:

- **Training and Assessment:** Ensuring the quality and relevance of training aligned with industry needs.
- **Student Support:** Provides comprehensive support services to help students succeed.
- **VET Workforce:** Ensuring that trainers and assessors are qualified, experienced, and engaged with the industry.
- **Governance:** Maintaining transparency, accountability, and continuous improvement across all operations.

2. Location

- 32/7 Waynote Pl, Unanderra NSW 2526
- **Contact Information:**
 - 1800 820 950
 - admin@wollongongfirstaid.com.au

3. Eligibility & Enrolment Process

"Before or at enrolment, students may also complete a Course Pre-Assessment, which helps assess LLN, digital literacy, and support needs. This tool ensures that Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training can provide early intervention and personalised learning support, consistent with Outcome Standards 2.2 and 2.4."

- **Eligibility:**

To enrol in a course, students must meet the following requirements.

- Basic to intermediate proficiency in English (spoken and written)
- Digital literacy skills for online and blended learning courses
- Specific course prerequisites as outlined in the course details (e.g., prior qualifications or work experience)

- **Pre-enrolment Information**

Students must discuss course suitability with Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training staff before enrolment. Pre-enrolment interviews helped ensure that students selected the right course based on their career goals and learning needs.

- **Unique Student Identifier (USI):**

A USI is mandatory for enrolment in any nationally recognised course. Students can obtain a USI by visiting www.usi.gov.au.

- **Skills Gap Analysis:**

Upon enrolment, students may undergo a skills gap analysis to assess pre-existing qualifications or experience. This ensured that any additional support or tailored learning needs were identified and met during the course.

4. Course Delivery

"All students are encouraged to develop self-management strategies using the digital learning platform, and trainers will provide guidance for those needing additional support in navigating online systems."

- **Modes of Delivery:**

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training offers flexible learning options, including:

- Face-to-face classroom sessions
- Online learning through our Learning Management System (LMS)
- Blended learning combining online and in-person sessions
- Workplace-based training and practical assessments
- Simulations and role play to mimic real-world scenarios

Training and Assessment Strategies

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training uses a variety of methods to assess student competencies, such as:

- Written assessments
 - Projects and case studies
 - Observations in the workplace or simulations
 - Practical demonstrations aligned with industry practices
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- **Competency-based Training**

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training adheres to the Australian Qualifications Framework (AQF), ensuring that training is competency-based. Competency is achieved when students demonstrate the required skills and knowledge of their industrial roles.

 - **Use of Technology:**

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training uses modern technology for training and assessment delivery, including online resources, webinars, and digital platforms. Students are expected to engage with these tools as part of their learning experience.

5. Fees & Payment Terms

"In accordance with national guidelines, Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training will never accept prepayments exceeding \$1500 at any one time for individual students without a financial guarantee or tuition assurance arrangement in place."

- **Fee Structure:**

A detailed breakdown of course fees is provided on the website and at enrolment. The payment options include EFT and BPAY. Instalment plans are available for complete qualifications. All fees must be paid before the course is completed. For individual units of competency or skill sets, where the full fee is less than \$1500, the full fee is payable upon acceptance into the course or immediately before the course commences.

For all course fees over \$1500, a non-refundable deposit is required to secure your place on the course, with the remainder payable in instalments, as described in the schedule of fees and charges. Payment can be made through electronic fund transfer (EFT) or BPAY. Please note that the cash and **checks were not accepted.**

A payment plan may be available at the CEO's discretion subject to complete qualifications. Statements of Attainment and qualifications cannot be issued until all fees are paid in full.

- **Refund Policy:**
 - Full refunds are available for cancellations made within five days of your enrolment, and if you have not had your first meeting with your trainer within that time.
 - No refunds will be issued for cancellations made less than 5 days before your first appointment with your trainer.
 - If Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training cancels the course, students will receive a full refund or the option to transfer to a future course.

6. Recognition of Prior Learning (RPL) & Credit Transfer

"The process is transparent and explained to all students as part of enrolment, meeting the 2025 requirement that all RTOS provide clear and accessible information on credit and recognition options."

