

**Overview – Provide First Aid (Online & Classroom)**

<b>Cluster Skill Set Codes:</b>	HLTAID001 – Provide cardiopulmonary resuscitation HLTAID002 – Provide basic emergency life support HLTAID003 – Provide first aid		
<b>Course Title:</b>	<b>HLTAID003 - Provide First Aid</b>		
<b>Training Package:</b>	HLT	<b>Training Package Version &amp; release Date</b>	V4 14 Mar 2018
<b>Site Locations:</b>	Perth and throughout regional WA		
<b>Licensing/Regulations:</b>	Recommended to requalify every three (3) years		
<b>Training Time:</b>	2-8 hours of combined reading and online training plus an 8 hour in-classroom practical assessment component.		

**Unit Descriptions**

This course combines a cluster of three (3) Units of Competence (UOC).

The course describes the skills, knowledge and techniques required to:

- Perform cardiopulmonary resuscitation (CPR) in accordance with (IAW) the Australian Resuscitation Council (ARC) Guidelines
- Recognise and respond to life-threatening emergencies
- Provide a first aid response to a casualty in a range of situations

The course includes:

- Perform CPR on a casualty who has suffered a cardiac arrest
- Access and operate an Automated External Defibrillator (AED) during a cardiac arrest
- Provide first aid IAW first aid principles and practices
- Report on details of an incident
- Participation in a variety of simulated exercises

The course applies to all workers who may be required to provide CPR, perform a first aid response in an emergency situation, including community and workplace settings, and can be contextualised to any workplace as required.

**Performance Criteria**
**HLTAID001**
1. Respond to an emergency situation

- 1.1 Recognise an emergency situation
- 1.2 Identify, assess and minimise immediate hazards to health and safety of self and others
- 1.3 Assess the casualty and recognise the need for CPR
- 1.4 Seek assistance from emergency response services

2. Perform CPR procedures

- 2.1 Perform cardiopulmonary resuscitation in accordance with ARC guidelines
- 2.2 Display respectful behaviour towards casualty
- 2.3 Operate automated external defibrillator (AED) according to manufacturer's instructions

3. Communicate details of an incident

- 3.1 Accurately convey incident details to emergency response services
- 3.2 Report details of incident to workplace supervisor as appropriate
- 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies

**HLTAID002**
1. Respond to an emergency situation

- 1.1 Recognise an emergency situation
- 1.2 Identify, assess and minimise immediate hazards to health and safety of self and others
- 1.3 Assess the casualty and recognise the need for first aid response
- 1.4 Assess the situation and seek assistance from emergency response services

2. Apply appropriate first aid procedures

- 2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with ARC guidelines
- 2.2 Provide first aid in accordance with established first aid principles
- 2.3 Display respectful behaviour towards casualty
- 2.4 Obtain consent from casualty where possible

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- 2.5 Use available resources and equipment to make the casualty as comfortable as possible
- 2.6 Operate first aid equipment according to manufacturer's instructions
- 2.7 Monitor the casualty's condition and respond in accordance with first aid principles
- 3. Communicate details of an incident
- 3.1 Accurately convey incident details to emergency response services
- 3.2 Report details of incident to workplace supervisor as appropriate
- 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies

**HLTAID003**

1. Respond to an emergency situation

- 1.1 Recognise an emergency situation
- 1.2 Identify, assess and manage immediate hazards to health and safety of self and others
- 1.3 Assess the casualty and recognise the need for first aid response
- 1.4 Assess the situation and seek assistance from emergency response services

2. Apply appropriate first aid procedures

- 2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines
- 2.2 Provide first aid in accordance with established first aid principles
- 2.3 Display respectful behaviour towards casualty
- 2.4 Obtain consent from casualty where possible
- 2.5 Use available resources and equipment to make the casualty as comfortable as possible
- 2.6 Operate first aid equipment according to manufacturer's instructions
- 2.7 Monitor the casualty's condition and respond in accordance with first aid principles

3. Communicate details of the incident

- 3.1 Accurately convey incident details to emergency response services
- 3.2 Report details of incident to workplace supervisor as appropriate
- 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies
- 4. Evaluate the incident and own performance
- 4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents
- 4.2 Participate in debriefing to address individual needs

**Rationale For Clustering and Time Allocation**

The course is provided as a combination of three (3) units of competence (UOC):HLTAID001 - provide cardiopulmonary resuscitation, HLTAID002 - provide basic emergency life support and HLTAID003 – Provide First Aid. The stand alone units themselves offer a crossover of information requirements and performance criteria, therefore have been clustered together with no effect to the integrity of each UOC.

