

Queensland Ambulance Service

RTO Code: 5285

First Aid Student Handbook

v1.0 2024



Version History

Version	Date	Amendment / Reason
1.0	22/05/2024	New publication. Separation of the original internal <i>and</i> external Student Handbook (v7 Feb 2024). Student Handbook separated into a Student Handbook for First Aid cohorts (this document) and Student Handbook for employee qualifications cohorts.

Acknowledgement of Country

The Queensland Ambulance Service (QAS) acknowledges the Traditional Custodians, and pays respect to Aboriginal and Torres Strait Islander elders, past and present, on whose lands, seas, skies and winds we provide health services to all Queenslanders.

This document uses the term 'Aboriginal and Torres Strait Islander peoples' rather than 'First Nations' or 'Indigenous' peoples. However, the Queensland Ambulance Service acknowledges Aboriginal and Torres Strait Islander peoples' right to self-determination and respects the choice of Aboriginal and Torres Strait Islander peoples to describe their own cultural identities, which may include these or other terms, including particular sovereign peoples (for example, Yodinji or Turrbal) or traditional place names (for example, Meanjin Brisbane).



The Queensland Ambulance Service acknowledges the traditional owners and custodians of the land and seas, and pays respects to Elders, past, present and emerging.

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Welcome

This handbook outlines important information about the training services provided by the Queensland Ambulance Service (QAS) Registered Training Organisation (RTO) and provides information about our approach to providing you a safe and supported learning environment.

Whether you are starting a new career or furthering your skills and career, we hope you enjoy your course.

Our friendly and experienced trainers and assessors will provide a professional approach to your learning to ensure that you receive high-quality training.

If you have any questions after reading this handbook, please get in touch with the course contacts to assist you with further information.

Regards,

Timothy Eva
Director of Education
Queensland Ambulance Service Education Centre

Key contact information

- Phone: 07 3873 3334
- Email: firstaidtraining@ambulance.qld.gov.au
- Website: www.qld.gov.au/emergency/emergencies-services/first-aid

QAS RTO First Aid delivery scope

The QAS RTO provides First Aid courses which are available to the Queensland community.

The QAS RTO delivers the following First Aid and related units of competency:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting
- HLTAID013 Provide First Aid in remote or isolated site
- HLTAID014 Provide Advanced First Aid
- HLTAID015* Provide advanced resuscitation and oxygen therapy (*pre-requisite is HLTAID011*)
- PUAEME008* Provide pain management (*pre-requisite is HLTAID011*)

** **Please note**, for students requiring HLTAID015 or PUAEME008, they must either already hold a current HLTAID011 unit and provide suitable evidence for verification to the QAS RTO or be enrolled in a combined course that delivers both HLTAID011 + HLTAID015 or HLTAID011 + PUAEME008*

For full unit information, go to training.gov.au

QAS RTO obligations

The QAS RTO is a Registered Training Organisation regulated by the Australian Skills Quality Authority (ASQA) to deliver Vocational and Educational Training (VET) courses. The QAS RTO complies with the VET Quality Frameworks legislative requirements which comprise of:

- Standards for Registered Training Organisations (RTO) 2015
- Australian Qualification Framework
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Provision Requirements 2020.

The QAS RTO obligations to students are:

- to provide clear course information including entry requirements, fees, and training and assessment loads
- to provide quality training and assessment which upholds the requirements in the *Standards for RTOs 2015*
- to work with a focus on continuous improvement that responds to the needs of industry and the experience of our students
- to provide trainers that are qualified and meet expectations of professional and ethical behaviour at all times
- to provide students with clear and accessible feedback regarding learning and assessment progress and outcomes
- to maintain procedures that protect students' personal information
- to issue certification when students have been deemed competent in the unit(s) that they have been enrolled into
- to effectively develop and manage transition arrangements for students in instances of training product changes or QAS RTO scope changes.

Training venue information

Course venues

First Aid course venue details are provided on your course enrolment confirmation email, or you can confirm by contacting course administration via phone or email.

Clothing

The performance of First Aid skills includes bending, kneeling and laying on the floor so clothing should be comfortable and not too tight or too loose. It is recommended that you wear closed-in footwear and avoid very loose clothing and low-cut necklines.

Lunch options

Lunch is not provided at First Aid training courses. The QAS RTO recommends that you bring your own lunch. Some training locations may have food shops nearby, however, this is not always the case.

Mobile phones

Mobile phones must be turned off before entry into the training room or any training space or assessment environment unless prior arrangements have been made with your trainer. Should permission be granted, you must leave the room to answer calls.

Be on time

You are expected to be on time for the commencement of all classes, and resumption after breaks. If you are running late to your training, a courtesy call to the trainer is appreciated.

Parking

Street parking or paid parking may be available in some locations. Please check your course enrolment confirmation for details.

Public transport

Public transport options may be available for some locations. Please check your course enrolment confirmation for venue location details and consult transport journey planning tools.

Valuables

Please do not leave personal valuables unattended in the classroom or training area. The QAS RTO does not provide safe storage facilities and **accepts no liability** for items lost or stolen while you are on a course.

If you feel unwell

Due to the proximity of students undertaking training and the sharing of equipment, you should not attend a course if you feel unwell. If unwell, make sure to contact the course administrator as soon as possible to cancel or reschedule your course.

First Aid training for students under 18

Students **under 18 years** of age are welcome to take part in any of the First Aid training offered by QAS. However, it should be noted that, due to the nature of First Aid training, some coursework contains images of a graphic nature and involves discussion about severely injured or deceased patients. All students are expected to take part in simulated First Aid scenarios, some of which may be considered confronting in nature.

If you are under the age of 18, you must:

- obtain the permission of a parent or guardian to attend
- have your parent or guardian complete the [Parent/Guardian Consent Form](#) and [Student Enrolment Form](#)

The above forms are available on the QAS First Aid courses website:

www.qld.gov.au/emergency/emergencies-services/first-aid/important-student-information

In addition, students **under 16 years** of age must have an adult accompany them to the course. The accompanying adult can attend the course as a paying course participant or be present in the course as a parent/ carer chaperone.

The reason for adult course permission and accompaniment for under-age students is due to the nature of some course content which includes graphic images of wounds or body trauma as well as detailed verbal references to body parts and injury. This content matter may be offensive or unsettling to some people, including children.

QAS recommends **14 years of age** as the minimum age for students enrolling in First Aid courses. It is also worth keeping in mind that a very young person may have insufficient strength in their arms and shoulders to depress a mannikin to achieve competency in CPR.

Physical ability

The ability to perform certain physical tasks is a requirement of many First Aid units. For example, performance of CPR skills requires students to:

*“Perform **at least 2 minutes** of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation mannikin **placed on the floor.**”*

In cases where a student is **unable** to meet the physical requirements to competently demonstrate required skills, the QAS RTO can have the course participant attend the training and issue them with a Statement of Attendance rather than a Statement of Attainment. This approach enables the student to gain some important First Aid knowledge.

If you do not have the ability to perform resuscitation and/or another physical element of First Aid to the required performance standard, you should discuss your training requirements with QAS RTO before enrolling in a course.

Your Unique Student Identifier (USI)

The USI system is an Australian federal government initiative, providing a secure record of all your vocational training, regardless of which RTO you used. Records are only available for studies undertaken from 2015. You can use the USI Transcript Service to receive a list of all the nationally recognised training you have undertaken, regardless of where the training occurred and the training provider.

The QAS RTO collects your USI at the time of your enrolment and stores it in our secure Student Management System. The QAS RTO cannot issue you with a qualification certificate or Statement of Attainment unless your USI is provided.

Every three months the QAS RTO uploads training records to the USI system, providing a secure independent record of the training you have undertaken.

Frequently asked questions

What is a USI? A USI is a unique reference number, made up of numbers and letters, which is your personal online training account. It provides you with an online record of your vocational education and training (VET) completed in Australia.

Do I need a USI? Yes.

How do I get a USI? Creating a USI is free. It's easy to do and you only have to do it once. Go to www.usi.gov.au then click on *Create my USI*.

This USI website also has an option for you to retrieve your USI if you forget it.

When will my results appear on my USI account? The QAS RTO reports student training records to the national register every three months.

For frequently asked questions about First Aid courses, visit:

www.qld.gov.au/emergency/emergencies-services/first-aid/important-student-information

Learning support

The QAS RTO is responsive to the learning needs of all its students and is supportive of individuals wanting to address their language, literacy, numeracy, or other individual needs. QAS RTO trainers can integrate practices into the course to support individuals and overcome limitations. However, it is important to note that our trainers are not specialists in individual support areas and, as such, training supports may include facilitation of access to external supports.

You are encouraged to check the course details to ensure you understand the performance requirements prior to enrolling in a course. If you have some doubt as to the requirements or outcomes of a course, please contact First Aid course administration by phone or email. We will arrange for your QAS booking manager or a QAS trainer to chat with you privately to gain a clearer understanding of your needs and determine how best to support you in your course.

Language, Literacy and Numeracy (LLN)

To assist in identifying any special learning needs, the QAS RTO may ask that you provide some information regarding your LLN level and requirements prior to the start of the course. If you do have any learning difficulties, you are encouraged to discuss these prior to course commencement. All discussions are treated as strictly confidential.

First Aid fees & booking changes

Fees and payments

For up-to-date information on each First Aid course, fees, and accepted payment methods, visit the QAS First Aid training website.

Course cancellations or postponement

If you need to cancel your enrolment or transfer to a course at a later date, please notify the QAS RTO as soon as possible. Fees may apply.

Note: The QAS RTO reserves the right to cancel/postpone any course that does not meet the minimum enrolment requirements or if other circumstances exist that require course cancellation or postponement. Students will be provided with as much notice as possible if a course needs to be cancelled/postponed.

Refunds

If you are unable to attend your course, you may be eligible for a refund. Please read the Refund Policy information in the link below for details.

A full refund will be given in circumstances when the course is cancelled by the QAS RTO, or is rescheduled to a time and/or location that is unsuitable to you. In these cases, you will be notified and advised of any cancellations and changes.

Review the QAS First aid training **Fees, Charges and Refund Policy** online at:
www.qld.gov.au/emergency/emergencies-services/first-aid/important-student-information/fees,-charges-and-refund-policy

If you need to discuss your course booking, email firstaidtraining@ambulance.qld.gov.au.

A safe course environment

Your training health and safety

You must follow all instructions given to you that relate your health and safety while you are attending a QAS RTO course venue. This includes following any public health measures that have been issued by Queensland Health and the Australian Government Department of Health.

- Please consider and monitor your safety and the safety of others who may be affected by your actions.
- Please use all personal protective equipment as directed by your trainer.
- Please stay at home if you are unwell. A course administrator can assist you in rescheduling training.

To understand your obligations and safety requirements, please refer to the [Work Health and Safety Act 2011](#), which describes your obligations to ensure work health and safety.

Illness or injury

If you experience an illness or injury while attending a face-to-face training session, please see your trainer immediately.

Discrimination and harassment

The QAS RTO promotes harmony in a culturally diverse society and follows the *Queensland Anti-Discrimination Amendment Act 2001* which protects people from unfair discrimination, sexual harassment, and other offensive behaviours.

Discrimination and harassment **will not be tolerated** in any course run by the QAS RTO.

Misconduct

Misconduct is identified as behaviours by a student that:

- disrupts the learning of others
- prevents QAS RTO staff members from performing their duties
- endangers the health and safety of others
- interferes with the way the QAS RTO conducts its operations.

Examples of misconduct include vandalism, theft, verbal or physical abuse, attending a course while under the influence of alcohol or drugs, carrying weapons, or acting in a rude or indecent way.

Any form of misconduct will be referred directly to the Director of Education, Queensland Ambulance Service Education Centre, and may result in immediate cancellation of enrolment from your course.

Your personal information and privacy

The QAS RTO operates under the *Information Privacy Act 2009 (QLD)* for the management and uses of your personal information.

Further information about how your information is collected and used in VET, please visit the National Centre for Vocational Education Research Ltd (NCVER) privacy policy information: www.ncver.edu.au/policies/policies/key-policies/privacy

Important information is detailed on the QAS RTO Student Enrolment Form about why and how the QAS collects and discloses your personal information to NCVER.