- **RPL:**

Students may apply for RPL if they believe that they already possess some or all the skills and knowledge required for a unit of competency. Evidence must be provided, such as

 - Work performance documentation
 - Résumé and professional development records
 - Video or practical demonstrations

RPL assessments may involve completing certain course tasks, particularly practical assessments. Fees for RPL are non-refundable.

- **Credit Transfer:**

Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training recognises qualifications and units from other RTOS. Students must provide a Statement of Attainment or USI transcripts for any completed unit to apply for credit transfer. This service was provided with no additional fees.

7. Trainers and Assessors

- **Trainer Qualifications:**

All trainers and assessors at Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training meet or exceed the 2025 requirements for industry engagement and vocational competency. They hold qualifications relevant to the courses they deliver and have ongoing connections with the industries they serve.
- **Continuous Professional Development**

Trainers and assessors are required to participate in regular professional development activities to ensure that their skills remain current and align with regulatory and industrial changes.

8. Student Rights & Responsibilities

- **Rights:**

As a student, you have the right to.

- Clear information about course progress and assessment results
- Fair and valid assessment processes
- Access to support services that cater to your individual needs
- Privacy and confidentiality in line with the 2025 VET regulations and the Australian Privacy Principles (APPS)

- **Responsibilities:**

You are responsible for this.

- Treating others with respect and professionalism
- Attending classes, completing assessments on time, and adhering to course schedules
- Maintaining academic integrity (avoiding plagiarism, cheating, and collusion)
- Following health and safety regulations during any face-to-face or workplace-based training

9. Student Support & Wellbeing

"All support provided is guided by our internal student support policy and reviewed regularly to ensure responsiveness to diverse needs, including First Nations learners, culturally and linguistically diverse students, and those with disability."

"Student feedback on support services is collected and analysed during staff validation meetings to improve processes and uphold our continuous improvement obligations."

- **Learning Support:**

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training provides learning support for students with literacy, numeracy, or disability needs. Support may include one-on-one assistance, additional resources, or flexible learning options.

- **Pastoral Care:**

Emotional and mental health support was available to all students. Referrals to external services are made where necessary, and well-being is prioritised throughout the learning journey.

- **Flexible Learning Options**

We offer flexible options for students who require adjustments to delivery methods, assessment conditions, or timelines.

- **Access to Records:**

Students can access their personal and academic records through contact with their student services. All records were kept secure and in compliance with the data privacy regulations.

- **Wellbeing Services:**

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training can refer students to external services for personal, mental health, or financial support.

10. Complaints & Appeals Process

"All students will be supported throughout the process, and advocacy support can be made available if required."

If you have a complaint or grievance, Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training has a clear policy and procedure in place to address your concerns.

You also have the right to appeal to any decision made by Macbec Pty Ltd trading such as Wollongong First Aid and EMS Education & Training, including decisions related to complaints or grievances you have raised. This may include an academic appeal if you disagree with the assessment outcomes.

Types of Complaints and Appeals

- Conduct Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training staff, trainers, assessors, or other students.
- Academic appeal related to assessment decisions or progression of your course.
- General complaints about facilities, course delivery, or other aspects of your experience.

Process for Complaints and Appeals

1. **Step 1: Informal Resolution**

Wherever possible, we encourage you to first raise your concerns informally with the person involved (trainer, assessor, or staff). Several issues can be resolved quickly at this level.

2. **Step 2: Formal Complaint Submission**

If your concern is not resolved informally, you can submit a formal complaint in writing to the Complaints Officer at the [email/website link]. You will receive acknowledgement within five business days.

3. **Step 3: Investigation and Initial Response**

Relevant personnel will investigate this issue. We aim to provide an initial response within ten business days. During this time, you will be informed of your progress and any further information required.

4. **Step 4: Appeal Process**

If you are not satisfied with the outcome of your complaint, you can lodge a formal appeal. For academic appeal, you must submit a request for a review of the decision within 10 business days of receiving the outcome.

5. **Step 5: External Review**

Suppose you believe that your issue has not been adequately addressed through an internal process. In this case, you may seek an external review by contacting the relevant regulatory body, such as the appropriate state training authority.

