



First Aid

HLTAID009 and HLTAID011

COURSE HANDBOOK 2023

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Introduction

This program consists of two First Aid units – HLTAID009 Provide Cardiopulmonary Resuscitation and HLTAID011 Provide First Aid, which learners can complete as a package or individually according to their workplace or industry revalidation requirements.

During the course, learners will develop the skills and knowledge to provide First Aid and Cardiopulmonary Resuscitation (CPR). Sydney Skills Institute delivers this training product online and face to face with support available from industry skilled trainers and assessors. The course has been designed with the workplace in mind, therefore, workplace scenarios will be used during the practical demonstration and assessment.

By enrolling into a Sydney Skills Institute program, please be assured that you will receive ongoing support from an industry expert relevant to your course of study with personalized attention. As our courses are delivered by industry experts with current industry skills and knowledge complemented by relevant vocational competency or qualification, we can assure you that your learning will only reflect current industry practice, rather than the obsolete ones.

Sydney Skills Institute only uses industry's leading learning and assessment resources that come with learning activities to check your progress and confirm your derived knowledge and skills before you make a move to attempt the assessments.



Program Overview

This program is intended for workers who have responsibilities to provide First Aid response to casualty and cardiopulmonary resuscitation CPR in a range of situations, including community and workplace settings. The course is delivered by industry skilled first aiders, meaning you will develop skills and knowledge reflecting the current industry standards. You will learn essential life-saving techniques – from CPR to wound and safety management, providing you with the skills and confidence needed to handle medical emergencies with ease. The program is delivered in line with the Australian Resuscitation Council guidelines and applies to all workers or members of the community who may be required to provide First Aid and CPR in an emergency.

Course Details

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|------------------------|---|
| Unit codes and titles | HLTAID009 Provide Cardiopulmonary Resuscitation HLTAID011 Provide First Aid |
| Duration of the course | 8 hours (4 hours online and 4 hours face to face practical demonstration) |
| Delivery mode | Online and face to face |
| Work placement | Not applicable |
| Entry requirements | No entry requirement, however, learners must demonstrate strong language, literacy, and numeracy skills as well as basic computer skills. The course requires completion of a theoretical study online prior to attending the practical demonstration, therefore, ability to use a computer and a learning management system is essential. This course is suitable for those who may be working in ageing services or any other industry. Learners at Sydney Skills Institute usually hold pre-existing qualifications. |
| Pre-requisite | There is no pre-requisite to this course. |

First Aid Job Insight

St John Ambulance conducted research on First Aid readiness in Australian workplaces to assist Australian employers and workplaces achieve best practice first aid standards and become compliant with Safe Work Australia's new harmonised First Aid in the Workplace Code of Practice. According to this research, most employers (65%) are unaware of the new First Aid in the Workplace Code of Practice and only 13% of Australian workplaces are compliant with all core elements of the Code. The research also shows less than one in three Australian employees (31%) currently feels confident to perform first aid in a workplace emergency with reasons ranging from 'a lack of training' through to feeling 'personally responsible' if something went wrong. The above data present the importance of having First Aid Officer or First Aider in the workplace. In some industries e.g. childcare, aged care, disability, hospitality etc. it is a requirement for the workers to have and maintain currency in First Aid.

Reasonable Adjustment

Sydney Skills Institute will make sure you gain the same learning experience and outcome as your fellow learners. If you have any physical or mental conditions that you believe may require an adjustment to your study or assessment, we will strongly encourage to discuss those issues with the RTO. This way, we can come up with suitable adjustments to help you complete your study without stress.

Whilst SSI will take all steps possible to adjust the learning and assessment process, it is important to understand that HLTAID009 and HLTAID011 require learners to perform at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult and infant resuscitation manikin. Performing these activities requires a reasonable level of physical ability. Therefore, learners who are physically unable to meet the above requirements should consult with the RTO before they enrol into the program.

Physical Requirements

When working in the ageing service settings, certain physical requirements are necessary to function safely. Therefore, reasonable adjustments may not be possible during Work Placement and doing so may jeopardise the course objectives. Learners are required to be physically fit to manage tasks.

Skills and abilities that are needed to perform client care to pass the course objectives and requirements are:

- **Strength:** Sufficient to assist with lifting and transferring a client, and perform CPR
- **Mobility:** Sufficient mobility to bend, stoop, and bend down to the floor; ability to move around rapidly; and to move in small, confined areas.
- **Vision:** Sufficient to make physical assessments of client and equipment.
- **Communication:** Able to communicate in both verbal and written formats; and interact with clients, staff, and faculty supervisors.

If you have a disability or disorder or on any longer medications that will require reasonable adjustments to fulfil these requirements, then please declare in your course application.

Mode of delivery

Learning

Learners need to allocate certain hours of study time to complete activities and enhance their understanding of providing First Aid and administering CPR. Learners must successfully complete these activities online before they attend the practical demonstration and assessment.

We estimate that you will need 4 hours to study online learning and resources and complete the online assessment



and 4 hours to attend the practical demonstration and performance assessment.

For those who already have the relevant skills but need to update their skills as required by the current industry standards, there are 2 hours of e-learning and 2 hours of skills assessments in a face-to-face trainer led environment for both units. The Australia Resuscitation Council recommends that CPR skills are updated on an annual basis.

Hours for e-learning modules are indicative only and may vary depending on the learner's existing knowledge, skills, and experience.

Time for consultation with Trainer/assessors may be allocated to allow learners to revise their learning or understanding, perform any required tasks, practice their skills, reinforce their knowledge, and prepare themselves for the assessments.

All learners have access to their trainers via phone or email during business hours or as arranged by an individual with a guarantee of a reply contact within 48 hours.

Assessment

Sydney Skills Institute uses a range of assessment methods to ensure that assessments are fair, valid, reliable and reasonable while ensuring that the RTO meets the requirements of the relevant Training Package and the rules of evidence. The assessment process will include the gathering of evidence to demonstrate the learner's competence. Learners will be advised of the assessment requirements at the beginning of each unit and provided in the timetable.

To determine the learner's skills and knowledge in a unit of competency, a qualified trainer and assessor will conduct assessments. Trainers will be provided with a Trainer's marking guide which will provide clear instructions and guidance to the assessment process and the criteria to base judgment of competence.

These assessment methods and strategies are consistent with the HLT Training Package. All assessment tools are mapped to the current version of the unit of competency including all elements, performance criteria, knowledge evidence, performance evidence and assessment conditions.

Assessment strategies used are:

1. Knowledge based Assessment e.g. Written questions and answers
2. Performance based assessments e.g. observation of performance in a simulated work environment using adult and infant manikins.

Knowledge Based Assessment (KBA):

These could include multiple choice questions, true or false questions, and short response questions. The KBA aims to re-reinforce your theory learning. To achieve a satisfactory outcome for this assessment task, the learner should attempt and answer all questions in the assessment satisfactorily.

Performance Based Assessments:

Performance assessments including observations are those that you will complete in a simulated workplace situation using adult and infant manikins. Learners are encouraged to attempt the performance assessments only when they believe they have attained the relevant knowledge and skills and are ready to start their assessments.

Studying the learner resources is essential for the preparation of the assessments. If you have any doubt or confusion about your progress, please contact the RTO by sending an email to info@sydneyskillsinstitute.com.au.

Assessment Task Submission

You will complete and submit your knowledge assessment online. Once you have successfully completed your knowledge assessment, you will attend the practical demonstration and assessment. Your assessor will observe your performance in providing First Aid and administering CPR. You will receive your performance outcome on the same day as your performance was observed.

Complaints and Appeals Process

Sydney Skills Institute has a Learner Complaints and Appeals Policy which can be found in our Learner Handbook or you may ask for a copy of this policy by sending an email to info@sydneyskillsinstitute.com.au. Any complaints or appeals from the learners will be managed based on this policy.

Course fee

The course fee for both HTLAID009 and HLTAID011 is \$180. The Course fee for individual units is \$110. At the time of publishing this handbook, the RTO was not registered for any type of State or Commonwealth funding; however, it is imperative that you contact the institute for any government funding available. Alternatively, depending on the funding availability, further information should be available on the RTO website.

Tuition Fees includes access to online learning resources and access to First Aid tools and manikins for practice and assessment purposes.