**Pre-requisites & Entry Requirements**

- 1. Learners will be required to provide their *Unique Student Identifier* number prior to the commencement of the course ([usi.gov.au](http://usi.gov.au) to register).
- 2. Learners will be required to show a photo id on the day of course commencement.
- 3. Learners must have the necessary health and fitness to carry out the assessment requirements which are too; complete continuous 2 minutes of CPR on an adult manikin kneeling on the floor and 2 minutes of continuous CPR on an infant manikin. (Some learners may find the physical aspects of this training strenuous and will be asked to discuss any injuries or physical limitations, with the RTO staff prior to enrolment).
- 4. Learners MUST complete pre-course reading and Online Training Modules (via an online portal) prior to attendance of the classroom phase of the course. **(This is a mandatory requirement).**
- 5. Learners are required to wear comfortable and loose fitting attire including; **enclosed flat shoes, slacks and loose fitting shirt/t-shirt for both males and females.**

**Course Duration**

The course is completed via a series of online training modules (taking approximately 2 - 8 hours to complete) with further attendance of an 8 hour in-class practical assessment component). See Mode of Delivery.

**Learner Target Market**

This course is suitable for learners who:

- 1. Prefer to complete an online component in their own time, and attend an in-class practical assessment.
- 2. Learners wishing to complete an assessment only element (RPL)

**Client Market**

Our general customer market for this particular program are local government, aged care, medical centres and community groups such as:

- a. City of Canning, City of Melville, City of Stirling

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- b. RAAFA WA, Italian aged care, Kimberley aged care
- c. Fitzgerald and Woodbridge medical practices
- d. Orion services, Cystic fibrosis WA, Senses Australia

**Pathways**

Learners who complete this course may wish to complete HLTAID006 – Provide advanced first aid or any unit from the HLT Training Package

**Dress Code**

Due to the nature of the course we recommend our learners wear casual comfortable attire (**enclosed flat shoes, slacks and loose fitting shirt/t-shirt is recommended for both males and females**).

**Venue of Training**

The course can be completed in any of RLSSWA locations or at a specific organisation as requested. Our RTO utilises various venues throughout Perth. Listings of specific venues and course dates and times are available on our website at [www.royallifesavingwa.com.au](http://www.royallifesavingwa.com.au)

**Mode of Delivery**

To provide a holistic approach and ensure we meet the requirements of learner's current skills, knowledge, relevant experience and personal requirements, we conduct our training via a range of flexible learning modes. Three (3), modes of delivery has been identified to complete this course.

Whilst we have identified the course may be completed over a generic period of approximately 16 hours, should we feel the learner has significant amount of relevant experience in these units of competence, it may be that they are able to proceed directly to the assessment only process (RPL). Alternatively if a learner is facing challenges and requires substantial preparation, learning support, language, literacy & numeracy assistance, reasonable adjustments and personal coaching, we may be required to increase the time in training.

Learners are offered the following mode of delivery options:

Mode of Delivery	Duration	Assessment
<b>1 – Full Time Program (Online and classroom based)</b>	<b>Training and assessment which includes:</b> 2 –8 hours of reading and completion of online training modules with an 8 hour in-classroom practical assessment, with full learning support.	Online theory and in-classroom practical, written & knowledge assessments.
<b>2- Flexible/Customised/Part-Time Program</b>	<b>Training and assessment which includes a more flexible approach to the delivery and assessment, to accommodate for clients and specific stakeholder needs.</b>	Online theory and in-classroom practical, written & knowledge assessments, conducted over a specific period or part time basis.
<b>3 - RPL Program</b>	<b>1 full day assessment only, which includes:</b> Attendance at our in-classroom practical <i>assessment only</i> program.	In-classroom practical assessments

**Mode of Delivery - Full Time Program (online and class based)**

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<p><b>Full Program</b> <b>(Online and classroom based)</b></p>	<p>On enrolment the learner will be provided with the online learning website account where they can create an account and enrol into HLTAID003 - Provide First Aid. The learner is then able to progress through the modules in their own time. (Approximate 2-8 hrs to complete).</p>
<p><b>Online Training Outline</b></p>	<p>The learner will move through and complete each online training module (14 in total). Once all modules have been completed, the learner will be provided with a <i>certificate of completion</i> (COC), available for download. Learners can <b>only</b> progress to the in-classroom practical phase of the course by providing a hard copy of the COC, or a digital image of the certificate to the course trainer on arrival at the classroom phase of the course. <b>This is mandatory requirement and learners will not be allowed to progress to the practical phase unless trainers have sighted evidence of completion (whether hard copy or electronic verification).</b></p>
<p><b>Classroom based practical assessment</b></p>	<p>The classroom based phase will be delivered over an 8 hour period, through class based practical assessment tasks.</p> <p>Learners will complete practical based assessments to establish competency. If competency cannot be achieved through these methods the trainer will use alternative methods to ensure the learner has every opportunity to meet competence. On successful completion of the practical summative assessments (final assessments) the learner will receive a <i>Statement of Attainment</i> (SOA) for the following units of competence:</p> <p>HLTAID001 – Provide cardiopulmonary resuscitation. HLTAID002 – Provide basic emergency life support HLTAID003 – Provide first aid</p>