The principles of Fairness and Impartiality

- Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training applies the principles of natural justice and procedural fairness throughout the complaints and appeals process. This means:
 - **Right to be heard:** You have the opportunity to present your case.
 - **Evidence rule:** decisions are based on the evidence provided.
 - **No bias:** All parties involved in the investigation act impartially.

Resolution Timelines:

- We aimed to resolve complaints and appeals as quickly as possible, ideally within 60 calendar days. If more time is required, you will be informed of the reasons for the delay and provided with regular progress updates.

Record-keeping and continuous improvement

- All complaints and appeals were recorded and stored under our privacy policy.
- We regularly reviewed complaints and appeal data to identify trends and take corrective actions where necessary to improve our services.

Access to complaints and appeal policy

The full complaints and appeals policy is available on our website at www.wollongongfirstaid.com.au

Printed copies can be provided upon request.

- **Complaints Procedure:**
Students may submit complaints to Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training by completing a formal complaint form, which is available upon request. All complaints were handled fairly and promptly resolved.
- **Appeals:**
Students have the right to appeal to any assessment decision or other RTO decision. Appeals are handled through a formal process, and if unresolved, may be referred to as an independent review.
- **Natural Justice & Procedural Fairness.**
Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training applies the principles of natural justice in handling all complaints and appeals, ensuring impartiality, fairness, and transparency at every stage.
- **Resolution Timelines:**
Complaints and appeals will be addressed within 60 days, and students will be regularly updated on their progress if the timeline is extended.

11. Policies on Plagiarism, Misconduct, and Discipline

- **Academic Misconduct:**
Academic misconduct, including plagiarism, cheating, or collusion, will not be tolerated. The consequences range from resubmission to dismissal, depending on the severity of the offence.
- **Student Code of Conduct**
Students had to conduct themselves professionally and respectfully during all training sessions. Disruptive behaviour or harassment leads to disciplinary action.
- **Disciplinary Procedures**
Disciplinary actions for misconduct will follow formal procedures, ensure fairness and providing the opportunity for the student to respond.

12. Governance, Compliance, and Quality Assurance

"All systems, procedures, and quality assurance mechanisms referenced in this handbook are governed by the Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training - Quality Management System (QMS), aligned with the 2025 RTO Standards."

- **Adherence to the VET Legislation**
Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training complies with all relevant 2025 standards, including the Outcome Standards, Compliance Requirements, and the Credential Policy.
- **Internal Audits:**
Regular internal audits ensure continuous improvement, alignment with industry standards, and compliance with latest VET regulations.
- **Industry Engagement:**
We work closely with industry stakeholders to ensure that our training programs meet the current industry needs and trends.

13. Graduation & Issuance of Qualifications

- **Issuing Qualifications:**
Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training will issue qualifications and Statements of Attainment under the Australian Qualifications Framework (AQF). Qualifications can only be issued for courses that are enrolled and assessed.
- **Completion Requirements**
To receive certification, students must complete all the required units and assessments and meet all course obligations.
- **Timeframe for Issuance:**
Certificates will be issued within 30 days of course completion, provided all fees are paid and requirements are met.

14. Course Marketing Permission

- **Consent for Use of Testimonials & Images**

Students can opt-in to allow Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training to use their testimonials, feedback, or images for marketing purposes. This is optional, and no material can be used without permission.

A request will be extended by Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training, when necessary.

15. Legislation & Standards Reference

“Macbec Pty Ltd trading as Wollongong First Aid and EMS Education & Training adheres to the National Principles for Child Safe Organisations (where applicable for VET Delivered to School Students) and all Standards for RTOS 2025 – Outcome Standards, Compliance Requirements, and Credential Policy”

- **Legislative Framework:**

Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training complies with the following legislation:

- **Vocational Education and Training Act 1996**
- **Disability Standards for Education 2005**
- **Australian Qualifications Framework (AQF)**
- **Student Identifiers Act 2014**
- **Privacy Act 1998** and **Australian Privacy Principles (APPs)**

16. Acknowledgement Form

- **Student Declaration:**

I confirm that I have read and understood the 2025 Student Handbook and agree to comply with all Macbec Pty Ltd. trading as Wollongong First Aid and EMS Education & Training policies and procedures.

Signed:

Dated:

Name:

Email:

Mobile: