



NATIONALLY RECOGNISED
TRAINING



Royal Life Saving

ROYAL LIFE SAVING SOCIETY QUEENSLAND

2018 Course Information

First Aid

Resuscitation

First Aid Education
& Care Setting

Bronze Medallion

Pool Lifeguard

Oxygen
Equipment

Pool Plant
Operations

Swimming Pool
Safety Inspectors



Royal Life Saving Society Queensland

Location: The Plantation
1204 New Cleveland Road, Gumdale QLD 4154

ABN: 60 478 008 791

RTO: 5431

Enrolment Conditions

1. **All enrolments must be received one (1) week prior to course commencement.** This enables workbooks/manuals (on-line or paper-based) to be posted to candidates.
2. **Candidates must complete all formative assessment (on-line or paper-based) prior to course commencement** and bring workbooks/manuals to the course. If you have an issue with completing your formative assessment please contact the office on (07) 3823 2823 48 hours prior to course commencement.
3. If requesting a company invoice please contact the Accounts department via email: accounts@rlssq.com.au or phone (07) 3823 2823.
4. Candidate's qualifications will be issued within 30 days of successful course completion and emailed. To ensure you receive your certificate please ensure all personal details have been provided and assessment are completed.

Cancellation Conditions

Royal Life Saving Society Queensland Cancellation

Any course may be cancelled by the Society due to insufficient enrolments or other unforeseen circumstances. Participants will be offered alternate course dates or a refund (Note: All course materials (in their original condition must be returned for a refund to be processed).

Participant Cancellation

If a participant chooses to cancel from a course, they may either:

1. Submit a written application for a refund
 1. Cancellation more than one week prior to commencement of course -75% refunded;
 2. Cancellation less than one week prior to commencement of course - 50% refunded;
 3. Cancellation commencement of course - No Refund

Note: All course materials (in their original condition) must be returned for a refund to be processed.

2. Send a substitute from their organisation; or
3. Transfer their registration to another course within 3 months from the original course date. Participant must notify RLSSQ via email of the course date they wish to transfer to, prior to commencement of original course.

Participants may be required to resit formative assessment

All certificates are issued in a PDF format and sent via email.

Requests for a printed certificate/s will incur a fee of \$22 plus postage of \$5.50 (incl GST)

Competency Courses

Course Information	Units of Competency	Price	Description
<p>Cardiopulmonary Resuscitation (CPR) 3 Hours <i>(Valid for 12 months)</i></p>	<p>HLTAID001</p>	<p>\$40 (GST Free)</p>	<p>Resuscitation training will provide you with the knowledge and skills required to administer CPR.</p> <p>Resuscitation refers to the actions taken to keep a victim alive after their breathing and heartbeat has stopped.</p> <p>Resuscitation can mean the difference between life and death. Early intervention with Cardiopulmonary Resuscitation (CPR) can and will save lives.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>A Resuscitation Statement of Attainment is recognised as a pre-requisite and safety standard for many employment categories and industries.</p>
<p>First Aid 1 Day <i>(Valid for 3 years)</i> <i>(CPR updated annually)</i></p>	<p>HLTAID001 HLTAID002 HLTAID003</p>	<p>\$120 (GST Free)</p>	<p>Provide First Aid training will provide you with the knowledge and skills required to administer First Aid to a victim of illness or injury until the arrival of professional medical help.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>A Provide First Aid Statement of Attainment is recognised as a pre-requisite for employment and considered a mandatory requirement by the Aquatic and Recreation Industry and workplaces.</p>
<p>First Aid – Education & Care Setting 1 and ½ Days <i>Valid for 3 years</i> <i>(CPR updated annually)</i></p>	<p>HLTAID001 HLTAID002 HLTAID003 HLTAID004</p>	<p>\$150 (GST Free)</p>	<p>The Provide an Emergency First Aid Response in an Education and Care Setting will provide you with skills and knowledge required to provide a first aid response to infants, children and adults. The unit applies to educators and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>The unit of competency may contribute towards approved first aid, asthma and anaphylactic training under the Education and Care Services National regulations (2011). Specific licensing requirements, including requirements for refresher training, should be obtained from the Australian Children’s Education and Care Quality Authority (ACECQA) and/or relevant state/territory Work Health and Safety Regulatory Authority.</p>