**Mode of Delivery – Flexible/Customised/Part-Time Program**

<p><b>Flexible/Customised/Part-Time</b> <b>(Online and classroom based)</b></p>	<p>On enrolment the learner will be provided with the online learning website account where they can create an account and enrol into HLTAID003 - Provide First Aid. The learner is then able to progress through the modules in their own time. (Approximate 2-8 hrs to complete).</p>
<p><b>Online Training Outline</b></p>	<p>The learner will move directly to module 14 and complete the theory assessment. Once the assessment has been successfully completed the learner will be provided with a <i>certificate of completion</i> (COC), available for download. Learners can <b>only</b> progress to the in-classroom practical phase of the course by providing a hard copy of the COC, or a digital image of the certificate to the course trainer on arrival at the classroom phase of the course. <b>This is mandatory requirement and learners will not be allowed to progress to the practical phase unless trainers have sighted evidence of completion (whether hard copy or electronic verification).</b></p>
<p><b>Classroom based practical assessment</b></p>	<p>The classroom based phase will be delivered over an 8 hour period, through class based practical and assessment tasks which can be delivered over a part-time basis.</p> <p>Learners will complete practical based assessments to establish competency. If competency cannot be achieved through these methods the trainer will use alternative methods to ensure the learner has every</p>

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	<p>opportunity to meet competence. On successful completion of the practical summative assessments (final assessments) the learner will receive a <i>Statement of Attainment</i> (SOA) for the following units of competence:</p> <p>HLTAID001 – Provide cardiopulmonary resuscitation.</p> <p>HLTAID002 – Provide basic emergency life support</p> <p>HLTAID003 – Provide first aid</p>
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Mode of Delivery RPL Program	
<b>RPL Program</b>	<p>Learners attending this phase will do so as recognition of prior learning (RPL).</p> <p>Learners will complete practical based assessments to establish competency over a period of 8 hours. If competency cannot be achieved through this method the trainer will use alternative methods to ensure the learner has every opportunity to meet competence. On successful completion of the practical summative assessments the learner will receive a <i>Statement of Attainment</i> (SOA) for the following units of competence:</p> <p>HLTAID001 – Provide cardiopulmonary resuscitation.</p> <p>HLTAID002 – Provide basic emergency life support</p> <p>HLTAID003 – Provide first aid.</p>

Course Outline – Classroom Phase		
Time Allocated in Minutes Activity	Training and Learning Strategies (What will the trainer and learner do?)	Resource
<p><b>Introduction/Icebreaker</b></p> <ul style="list-style-type: none"> <li>• WHS considerations including evacuation procedures. Injuries or illnesses</li> <li>• Paperwork</li> <li>• Housekeeping</li> <li>• Introduction – Trainer and Students</li> <li>• Course Schedule</li> <li>• Complete and collect learner information sheets and Provide First Aid online theory exam.</li> <li>• Reminder about USI's</li> </ul> <p><b>Assessment 1 – Theory Exam</b></p>	<ul style="list-style-type: none"> <li>• Introduce yourself to class.</li> <li>• Talk about relevant evacuation procedures appropriate to venue.</li> <li>• Explain Work Health &amp; Safety (WHS) concerns.</li> <li>• Cover off on the award sheet ensuring that all learners complete the form including visually inspection of their ID.</li> <li>• Collect verification certificate from student for pre-course completion of e-learning theory component.</li> <li>• Explain the location of toilets and other facilities according to the venue. Mobile phone usage and toilet breaks.</li> <li>• Get the trainees to introduce themselves to the group including their relevant experience in first aid.</li> <li>• Discuss the course schedule, including when breaks will be available and including length of breaks.</li> </ul>	<p>Course award sheet Learner Info sheets Assessor guide</p>
<p><b>Assessment 2 – CPR - Single operator on an adult.</b></p>	<ul style="list-style-type: none"> <li>• Advise learners of assessment criteria.</li> <li>• Demonstrate correct Primary Survey.</li> <li>• Demonstrate procedure</li> <li>• Learners practice procedure under direction</li> <li>• Learners practice procedure under observation</li> <li>• Assess according to assessor guide.</li> <li>• Complete award sheet accordingly.</li> </ul>	<p>Adult Manikin Pocket Mask Gloves</p>