Change of name or address

If you change your name or address after enrolling in a course, please notify the QAS RTO by contacting us on 07 3873 3334 or email firstaidtraining@ambulance.qld.gov.au

Please note, we can only issue awards in the name you have registered with the USI Office. If you have changed your name, please be sure to update it first with the USI Office.

Training information records

A record of your enrolment and training completions are stored in the QAS RTO Student Management System and uploaded to the USI system every three months.

Your details and course completion results are retained by the QAS RTO for 30 years in accordance with *Standards for RTOs 2015* (Clause 3.4, Schedule 5).

Access to your VET training records via the national USI register

You can access your VET training records via the USI system.

As a VET student, you can use your USI account to:

- access your VET record online in the form of an authenticated VET transcript
- give permission for your training organisation to view your VET transcript from within the USI Registry System
- create and download a full copy or extract of your transcript to share with a third party.

For more information about access to your training records and transcripts visit:

www.usi.gov.au/transcripts

Course delivery

Your trainer

The QAS RTO ensures your course trainer holds a required national trainer and assessor qualification and vocational competency and currency, and that they continue to update their training and vocational competencies, meeting the requirements of the *Standards for RTOs 2015*, (Clauses 1.13-1.16).

Our learning approaches

The QAS RTO delivers course learning in a face-to-face mode with trainer-led training and simulated practical scenarios for both skill practice and assessment.

Our copyright

All our course materials are covered by copyright. Written permission from the QAS RTO must be obtained prior to copying materials.

Student course feedback

The QAS RTO has a commitment to providing a quality service with a focus on continuous improvement and we value feedback from students, staff, and employers to ensure we deliver high-quality training.

The QAS RTO's ongoing review of each course focuses on:

- relevance of content to any change of legislation and/or changes to technology and work practices
- effectiveness of delivery and assessment
- client satisfaction (both student and employer)
- updates and changes to First Aid training packages.

QAS RTO feedback forms and evaluation surveys are distributed after each course and your feedback is greatly appreciated.

Course information

Important information about a course, its structure, units of competency, duration, delivery and assessment and recognition can be located on the QAS website:

www.qld.gov.au/emergency/emergencies-services/first-aid/course-information

All students planning to enrol in a course with the QAS RTO must read the relevant course information prior to enrolling.

Course duration

Courses generally run for the time specified in the course information and course confirmation. Course length may vary and can be impacted by factors, such as:

- participant numbers
- participants' prior knowledge and skills / industry experience
- participants' language, literacy and numeracy skill levels.

If the trainer believes the course length will vary, they will let you know as soon as possible.

Reasonable adjustment

Reasonable adjustment refers to measures or actions (adjustments) that can be made to training and/or assessment to provide a student with disability, or other individual needs, with the same training opportunity and access to learning outcomes as everyone else. To be reasonable, an adjustment to training or assessment must:

- be appropriate for the individual person,
- not create undue hardship for the QAS RTO and
- be allowable within the training and assessment rules of the training package.

It is important to note that First Aid courses **require** a level of physical ability to meet the performance requirements of the unit(s). These standards relate to the level of performance required to provide, for example, resuscitation and response to an emergency situation where there may be risk to life.

In cases where a student has attended a course but is unable to meet the full physical performance requirements of the training and assessment, the QAS RTO may issue a Statement of **Attendance** rather than a Statement of Attainment.

Course assessment

The purpose of assessment is to confirm that you have the knowledge and skills to perform the described unit of competency outcomes.

Your assessment evidence is assessed by experienced and qualified QAS RTO assessors.

The QAS RTO uses different types of assessment within your course to collect enough knowledge and performance evidence to establish your competence.

Assessment types used in your course include:

- practical demonstration of skills, with our assessor observing your performance
- questioning (written or oral).

The QAS RTO ensures that each course assessment is:

- valid – the evidence of student performance that is aligned to the unit(s) of competency
- reliable – the evidence is consistently assessed irrespective of the assessor
- flexible – student needs are considered, and assessment methods are appropriate to the context
- fair – student needs are considered, including reasonable adjustment to training and/or assessment as required.

Recognition

The QAS RTO offers students the opportunity to apply for Recognition of Prior Learning or Credit Transfer toward units of competency for the course they are enrolled in.