Competency Courses

Course Information	Units of Competency	Price	Description
<p>Advanced First Aid <i>Course available upon request</i> <i>Minimum numbers required</i> Please contact: training@rlssq.com.au (Valid for 3 years) (CPR updated annually)</p>	HLTAID001 HLTAID002 HLTAID004 HLTAID006	\$320 (GST Free)	<p>The Advanced First Aid training will provide you with the knowledge and skills to provide an advanced first aid response, including management of the incident and other first aiders, until the arrival of medical or other assistance.</p> <p>The course applies to workers who may be required to provide, coordinate and manage a first aid response across a range of complex situations, including community and workplace.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p>
<p>Advanced Resuscitation <i>Course available upon request</i> <i>Minimum numbers required</i> Please contact: training@rlssq.com.au (Valid for 12 months)</p>	HLTAID001 HLTAID007	\$120 (GST Free)	<p>The Advanced Resuscitation will provide you with the knowledge and skills required to use specialised equipment in the provision of resuscitation in line with the ARC guidelines.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p>
<p>Bronze Medallion 1 and ½ Days Valid for 12 months</p>	HLTAID001 SISCAQU002	\$160 (GST Free)	<p>The Royal Life Saving Society Queensland Bronze Medallion is recognised as the minimum standard for a qualified lifesaver.</p> <p>Bronze Medallion requires participants to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>The course is for those completing the Bronze Medallion for the first time or for participants who have let their qualifications expire. The course aims to develop the level of judgement, technique and physical ability to safely carry out water rescues.</p> <p>Minimum age requirement: 14 years</p>
<p>Bronze Medallion Re-Accreditation 1 Day (Valid for 12 months)</p>		\$95 (GST Free)	<p>Bronze Medallion Re-Accreditation requires participants to hold a current Bronze Medallion and Resuscitation Statement of Attainments which have not expired before the course commencement date.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p>

Competency Courses

Course Information	Units of Competency	Price	Description
<p>Bronze Medallion Package 2 Days (Valid for 12 months) <i>(First Aid valid for 3 years, CPR updated annually)</i></p>	<p>HLTAID001 HLTAID003 HLTAID002 SISCAQU002</p>	<p>\$260 (GST Free)</p>	<p>The Royal Life Saving Society Queensland Bronze Medallion and First Aid package aims to develop the level of judgement, technique and physical ability to safely carry out water rescues and involves practical applications, assessments of First Aid and CPR on manikins.</p> <p>The course is for participants completing the Bronze Medallion or First Aid for the first time.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>Minimum age requirement: 14 years</p>
<p>Pool Lifeguard 3 Days (Valid for 12 months)</p>	<p>PUAEME001B PUAEME003C SISCAQU002 SISCAQU006 SISCAQU007</p>	<p>\$325 (GST Free)</p>	<p>The Pool Lifeguard Statement of Attainment is the current minimum industry requirement for employment as a Pool Lifeguard at a swimming pool or aquatic facility.</p> <p>The Pool Lifeguard course is held over three days. Participants must have current HLTAID003 Provide First Aid to enrol in this course. This course is for those completing Pool Lifeguard for the first time or for those who have let their qualifications expire.</p> <p>The course aims to develop acceptable standards of knowledge, judgement and physical abilities for the supervision of people in swimming pools. Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>Minimum Age requirement: 16 years</p> <p>Note: It is an option to obtain a Bronze Medallion on day 2 of this course, additional skills are required. Please contact RLSSQ to obtain a Bronze Medallion Course ID to enrol. An additional cost of \$40 applies.</p>
<p>Pool Lifeguard Re-Accreditation 1 Day (Valid for 12 months)</p>		<p>\$125 (GST Free)</p>	<p>Pool Lifeguard Re-Accreditation participants need to have a current Pool Lifeguard and Oxygen Equipment Statement of Attainment which has not expired before the course commencement date, as well as a current HLTAID003 Provide First Aid.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>Note: Participants are required to refer to their current manuals (Swimming & Lifesaving 6th Ed. & Lifeguarding 5th Ed.)</p>

