



STUDENT HANDBOOK

Australian Red Cross Society
Australian Red Cross First Aid and Mental Health
Registration Training Organisation ID 3605
Course Queries: 1800 733 276 or learn@redcross.org.au
RTO Queries or Feedback: quality@redcross.org.au

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Specific Course information is available through the Red Cross website or printed course guides

1. Introduction

1.1 Welcome & Purpose of this Handbook

Welcome to Red Cross First Aid & Mental Health!

This handbook will help you understand how we work and support you during your training. It outlines your rights and responsibilities, provides key information to help you make informed decisions, and explains how to get help if needed.

Please contact us before your course if you have any specific needs—we're here to support you. All staff are committed to making your experience enjoyable and meaningful, so feel free to share any concerns or suggestions.

This student handbook is available to all students upon enrolment. Please familiarise with your rights and responsibilities before you train.

For more on choosing a training provider, visit the Australian Skills Quality Authority (ASQA) [website](#).

1.2 Australian Red Cross

Australian Red Cross is part of the world's largest humanitarian network, with 60,000+ volunteers nationally and millions more globally.

We are a Registered Training Organisation (RTO 3605), offering nationally recognised first aid training, as well as mental health courses across more than 80 locations. Our training aims to preserve life, prevent harm, and promote recovery. We also deliver tailored non-accredited programs to meet diverse community needs.

For more information about Australian Red Cross Society RTO, please click [here](#).

2. About your training

2.1 Unique Student Identifier (USI)

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia since 2015.

If you are enrolling in nationally recognised training, you must have a USI (Unique Student Identifier). This has been a requirement since 1 January 2015.

Creating a USI is free and easy—just visit <https://www.usi.gov.au/students>.

Under the *National Vocational Education and Training Regulator Act*, training organisations cannot issue a Statement of Attainment without a valid USI. Your USI must match your full name and date of birth exactly for it to be validated unless exemption approval is granted by department.

2.2 How to get the most from your training.

- **Listen Carefully.** Pay close attention to what's being explained. If something isn't clear, don't hesitate to ask questions or request clarification.
- **Observe.** Watch demonstrations closely. If you need help, ask your trainer for additional examples or guidance.
- **Ask question.** Asking questions and seeking feedback helps you and your trainer track your progress.
- **Participate.** Active learning is 'having a go' yourself. Mistakes are part of the process—use them as learning opportunities.
- **Respect others.** A positive learning environment relies on mutual respect. Value different perspectives and contribute to a supportive atmosphere for everyone.

2.3 Student rights and responsibilities

As a student, you have the right to

- High quality training focused on your development
- A Statement of Attainment or Certificate (upon meeting competency requirement)
- Access to Recognition of Prior Learning (RPL) and Credit Transfer
- Fair access and equity in the training environment
- Privacy and confidentiality of your personal information
- Appeal assessment decisions
- Access your records

Your responsibility is to follow the **Student Code of Conduct** at all times.

2.4 Student Code of Conduct

I. Punctual attendance

Arrive on time for scheduled classes and training sessions. If its virtual classroom, please join prior to the start time. Inform Red Cross First Aid & Mental Health (FAMH) if you are running late for the course or advise your trainer in advance if you need to leave early.

II. Completion of all class and assessment tasks

- Submit all required prerequisites before the course begins.
- Complete any required pre-learning before attending face-to-face sessions.
- Complete all assessment tasks either during class or within the designated timeframe.

III. Responsible, respectful and cooperative behaviour

- Treat staff and fellow students with respect.
- Refrain from using offensive or inappropriate language. Keep mobile phones on silent or vibrate mode during class. Bullying, harassment, or discrimination of any kind will not be tolerated. Show respect for surrounding grounds and car parks—dispose of rubbish properly, drive responsibly, and follow all posted signage.
- Notify Red Cross or trainer of any identified or perceived hazards in the training environment.
- The use of alcohol, illicit drugs, and non-prescribed medication is strictly prohibited. Smoking is not permitted on or near Red Cross premises, except in clearly designated smoking areas.

Red Cross reserves the right to remove anyone in breach of this code of conduct from its training without any refund.

3. Training and Assessment

3.1 Accredited First Aid Courses

All nationally recognised first aid training are competency-based. This means you must demonstrate both performance and knowledge evidence through realistic scenarios and simulations that assess your skills and understanding.

3.2 Training delivery

Red Cross offers flexible course delivery to suit your needs, including:

- Face-to-face training
- Blended delivery (a mix of online and in-person)
- Virtual classroom (a mix of online and virtual)
- Webinars
- Standalone online learning

To view the full list of available courses, visit:

<https://www.redcross.org.au/get-involved/learn/first-aid/courses>

3.3 What is assessment?

Assessment involves collecting evidence to demonstrate your ability to perform tasks and apply relevant knowledge to the required industry standard. Alternative assessment methods may be available—within the unit of competency requirements—to support individual needs or circumstances.