For enquiries about recognition and your eligibility, please contact us on 07 3873 3334 or email firstaidtraining@ambulance.qld.gov.au prior to enrolling in your course.

Reassessment

If the student is assessed as not yet satisfactory in an assessment, you will be provided detailed verbal and written feedback to assist in reassessing the gaps in knowledge and/or skills needed to achieve a satisfactory outcome for the assessment item. The student will also have the opportunity to receive guidance and assistance to identify strategies that may help them prepare for reassessment. This may be in the form of additional training and/or provision of learning resources.

The QAS RTO will provide three (3) attempts for each assessment. The initial assessment and two (2) reassessments. This is provided at no additional cost. Only the section of the scenario in which the student was deemed not yet satisfactory, requires reassessment.

If the student is not yet deemed competent after three (3) attempts, they will be required to pay for additional training and assessment. Please refer to the current First Aid course fee schedule to identify the re-assessment fee.

Academic integrity, plagiarism, and cheating

The QAS RTO values academic integrity and honesty in all education endeavours.

All enrolled students undertaking training with QAS are required to demonstrate academic integrity in their study and assessment practices, and students are responsible for ensuring the authenticity and originality of all materials submitted for assessment.

Plagiarism

Students cannot use another student's ideas or work as their own, or use text from any published source, such as a webpage or journal article, as their own. Direct use of such sources, even if referenced, may constitute plagiarism.

Cheating

Academic dishonesty, or the violation of academic integrity principles, including the use of electronic cheating devices, constitutes cheating. This includes Artificial Intelligence (AI) writing bots, for example ChatGPT and others.

When a student submits AI-authored work as their own, or any part of their submitted work is AI-authored, this constitutes a breach of academic integrity and will not be tolerated. Such instances may lead to disciplinary action and unenrolment from the course.

Making a complaint

The QAS RTO encourages and collects course feedback and acknowledges the rights of the public, external clients and our employees to express their dissatisfaction with a decision made or a service provided by the QAS RTO.

When lodging a complaint

1. Act quickly – make your complaint known as soon as possible as the longer you wait, the less clear the facts will become and the harder it will be to find a solution.
2. Contact those in charge – contact your course trainer or the course administrator. Talking to someone can often result in resolving concerns quickly and easily.
3. Make it clear – describe the issue in detail with all information that may be relevant to the concern. This may include dates, times, what action/s have been taken so far. You may also include what outcome you are seeking and the actions you would like taken.

Steps in lodging a complaint

1. If you have a complaint, lodge this in writing to firstaidtraining@ambulance.qld.gov.au. Your email should include a clear outline of your reason/s for appeal and any supporting details or documentation.
2. The QAS RTO will acknowledge your complaint no later than five (5) business days from the receipt of the complaint and aims to provide a response to the complaint within 30 days. If a more detailed investigation is required for complex issues, the QAS RTO will keep you informed of the progress.

If the processing and finalisation of a complaint will take over 60 days, the QAS RTO will:

- inform the student in writing, via email, including reasons why more than 60 days are required, and
 - regularly update the student on the progress of their complaint matter.
3. The QAS RTO can arrange for a review of your complaint by an appropriate party that is independent of the RTO and the complainant. This can be arranged upon a request from the individual making the complaint.
 4. If you are not satisfied that the QAS RTO has managed your complaint appropriately, you can refer to the national regulator, the Australian Skills Quality Authority (ASQA).

Appealing a decision

An appeal is an application for review of an assessment decision made or other decision relating to your course. An appeal must be made in writing and can be applied for by the student, trainer, or other stakeholder. Decisions made include:

- assessment result decisions (competent or not yet competent)
- decision to refuse to grant a refund for course cost
- decision to refuse to grant an assessment extension
- decision to terminate a student's enrolment due to misconduct

Appeals must be lodged within twenty-eight (28) business days from when the student was informed of the assessment decision.

The QAS RTO ensures that all appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively.