Competency Courses

Course Information	Units of Competency	Price	Description
<p>Pool Lifeguard Package 4 Days (Valid for 12 months) (First Aid valid for 3 years, CPR updated annually)</p>	<p>HLTAID001 HLTAID002 HLTAID003 PUAEME001B PUAEME003C SISCAQU002 SISCAQU006 SISCAQU007</p>	<p>\$400 (GST Free)</p>	<p>The Pool Lifeguard package combines Statement of Attainments in First Aid, Perform Basic Water Rescues and Pool Lifeguard. The Pool Lifeguard Package course is conducted over four (4) days. Participants must attend all days.</p> <p>Minimum age requirement: 16 years</p> <p>Note: It is an option to obtain a Bronze Medallion on day 2 of this course, additional skills are required. Please contact RLSSQ to obtain a Bronze Medallion Course ID to enrol. An additional cost of \$40 applies.</p>
<p>Oxygen Equipment Resuscitation Course available upon request Minimum numbers required Please contact: training@rlssq.com.au (Valid for 12 months)</p>	<p>PUAEME001B PUAEME003C</p>	<p>\$90 (GST Free)</p>	<p>The Administer Oxygen in an emergency situation will provide you with advanced techniques for management of the administration of oxygen and ventilation of the lungs in line with the requirements of the ARC guidelines.</p> <p>Participants are required to complete formative learning prior to the course commencement. The course involves practical applications and summative assessments.</p> <p>Re-Accreditation participants need to have an Administer Oxygen in an Emergency Situation Statement of Attainment which has not expired before the course commencement date.</p>
<p>Pool Plant Operations 2 days</p>	<p>SISCAQU201A SISCAQU303A SISCAQU304A SISCAQU305A</p>	<p>\$540 (GST Free)</p>	<p>The Pool Plant Operations training course provides candidates with the knowledge and skills relevant to the supervision and operation of an aquatic facility, plant and associated equipment and the monitoring and maintenance of water quality.</p> <p>This course is the industry standard for pool supervisors as documented in the Department of Local Government Practice Note 15.</p>
<p>Swimming Pool Safety Inspector 3 Days</p>	<p>PSIREG001A PSIREG002A PSIREG003A PSIREG004A</p>	<p>\$1,050 (GST Free)</p>	<p>This course requires participants to complete a workbook prior to the course commencement. The workbook and resources disc will be sent to participants prior to the course. This course has been developed to meet the requirements of Queensland Swimming Pool Safety Legislation.</p>
<p>Perform Rescue From a Live LV Panel Course available upon request Minimum numbers required Please contact: training@rlssq.com.au</p>	<p>HLTAID001 UETTDRRF06B</p>	<p>\$80 (incl GST)</p>	<p>The Perform Rescue from a Live LV Panel provides you with the mandatory requirements of rescue from a live LV panel and how they apply in the context of transmission, distribution or rail work functions.</p> <p>Participants will be required to complete formative learning prior to the course commencement.</p>

Registered Training Organisation (RTO) Code of Practice

This document **MUST** be read in conjunction with the Course Information relevant to the program you are considering.

Course Information

The Course Information document is a comprehensive guide relating to how your chosen course will both be delivered and assessed, and information regarding to the RTO's infrastructure.

Continuous Improvement of Training and Assessment

All training and assessment resources have been developed using a continuous improvement approach, by collecting feedback and analysing from participants, clients, employers and our staff. Your participation in this feedback collection will be sought at the end of the training and post training and assessment once you have applied the course material in your workplace. This will be in the form of an email to you approximately three (3) months post completion of your course.

All training and Assessment is conducted in accordance with the Access and Equity Policy and in line with Australian Quality Training Framework (AQTF) standards.

Trainers and Assessors

All Trainers and Assessors meet the requirements of Element 1.4 of the AQTF Standards.

This includes vocational and training and assessment Professional Development to ensure current industry knowledge and trends is being applied during the training and assessment.

Trainers and Assessor's follow the Assessor Code of Practice' as outlined in the TAE10 Training and Education Training Package.

Access and Equity

Royal Lifesaving Society Queensland passionately believes in equal opportunities for all, values diversity and acknowledges individual differences.