3.4 Types of assessments

Up to three methods may be used to assess each competency:

- **Observation** – You will be observed performing tasks multiple times to confirm competence.
- **Verbal Questions and Answers** – You'll be asked questions to assess your understanding of the process.
- **Written Assessment** – Includes written tasks, multiple-choice questions, online activities.

All assessments consider language, literacy, and cultural factors relevant to the task. After your assessment, you will be marked as either:

- **Competent** – You have successfully demonstrated all required skills and knowledge.
- **Not Yet Competent** – You need further training and/or practice before a re-assessment opportunity.

3.5 Credit Transfer

If you've completed accredited training previously, you may be eligible for credit transfer. Red Cross recognises all AQF qualifications and Statements of Attainment issued by other RTOs.

To apply, provide a copy of your certificate(s) or Statement(s) of Attainment before the unit begins. You must have been assessed as competent or achieved a pass.

If your previous training doesn't meet AQF requirements or doesn't match the unit, you may need to complete the full course.

Important note – Currency is essential for first aid accreditation. The completion date of your previous training will be considered when determining your eligibility for credit transfer.

3.6 Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of equating an individual's prior learning to the learning outcomes/units of competency offered by a training organisation. It is available to all individuals enrolled

in a nationally accredited training program and may include competencies attained through work experience, life experience and/or previous non-accredited studies.

Note: As Red Cross typically offers short courses, the RPL process requires extensive individual correspondence and administration, often exceeding the effort of simply completing the course.

What is involved?

RPL assessments involve evaluating your skills and knowledge against industry standards by a qualified assessor. You may demonstrate competence through:

- Performing tasks.
- Describing how you complete tasks at work.
- Providing references or testimonials from employers.
- Submitting work samples.

Benefits of applying for recognition:

- It can accelerate your path to qualification.
- It ensures you're not repeating content you already know.
- It may reduce the cost of your qualification.
- It will never cost more than the training it replaces.
- It formally acknowledges your past learning and experience.

3.7 Issuing of Certificates and Statements of Attainment

To receive a Certificate, you must be assessed as competent in all units of competency for your course. A qualification will be issued only after satisfactory course completion, submission of your Unique Student Identifier (USI), and payment of any outstanding fees.

If you partially complete a qualification or are assessed as competent in some units but not all, you may receive a Statement of Attainment.

Red Cross will issue AQF Certificates and Statements of Attainment within 30 days of receiving all final assessments, required paperwork, your correct USI, and cleared fees.

For First Aid and other short courses, Red Cross aims to issue certificates promptly after successful course completion.

4. Red Cross Policies and Procedures

Red Cross is committed to treating students fairly and ensuring a positive training experience. The following information outlines our policies to help you make the most of your training.

4.1 Fees and charges

Details of fees and charges for courses are available on our website, or by contacting Red Cross Customer Care Team. If your circumstances prevent you from attending as planned, please refer to our [Fees, Charges and Refunds Policy](#).

Refund will not be granted automatically. Students must demonstrate the reason for withdrawal prior to course start.

Where Red Cross cancels a course due to insufficient numbers or unforeseen circumstances – we will either reschedule your booking at no extra charge or issue a full refund.

4.2 Cooling off period

Under the Standards for RTOs 2015, Red Cross is required to inform potential students of their right to a statutory cooling off period. This 10-day period allows consumers to withdraw from a contract made through unsolicited marketing or sales tactics, such as door-to-door sales or telemarketing.

However, Red Cross does not use unsolicited marketing or sales tactics, so the cooling off period does not apply to our students. For refund options in other circumstances, please refer to our refund policy.

4.3 Privacy and confidentiality

Red Cross respects your privacy. Any personal information you provide will be kept confidential and handled in accordance with the Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012, and Privacy Regulation 2013.

Your personal information is collected for training registration and assessment purposes. We may share this information with government agencies for statistical data collection, in line with privacy guidelines and our RTO obligations.

Red Cross takes every effort to ensure your personal data is secure and accessible only to those who have the legal right to access it.

For further information please visit the following site <https://www.redcross.org.au/privacy/first-aid-mental-health/>

4.4 Access and equity

Red Cross is committed to providing a fair and equitable training environment, free from discrimination, harassment, and vilification. Training and assessment services are available to all clients regardless of ethnicity, gender, age, marital status, sexual orientation, or physical/intellectual impairment.

Sexual harassment is prohibited. We ensure fair treatment and have procedures in place to address any concerns promptly.