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<p><b>Assessment 3 – CPR - two operator and apply an AED on an adult.</b></p>	<ul style="list-style-type: none"> <li>Advise learners of assessment criteria.</li> <li>Demonstrate correct AED placement and explain what an uninterrupted change over is.</li> <li>Demonstrate procedure</li> <li>Learners practice procedure under direction</li> <li>Learners practice procedure under observation</li> <li>Assess according to assessor guide.</li> <li>Complete award sheet accordingly.</li> </ul>	<p>Adult Manikin Pocket Mask Gloves AED Trainer</p>
<p><b>Assessment 4 – CPR - Infant.</b></p>	<ul style="list-style-type: none"> <li>Advise learners of assessment criteria.</li> <li>Demonstrate correct CPR on an infant.</li> <li>Demonstrate procedure</li> <li>Learners practice procedure under direction</li> <li>Learners practice procedure under observation</li> <li>Assess according to assessor guide.</li> <li>Complete award sheet accordingly.</li> </ul>	<p>Infant Manikin Disinfectant to clean manikins. Gloves</p>
<p><b>Assessment 5 – Bleeding Control</b></p>	<ul style="list-style-type: none"> <li>Advise learners of assessment criteria.</li> <li>Demonstrate correct bleeding control methods.</li> <li>Demonstrate procedure</li> <li>Learners practice procedure under direction</li> <li>Learners practice procedure under observation</li> <li>Assess according to assessor guide.</li> <li>Complete award sheet accordingly.</li> </ul>	<p>Learners as “casualty”. Roller bandages. Dressings. Gloves</p>
<p><b>Assessment 6 – Envenomation</b></p>	<ul style="list-style-type: none"> <li>Advise learners of assessment criteria.</li> <li>Demonstrate correct PIT methods.</li> <li>Demonstrate procedure</li> <li>Learners practice procedure under direction</li> <li>Learners practice procedure under observation</li> <li>Assess according to assessor guide.</li> <li>Complete award sheet accordingly.</li> </ul>	<p>Learners as “casualty”. Roller bandages. Dressings. Triangular bandages. Gloves</p>
<p><b>Assessment 7 – Shock</b></p>	<ul style="list-style-type: none"> <li>Advise learners of assessment criteria.</li> <li>Demonstrate correct Shock treatment.</li> <li>Demonstrate procedure</li> <li>Learners practice procedure under direction</li> <li>Learners practice procedure under observation</li> <li>Assess according to assessor guide.</li> <li>Complete award sheet accordingly.</li> </ul>	<p>Learners as “casualty”. Thermal blanket. Gloves</p>
<p><b>Assessment 8 – Asthma</b></p>	<ul style="list-style-type: none"> <li>Advise learners of assessment criteria.</li> <li>Demonstrate correct asthma treatment.</li> <li>Demonstrate procedure</li> <li>Learners practice procedure under direction</li> <li>Learners practice procedure under observation</li> <li>Assess according to assessor guide.</li> <li>Complete award sheet accordingly.</li> </ul>	<p>Learners as “casualty”. Gloves Reliever Spacer Pen and paper.</p>

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<b>Assessment 9 – Choking</b>	<ul style="list-style-type: none"> <li>• Advise learners of assessment criteria.</li> <li>• Demonstrate correct choking treatment.</li> <li>• Demonstrate procedure</li> <li>• Learners practice procedure under direction</li> <li>• Learners practice procedure under observation</li> <li>• Assess according to assessor guide.</li> <li>• Complete award sheet accordingly.</li> </ul>	Learners as “casualty”. Gloves Infant / Child manikin.
<b>Assessment 10 – Allergic &amp; Anaphylactic reactions</b>	<ul style="list-style-type: none"> <li>• Advise learners of assessment criteria.</li> <li>• Demonstrate correct treatment for allergic and anaphylactic reactions.</li> <li>• Demonstrate procedure</li> <li>• Learners practice procedure under direction</li> <li>• Learners practice procedure under observation</li> <li>• Assess according to assessor guide.</li> <li>• Complete award sheet accordingly.</li> </ul>	Learners as “casualty”. Gloves. Epipen trainers. Pen and paper.
<b>Assessment 11 – Fractures, sprains and strains</b>	<ul style="list-style-type: none"> <li>• Advise learners of assessment criteria.</li> <li>• Demonstrate correct slings, treatment for fractures and sprains / strains.</li> <li>• Demonstrate procedure</li> <li>• Learners practice procedure under direction</li> <li>• Learners practice procedure under observation</li> <li>• Assess according to assessor guide.</li> <li>• Complete award sheet accordingly.</li> </ul>	Learners as “casualty”. Gloves. Roller bandages. Triangular bandages. Padding Splints.
<b>Assessment 12 &amp; 13 – Simex</b>	<ul style="list-style-type: none"> <li>• Advise learners of assessment criteria.</li> <li>• Discuss what the scenario will be.</li> <li>• Give scenario prompts</li> <li>• Assess according to assessor guide.</li> <li>• Rotate casualties and responders</li> <li>• Complete award sheet accordingly.</li> </ul>	Learners as “casualty”. Gloves. Various first aid equipment, depending on scenarios. Labels / fake injuries.
<b>Conclusion</b>	<ul style="list-style-type: none"> <li>• Explain certificate turnaround time (10 working days)</li> <li>• Ensure award sheet is signed and all learner information sheets are collected.</li> <li>• Dismiss class</li> <li>• Pack up / clean up room.</li> </ul>	