Steps in lodging an appeal

1. An informal meeting between you and your First Aid trainer is held to attempt to resolve the issue to both party's satisfaction. This may be a debrief or feedback session post assessment.
2. If the appeal is not resolved, you can apply for an appeal to a decision by emailing firstaidtraining@ambulance.qld.gov.au. Your email should include a clear outline of your reason/s for appeal and any supporting documentation.
3. The QAS RTO will acknowledge your request for appeal no later than five (5) business days from the receipt of the appeal and aim to respond to you within 30 days with an outcome of the appeal request. If the process and finalisation of a complaint or appeal will take over 60 calendar days, the QAS RTO will:
 - inform the student in writing, via email, including reasons why more than 60 days are required, and
 - regularly update the student on the progress of their appeal matter.
4. The QAS RTO can arrange for a review of your appeal by an appropriate party that is independent of the parties involved, at the request of the individual making the appeal.
5. If you are not satisfied with the management of your appeal by the QAS RTO, you can refer your appeal to the national regulator Australian Skills Quality Authority (ASQA). For more information visit: www.asqa.gov.au/about/complaints/complaints-about-training-providers

Issuing awards

When a student has been assessed as meeting all the requirements of the nationally accredited unit of competency they are enrolled in a Statement of Attainment will be issued within 30 days provided the QAS RTO has:

1. received full payment of course enrolment fees
2. verified the student's Unique Student identifier (USI) or a letter issue by Student Identifiers Registrar confirming the student does not need a USI to receive their qualification or Statement of Attainment.

Awards are issued electronically via our Student Management System. You will receive an email with a link. Hardcopy awards are mailed to students who do not provide an email address.

If you need to replace a lost certificate that was issued by the QAS RTO, please email fristaidtraining@ambulance.qld.gov.au to arrange the re-issue of your certificate.

The QAS RTO maintains a register in the QAS RTO Student Management System of all awards issued for a period of 30 years.

Treatment Risk Liability Insurance

The Queensland Ambulance Service (QAS) has General Liability insurance with the Queensland Government Insurance Fund (QGIF) for an unlimited sum. This cover is extended to include holders of QAS First Aid certificates and provides coverage anywhere in Australia.

For more information on the terms and conditions of the QGIF policy, please contact QAS First Aid training.

Legislation relevant to your training

<u>National Vocational Education and Training Regulator Act 2011 (NVR Act)</u>	This legislation provides national consistency in the regulation of the VET sector, using a standards-based quality framework and a risk-based approach. It is the basis for the VET Quality Framework.
<u>Standards for Registered Training Organisations (RTO) 2015</u>	These Standards form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised training in Australia. RTOs are required to comply with the VET Quality Framework at all times.
<u>Unique Student Identifiers Act 2014</u>	Under the legislation, an education or training provider must not issue a statement of attainment or a qualification unless the student has been assigned a USI.
<u>Privacy Act 1988</u>	The Privacy Act 1988 was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies handle personal information.
<u>Information Privacy Act 2009 (QLD)</u>	This Act recognises the importance of protecting the personal information of individuals. The Act governs how Queensland Government agencies, such as the QAS RTO, collect, store and handle your personal information. For further information go to: https://www.rti.qld.gov.au/information-privacy-act and https://www.publications.qld.gov.au/dataset/privacy-plan-department-of-health
<u>Queensland Anti-Discrimination Amendment Act 2001</u>	The QAS RTO promotes harmony in a culturally diverse society and follows the Queensland Anti-Discrimination Amendment Act 2001 which protects people from unfair discrimination, sexual harassment and other offensive behaviours.
<u>Public Records Act 2002</u> (QLD)	QAS employee training records are retained as a permanent record, consistent with the requirements of the Queensland Public Records Act 2002
<u>Workplace Health and Safety Act 2011</u> (QLD)	This Act describes your obligations at workplaces to ensure work health and safety.
<u>First aid in the workplace Code of Practice</u>	This Code of Practice sets out the First Aid standards under the Work Health and Safety Act (the WHS Act). These standards for First Aid include that refresher training in CPR should be carried out annually and that First Aid qualifications should be renewed every three years.
<u>Australian Resuscitation Council</u>	The Australian Resuscitation Council produces Guidelines to meet its objectives in fostering uniformity and simplicity in resuscitation techniques and terminology. Guidelines are produced after consideration of all available scientific and published material and are only issued after acceptance by all member organisations.