Access to services is based on eligibility assessments and complies with equal opportunity legislation, government funding requirements, course prerequisites, and service availability.

4.5 Complaints and appeals

Red Cross is committed to providing fair and equitable services. If you have concerns about training, assessment, or service, we encourage you to:

- Attempt to resolve the issue directly with the concerned party.

- If unresolved, submit your concern in writing to quality@redcross.org.au (forms are available on our website).

If the issue remains unresolved, a mediator will be appointed to review the grievance.

A complete copy of the Complaints and Appeals policy is available on our [website](#) and from administration support staff on request.

4.6 Course withdrawal

To withdraw from a course before it starts, contact the Customer Care Team via email learn@redcross.org.au or call **1800 733 276**, where the refund policy will apply.

4.7 Changes to personal details

Keep your personal details up to date by logging into your Learner Account or notifying us via email or phone.

4.8 Access to records

You can access your records anytime by contacting us or logging into your Learner Portal (available for courses taken after 1st June 2020). For prior courses, please contact us.

4.9 Student support/welfare/guidance

Contact us before the course starts if you need additional support, and we'll do our best to assist you.

4.10 Plagiarism, cheating and collusion

Plagiarism is using someone else's work or ideas without proper acknowledgment. Cheating involves seeking unfair advantage in assessments, and collusion is unauthorised collaboration or presenting others' work as your own.

Red Cross expects all students to act with honesty and integrity, submitting only their own work and properly referencing all sources. Any incidents of plagiarism, cheating, or collusion will be investigated and may result in disciplinary action.

4.11 Student feedback

Red Cross is committed to continuous improvement and values your feedback. After your training, you will receive a survey. For nationally recognised training, we use ASQA's learner engagement instrument; for non-accredited training, we use a different survey. You can also provide feedback anytime via phone or email.

4.12 Workplace Health and Safety (WHS)

Red Cross is dedicated to ensuring a safe and healthy environment for staff, contractors, and students. All individuals must:

- Follow safe work practices and WHS rules.
- Use provided safety equipment properly.
- Report hazards and encourage a safe workplace.
- Participate in WHS training programs.
- Report all accidents and complete an Incident Report

5. Useful information

5.1 Definitions of terms you may encounter

Assessor	An assessor is employed by your RTO to assess your skills against National Competency Standards (an assessor is often a trainer as well)
Competency	The ability to perform a task in a given period
RTO	Registered Training Organisation
Trainer	A trainer is a person that is employed by your RTO to deliver training to you (a trainer is usually an assessor as well)

5.2 Useful links/related sites

Training.gov.au	http://www.training.gov.au
Department of Education and Training	https://education.gov.au/
Australian Skills Quality Authority	https://www.asqa.gov.au/
Unique Student Identifier	https://www.usi.gov.au/

5.3 Support services

Organisation contacts and telephone numbers that may be useful

Useful telephone numbers

Reading Writing Hotline	1300 655 506
Lifeline (24 hours)	131 114
Child Protection Crisis Line (after hours)	131 278
Kids Help Line	1800 551 800
Maternal and Child Health Service (24 hours)	132 229
Men's Line Australia (24 hours)	1300 789 978
Poisons Information Line (24 hours)	131 126
Suicide Help Line (24 hours)	1300 651 251
Victims Support Help Line	1800 819 817
Youth Substance Abuse Service	1800 014 446

6. State and Territory Office Contacts & Locations

National Contact Details

For all enquiries about training

Phone 1800 733 276

Email learn@redcross.org.au

Australian Capital Territory - Canberra office Red Cross House

3 Dann Close, Garran ACT 2605. P: [02 6234 7600](tel:0262347600)

New South Wales - Sydney office St Andrews House

Level 3, 464 Kent Street, Sydney NSW 2000. P: [02 9229 4111](tel:0292294111)

Northern Territory - Darwin office

CASCOM Centre, Stage 3 Level 1, 13 Scaturchio St, Casuarina NT 8100.

P: [08 8924 3900](tel:0889243900)

Queensland - Brisbane office

49 Park Rd, Milton QLD 4064. P: [07 3367 7222](tel:0733677222)

South Australia - Adelaide office

U5 12 Percy Court, Adelaide SA 5000. P: [08 8100 4500](tel:0881004500)

Tasmania - Hobart office

146 Elizabeth St, Hobart TAS 7000. P: [03 6235 6077](tel:0362356077)

Victoria - Melbourne office

637 Flinders St, Docklands VIC 3008. P: [03 9345 1800](tel:0393451800)

Western Australia - Perth office

110 Goderich Street, East Perth WA 6004. P: [08 9225 8888](tel:0892258888)