### Assessment & Evidence Gathering Techniques

Evidence gathering techniques will be achieved from the following:

- Individual/Group assessments & role play
- Class participation and direct observation
- Practical application and demonstration
- Feedback and questions during the course
- Written & practical assessments (Formative and Summative)
- Assessment using the equipment required to complete the unit of study and task

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The following matrix identifies the type of evidence that will be collected towards competency in order to enable judgments to be made. Assessors have flexibility (according to the requirements of the Training Package, including the assessment guidelines and units of competence) to accept other forms of evidence from individual learners. Employability skills are assessed in all assessment items as outlined in the mapping tools and training package.

Unit Code:	Unit Title:	Evidence Gathering Techniques Used:						
		A	B	C	D	E	F	G
HLTAID001 HLTAID002 HLTAID003	1. Respond to an emergency situation	✓	✓	✓	✓			✓
HLTAID001	2. Perform CPR procedures	✓	✓	✓	✓			✓
HLTAID002 HLTAID003	2. Apply appropriate first aid procedures	✓	✓	✓	✓			✓
HLTAID001 HLTAID002 HLTAID003	3. Communicate details of the incident	✓	✓	✓	✓			✓
HLTAID003	4. Evaluate the incident and own performance	✓	✓	✓	✓			✓
<b>Assessment Gathering Techniques</b>  <b>Key:</b>	A = Direct observation/practical demonstration B = Oral questioning C = Written questioning (activities, Q&A, test/exam) D = Role play or simulated exercise E = Case study F = Workplace assignment G = Supplementary evidence (eg regulations and processes in specific workplace & industries)							

### Assessment Details & Process

Learners will be assessed against the Performance Evidence:

#### HLTAID001

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:

- Followed DRSABCD in line with ARC guidelines, including:
  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty
  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
  - followed the prompts of an automated external defibrillator (AED)
- Responded to at least one simulated first aid scenario contextualised to the candidate's workplace/community setting, including:
  - demonstrated safe manual handling techniques
  - provided an accurate verbal or written report of the incident

#### HLTAID002

- Followed DRSABCD in line with ARC guidelines, including:
  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and

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- ventilations) on an infant resuscitation manikin placed on a firm surface
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty
  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
  - followed the prompts of an Automated External Defibrillator (AED)
- Responded to at least one simulated first aid scenario contextualised to the candidate’s workplace/community setting, including:
  - demonstrated safe manual handling techniques
  - provided an accurate verbal or written report of the incident
- Applied first aid procedures for the following:
  - allergic reaction
  - anaphylaxis
  - bleeding control
  - choking and airway obstruction
  - respiratory distress, including asthma
  - shock

**HLTAID003**

- Followed DRABC in line with ARC guidelines, including:
  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty
  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
  - followed the prompts of an Automated External Defibrillator (AED)
- Responded to at least two simulated first aid scenarios contextualised to the candidate’s workplace/community setting, including:
  - conducted a visual and verbal assessment of the casualty
  - demonstrated safe manual handling techniques
  - post-incident debrief and evaluation
  - provided an accurate verbal or written report of the incident
- Applied first aid procedures for the following:
  - allergic reaction
  - anaphylaxis
  - bleeding control
  - choking and airway obstruction
  - envenomation, using pressure immobilisation
  - fractures, sprains and strains, using arm slings, roller bandages or other appropriate immobilisation techniques
  - respiratory distress, including asthma
  - shock

The learner must also be able to demonstrate the following Knowledge Evidence:

**HLTAID001**

- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC Guidelines relevant to the provision of CPR
  - safe work practices to minimise risks and potential hazards
  - infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- Legal, workplace and community considerations, including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation
  - duty of care requirements
  - respectful behaviour towards a casualty
  - own skills and limitations
  - consent

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- privacy and confidentiality requirements
- importance of debriefing
- Considerations when providing CPR, including:
  - airway obstruction due to body position
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - chain of survival
  - standard precautions
- Basic anatomy and physiology relating to:
  - how to recognise a person is not breathing normally
  - chest
  - response/consciousness
  - upper airway and effect of positional change

**HLTAID002**

- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC Guidelines relevant to provision of CPR and first aid
  - safe work practices to minimise risks and potential hazards
  - Infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- legal, workplace and community considerations, including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation
  - duty of care requirements
  - respectful behaviour towards a casualty
  - own skills and limitations
  - consent
  - privacy and confidentiality requirements
  - importance of debriefing
- considerations when providing basic emergency life support, including:
  - airway obstruction due to body position
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - chain of survival
  - standard precautions
  - how to conduct a visual and verbal assessment of the casualty
- principles and procedures for first aid management of the following scenarios:
  - allergic reaction
  - anaphylaxis
  - bleeding control
  - cardiac conditions, including chest pain
  - choking and airway obstruction
  - respiratory distress, including asthma
  - shock
  - stroke
- basic anatomy and physiology relating to:
  - considerations in provision of first aid for specified conditions
  - chest
  - how to recognise a person is not breathing normally
  - response/consciousness
  - upper airway and effect of positional change