Refund of Fees

Fees will be refunded in full or part when Sydney Skills Institute:

- Fails to deliver the course during the delivery
- Cancels the course prior to the commencement
- approves credit transfer for one or more units of competency from a previous qualification

Fees will not be refunded:

- When a learner intends to withdraw from the study due to personal commitments
- A credit note may be issued in case of illness when a medical certificate is submitted

Please refer to the Refund Policy for more details.

Trainer and Assessor Requirements

Sydney Skills Institute trainers and assessors will hold the following qualifications:

- TAE40122 or TAE40116 Certificate IV in Training and Assessment OR
- TAE40110 Certificate IV in Training and Assessment with TAELLN411 and TAEASS502 OR
- A qualification in adult and vocational education at a diploma or higher level.

In addition, this course is delivered only by persons who have:

- Vocational competencies at least to the level being delivered and assessed.
- Current industry skills directly relevant to the training and assessment being provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry Engagement

All Trainers/Assessors maintain their knowledge and skills in the industry on a regular basis through attendance and participation at regular workshops/training as well as work release to re-enter industry to maintain currency and experience. Regular industry contact with facilities for learners is maintained and trainers remain current with up-to-date training regarding legislation/requirements through ongoing workshops.



In addition to the above, Sydney Skills Institute maintains regular contact with the industry and engages in systematic consultation with industry representatives to understand the changing industry benchmarks and expectations, which help the RTO deliver programs that best conform to the industry requirements, thereby producing graduates who are ready to join the workforce with full competence.

Unique Learner Identifier (USI)

From 1st January 2015 learners enrolling in nationally recognised training in Australia will need a Unique Learner Identifier (USI).

The USI is a form of file number that will link learners to their training records which are held in the national training collection. Learners will be able to access their records online, download them and share them with future training organisations electronically. With the learner's permission, training organisations will be able to see their learners' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess learners' eligibility for government-funded training places.

The USI will improve the VET sector's transparency and responsiveness, enable more evidence based policy intervention by Governments and support the management of government funded learner subsidy programs.

Learners who need a USI include:

1. Learners who are enrolling in nationally recognised training for the first time;
2. School learners completing nationally recognised training; and

Once a learner creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript;
- View and update their details in their USI account; and
- View online and download their training records and results in the form of a transcript from 2016.
- Control access to their transcript from 2016.

To create your USI, please visit www.usi.gov.au. Alternatively, you may ask Sydney Skills Institute to apply for USI on your behalf. If you choose this option, you will need to fill in the USI Request Form provided with the RTO Enrolment Form. You will also need to provide a copy of your identification e.g. your Driver Licence, Australian Passport, Medicare Card, Australian Citizenship certificate, Birth Certificate etc. Non-Australian passport can be used provided it comes with a valid visa.

Sydney Skills Institute Support Services

Sydney Skills Institute offers support services to help learners to make steady and expected progress in their study. If you require support to help with your study, please contact the Institute by sending an email to info@sydneyskillsinstitute.com.au to discuss the type of support you require. You will be asked to fill out a form to record the support services sought and offered. Your assigned trainer will contact you to arrange a virtual meeting to commence the support.

Training and assessment and the issuance of AQF certification

Sydney Skills Institute is responsible for the quality of training and assessment delivered within its scope of registration with the Australian Skills Quality Authority (ASQA) and in compliance with the Standards for Registered Training Organisations 2015.

Sydney Skills Institute is also responsible for the issuance of Statement of Attainment on successful completion of both or one unit of competency.

Contact details of external support services

The Following is a list of specialised support available to learners outside Sydney Skills Institute:

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| Police/Fire Department/Ambulance | 000 | http://www.triplezero.gov.au |
| Lifeline (24 Hour Counselling) | 13 11 14 | |

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| Suicide Line (Statewide helpline) | 1300 651 251 | |
| Salvation Army Crisis Line | | https://salvos.org.au/ |
| Kids Help Line | 1800 551 800 | www.kidshelpline.com.au |
| Domestic Violence and Incest Resource Centre | 9486 9866 | http://www.dvrcv.org.au |
| Beyond Blue – National Depression Initiative | 1300 224 636 | www.beyondblue.org.au |
| Life Line - 24-hour telephone counselling | 131 114 | www.lifeline.org.au |
| Money & Credit Centrelink Youth & Learners Line | 132 490 | https://www.humanservices.gov.au/customer/services/centrelink/youth-allowance |

Image courtesy: [Freepik](#)