**HLTAID003**

- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC Guidelines relevant to provision of CPR and first aid
  - safe work practices to minimise risks and potential hazards
  - Infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- legal, workplace and community considerations, including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation

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- duty of care requirements
- respectful behaviour towards a casualty
- own skills and limitations
- consent
- privacy and confidentiality requirements
- importance of debriefing
- considerations when providing basic emergency life support, including:
  - airway obstruction due to body position
  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - chain of survival
  - standard precautions
  - how to conduct a visual and verbal assessment of the casualty
- principles and procedures for first aid management of the following scenarios:
  - abdominal injuries
  - allergic reaction
  - anaphylaxis
  - basic care of a wound
  - bleeding control
  - burns
  - cardiac conditions, including chest pain
  - choking and airway obstruction
  - crush injuries
  - diabetes
  - dislocations
  - drowning
  - envenomation
  - environmental impact, including hypothermia, hyperthermia, dehydration and heat stroke
  - eye and ear injuries
  - fractures
  - febrile convulsions
  - head, neck and spinal injuries
  - minor skin injuries
  - needle stick injuries
  - poisoning and toxic substances
  - respiratory distress, including asthma
  - seizures, including epilepsy
  - shock
  - soft tissue injuries, including strains and, sprains
  - stroke
  - unconsciousness
- basic anatomy and physiology relating to:
  - how to recognise a person is not breathing normally
  - chest
  - response/consciousness
  - upper airway and effect of positional change
  - considerations in provision of first aid for specified conditions

**Assessment Process**

The assessments used to assess competence in this program includes:

1. An online theory assessment.
2. The completion of Cardio Pulmonary Resuscitation on both an adult & infant resuscitation manikin.
3. Connecting an AED to a casualty and follow the instructions given.
4. Competently complete each step of the DRSABCD process
5. Respond to two (2) simulated exercises
6. Verbally report on an incident
7. Demonstrate knowledge of relevant workplace safety regulations, codes, policies & procedures.

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### Assessment Tools

The assessment tools used by our RTO include the following components:

- The context and conditions for the assessment
- Brief to the learner
- Brief for the assessor
- The tasks to be administered to the learner
- An outline of the evidence to be gathered from the learner
- Judgement and observational tools
- Practical & Theory Assessment Instruments

### Assessment Rules and Appeals Process

If learner's first submission is deemed not satisfactory they will be allowed two further attempts. Learners are entitled to appeal if they are not satisfied with any portion of the assessment process or outcome they receive.

### Reasonable Adjustment In The Assessment Process

Learners will be reminded, on induction, they will be encouraged to talk to the assessor to accommodate for any alternative arrangements for delivery and assessment processes, in order to meet the needs and outcomes of the learner (Flexibility). Staff will also monitor learner's progress throughout the program to ensure they receive any specific requirements they may need.

Where a specific need is identified, reasonable adjustment in either or both the training and/or assessment program will be made to meet that requirement. This process will be undertaken by way of communicating with the stakeholder/learner to help identify specific training needs. If learners require support for literacy and numeracy issues, change to assessment times/venues, considerations relating to, gender & cultural beliefs; format of assessment materials, or presence of a scribe, all such necessary adjustments will be accommodated.

### RPL Process & Credit Transfer

All learners will be offered the opportunity for RPL.

RPL/credit transfer will be determined on initial interview and enrolment for each learner. Should the learner meet the evidentiary requirements of the standards via way of supporting evidence and documentation, an RPL audit will commence. This will be discussed on initial request with the learner. This will allow the opportunity for the learner to proceed directly to the classroom phase and complete the practical assessments.

### Steps in the RPL Process

#### Step 1 – Applicant to provide information on skills and experience

Information of experience and qualifications is critical. Work history could include any of the following items:

\*Any licenses/qualifications site training records; 3<sup>rd</sup> party references; letters from previous employers/supervisors; certificates/results of assessments; tickets held; job sheets; log books; membership to relevant professional associations; brief CV or work history overview; Indentures/Trade papers; photographs or work undertaken;

Information from 3<sup>rd</sup> party referees must include, pertinent skills of the applicant and industry related so a precise decision can be made about the applicants competence level.

#### Step 2 – Conversation with Assessor

An assessor will review the information that has been provided so learners skills can be matched against the units of competence. At this point, both the learner and assessor will discuss and identify previous experience to confirm capability and currency.

#### Step 3 – Practical Demonstration of Skills

The learner will conduct the practical assessment skills test.

#### Step 4 – Assessment Feedback

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After the assessment the learner will be provided with feedback with any skill gaps addressed and a statement of attainment awarded for the units of competence on successful completion.

### Quality Assurance Process

Our quality assurance will be determined via:

- Employer Satisfaction Forms
- Course Evaluation Sheets
- Monitoring of the Training Package
- Discussions & consult with Industry and learner groups
- Monitoring industry requirements & trends
- Internal audits
- External audits
- Attendance at Department/Industry/VET seminars and workshops & Industry Surveys
- Stakeholder and industry involvement in the formulation and review of our Training & Assessment strategies

### Training and Assessment Staff

The currency of trainers will be reviewed every 12 months during trainer requalification. Trainer reviews will be conducted for the highest qualification being assessed and the reviewers will be asked to view and provide feedback on our trainers and assessors. Our own internal review measure, has been developed to periodically review the instructional, technical and content delivery of our trainers. Vocational competence will be developed annually to maintain professional performance development in the industry and VET sector. This aids the continuous improvement of all the RTOs practitioners. Our RTO will ensure we have sufficient trainers and assessors, learner support services, learning materials, facilities & equipment for all the programs we hold on scope.

Key Training Staff	Delivery (D) Assessment (A) Supervised (S)	Training and/or Assessment Competencies	Vocational Competencies and Industry Skills
<i>Claire Housden Monet</i>	D & A	HLTAID001 HLTAID002 HLTAID003 HLTAID006 Certificate IV in TAE	First Aid officer for St John Ambulance Wanneroo BMX Race Track - Event Health Services
<i>Josephine O'Reilly</i>	D & A	HLTAID001 HLTAID002 HLTAID003 HLTAID006 HLTAID007 Certificate IV in TAE	Mine site first Aid Officer for St Johns Rio Tinto

Training and assessment are conducted by trainers and assessors who:

- Have the necessary training and assessment competencies at least to the level being delivered or assessed.
- Have the relevant vocational competencies at least to the level being delivered or assessed.
- Continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of our services.

### Information Provided To Learners Prior To Commencement of Course

All learners prior to commencement of the course & during induction, will be given information on subject matter such as:

- Language Literacy and Numeracy
- Code of Conduct
- Code of Practice
- Information regarding Recognition of Prior Learning (RPL)

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- How assessments will be conducted
- What the structure and outcomes of the study entails
- Where the training will be conducted
- Any resources each learner will require
- Who to contact if issues arise prior to or during the pre-course online study periods.

This information is provided on our website including a downloadable brochure.

### Certification Obtained

A *Statement of Attainment (SOA)* will be awarded on the successful completion of the program which will include:

HLTAID001 – Provide cardiopulmonary resuscitation.

HLTAID002 – Provide basic emergency life support

HLTAID003 – Provide first aid

Learners will receive the SOA NLT 30 days after the competency has been achieved.

### Feedback

Feedback will be collected and analysed to assist with continuous improvement processes. Learners and trainers/assessors are given opportunities to provide feedback during the course and after each course completion. Learners and assessors will also participate in the internal review procedure.

Data will be actioned and submitted via our management meetings and flows through to the review of our Training & Assessment Strategy and other documentation. Industry experts will review and comment on our TAS annually.

### Industry Engagement

Our RTO is well placed to leverage off current industry associations to incorporate industry requirements into the training and assessment process. Consultation with enterprise and other industry sectors will provide information about current training and assessment requirements relevant to regulatory, industry and workplace requirements. We will engage with industry in the ongoing validation of our assessment tools and processes ensuring industry needs and requirements are being met. Examples of recent industry engagement include:

Consultation Date	Industry Advisor	Position	Experience & Qualifications
6 <sup>th</sup> August 2018	Travis Doye	Senior Manager -RLSSWA	Travis Doye, holds 20 years management experience in aquatics and service delivery industries. Holds the advanced first aid certificate
6 <sup>th</sup> August 2018	Louise Bond	Event First Aid Organiser	Louise Bonds holds the advanced first aid certificate, currently employed as an events first aid organiser.
8 <sup>th</sup> August 2018	Tony Head	Executive Officer – LIWA Aquatics	Tony Head: CEO of LIWA Aquatics is the peak body for the Aquatic Recreation Industry in WA acting as the Professional Association for Pool Managers. In the industry over 20 years he offers high level expertise in Aquatics.
9 <sup>th</sup> August 2018	Tankia Buscombe	Aquatics Supervisor – TT Aquatic Centre, City of Stirling	Tanika Buscombe: Aquatics Supervisor TT Aquatic Centre, City of Stirling. Organises and provides first aid training for staff at the City Of Stirling TT Aquatic Centre.
16 <sup>th</sup> August 2018	John East	Fremantle Leisure Centre Manager	John East has over 20 years experience as the Manager of Fremantle Leisure Centre. He is a board member of the peak body of swimming pool managers – LIWA Aquatics. He provides consultation to Singapore, Indonesia and throughout WA

### Learning and Assessment Resources

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All training resources have been developed by RLSSWA.

Resources specific for the Trainer/Assessor to deliver the unit are:

- Theory Assessment (Learner)
- Theory Assessment (Assessor)
- Practical Assessment (Learner)
- Practical Assessment (Assessor)
- Mapping Matrix
- Program Manual
- Training & Assessment Strategy

Training equipment includes:

Adult Manikins 1 between 2

Infant manikins 1 between 2

AED 1 large training device for demonstration

AED 5 mini training devices for learner use 5 per 20

adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures

adrenaline auto-injector training device

AED training device

placebo bronchodilator and spacer device

roller bandages

triangular bandages

workplace First Aid kit

workplace injury, trauma and/or illness record, or other appropriate workplace incident report form for written reports

wound dressings

First aid training kits- triangular bandage, crepe bandage, disposable resuscitation face shield, emergency rescue blanket, mini spacer, gloves and wound dressings 1 per learner

Pocket mask 1 per learner

Epipen and Anapen - 5 per class

Asthma puffers 5 per class

Sam splints, cardboard splints, improvised splints (leaner guides), manikin bags

Resources specific for the Trainer/Assessor to deliver the qualification:

### Validation

In order to ensure the training and assessment products presented by RLSSWA are of the highest possible standard, all our training and assessment products are required to be reviewed by the peak body (LIWA) with evidence reflected in our industry engagement register. Furthermore, internal and external audits and validations are conducted annually by the following personnel:

Some examples of individuals who are used to carry out this validation process are:

- Trainers working in the Pre-hospital, Ambulance & First Aid sectors
- Active Emergency Response Officers from both industrial and sports and recreation backgrounds
- Trainers and assessors from other likeminded training and assessment organisations
- External validators from a consultancy agency, who are not directly involved with the RTO
- LIWA CEO
- Subject matter experts and noted industry consultants from peak bodies and industry agencies

Some of the processes carried out as part of the validation process are as follows:

- In house trainer reviews, in order to evaluate training by way of an observational tool utilised by industry/training and risk specialists.
- Training needs analysis forms that are sent to and completed by stakeholders who may require their staff to complete our training program.
- Validation procedures completed by a select group of individuals whom are not part of the organisation, but possess vast experience in the skills, knowledge or documents to be validated.
- Feedback from Learners on evaluation forms after course completion.
- Feedback forms which are sent to management and / or stakeholders at the completion of programs.
- Industry engagement & consultation.

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- Review of the Training & Assessment Strategy by industry experts.

Validation will be updated via our Compliance Validation register and maintained via our Validation Plan. All validation processes will be managed within our Validation Data Folder under Standard 2.

**Infrastructure Requirements**

- Suitable classrooms with equipment and resources
- All trainers, including full-time, part-time and casual trainers involved in the delivery and assessment of this qualification, have direct access to the current version of the relevant course documents and Training Packages which include the appropriate units of competency, assessment guidelines and qualification structure.
- All trainers, as above, involved in the delivery of the course, have access to trainer, assessor and trainee support materials relevant to their areas of delivery and assessment.
- All assessors have access to print and electronic copies of the assessment instruments that are used in this course.
- Clients have access to staff and training/assessment resources to ensure the course meets their requirements.
- All trainers, as above, have support access to resources to help students with special needs and have an assessment process that incorporates reasonable adjustment procedures.
- The classrooms, facilities, equipment and resources are suitable for each unit of competency in the qualification.

**Endorsement**

J. O'Reilly-Senior Trainer	J. O'Reilly	18 <sup>th</sup> August 2018
A Phillips – Compliance Manager	A. Phillips	18 <sup>th</sup> Aug 2018
I Brown – General Manager	I. Brown	24 <sup>th</sup> August 2018

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<b>Review Process</b>		
Reviewed By:	Subject Matter Expert – Josephine O’Reilly	
Reviewed By:	Compliance Manager– Portfolios	
Approved By:	General Manager – Operations Manager	
<b>Risk Rating:</b>	<b>Review Cycle:</b>	<b>Review Date:</b>
Extreme	Annual	1 <sup>st</sup> July 2019
<b>References:</b>		
<b>Statutory:</b>	The Standards for RTO’s 2015	
<b>Industry:</b>	Education and Training	
<b>Royal Life Saving Society WA:</b>	Registered Training Organisation	
<b>Document Location:</b>	RTO Compliance Folder – Standard 1	
<b>Version Control</b>	<b>Description</b>	
1	New version created	
2	Added specific assessment details	
3	Added entry requirements and mode of delivery detailed script	
4	Staff notated in document, fee removed, resources list reviewed	
5	Entire document reviewed and amended.	
6	Clustered units content added, Training Package details updated, USI detail corrected	

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