Royal Life Saving Society Queensland will promote programs and services to the community in a manner that includes and reflects the varied learner population, to ensure all potential participants are well informed on the options available to meet their individual training needs.

At Royal Life Saving Society Queensland we:

1. Support equal opportunities for access and participation.
2. Foster and advocate independence
3. Promote co-operative approaches to learning
4. Use client-centred approaches to learning
5. Support, encourage and value individual contributions
6. Create opportunities for participation and success
7. Modify procedures, activities and assessment for equity
8. Acknowledge, respect and value clients with particular needs
9. Ensure that individual's rights, privacy and confidentiality are respected
10. Acknowledge current strengths and skills as a basis for further learning

Special Needs Participants

Whilst not diminishing our commitment, Royal Life Saving Society Queensland recognises that some work practices and safety standards may require minimum standards of health, physical ability and mental ability. This will be clearly identified in the Course Information.

Royal Life Saving Society Queensland will direct such individuals to specialist organisations that cater for their needs and requirements.

Registered Training Organisation (RTO) Code of Practice

Induction and Expectations

Royal Life Saving Society Queensland trainers will develop and advise of expected standards for participation and behaviour during the course of the program.

These standards may include:

1. Guidelines for behaviour and acceptance.
2. Common understandings between participants about group interaction, respect and acceptance.
3. Expectations about working relationships.
4. Safety and comfort for participants and others.
5. Agreed consequences for breaching standards.

Welfare, Guidance and Support Services

All participants are treated as individuals and are offered advice and support services to assist them in achieving their identified outcomes.

Though the RTO does not offer formal welfare or guidance services every effort will be made to assist participants to access appropriate support agencies through links on the Queensland Department of Education and Training website.

Fees, Charges and Refunds

If a participant chooses to cancel from a course, they may either:

1. Submit a written application for a refund:
 1. Cancellation more than one week prior to commencement of course -75% refunded;
 2. Cancellation less than one week prior to commencement of course - 50% refunded;
 3. Cancellation commencement of course - No Refund.

Note: All course materials (in their original condition) must be returned for a refund to be processed.

2. Send a substitute from their organisation; or
3. Transfer their registration to another course within 3 months from the original course date. Participant must notify RLSSQ via email of the course date they wish to transfer to, prior to commencement of original course..

Course fees are payable in advance. RLSSQ reserves the right to determine the course fee payable.

Access to Records

Each participant's records are available to them on request. Participant's records are private and confidential and are not made available to a third party without prior written approval to Royal Life Saving Society Queensland from the participant.

Participants may require Royal Life Saving Society Queensland to re-issue copies of their qualification and this will be done so at a fee to be advised at the time of the request.

Disciplinary Actions

All participants and staff are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on-the-job training and assessment.

Consumption of drugs or alcohol during the course is not permitted.

Any breaches of current workplace practices and legislation will result in having to 'show cause' as to why they should not be excluded from further participation in the program or remain on staff.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is available to all participants. Those wishing to be assessed in this manner can either provide sufficient evidence of competence or undertake the required assessment tasks. Participants wishing to apply for RPL should contact their trainer/assessor to discuss further.

Registered Training Organisation (RTO) Code of Practice

Recognition of Current Qualifications

Royal Life Saving Society Queensland recognises qualifications or Statements of Attainment issued by other Registered Training Organisations.

Certified copies should be presented prior to enrolment so these qualifications or Statements of Attainment can be applied to the program being enrolled in. We may need to authenticate your certificates with the issuing Registered training Organisation.

It must be noted that recognition of qualifications or Statements of Attainment by other Registered Training Organisation's does not guarantee credit. Other Registered Training Organisation's may have different units of competencies that the Royal Life Saving Society Queensland will not recognise or provide credit.

Complaints, Feedback and Appeals

Should you have a complaint or wish to provide feedback, Royal Life Saving Society Queensland would like to know. Download and print a Complaints/Feedback form from our website (www.rlssq.com.au) and complete and return to us by:

Email: admin@rlssq.com.au

Post: PO Box 1093, Capalaba DC QLD 4157

Deliver: 1204 New Cleveland Road, Gumdale QLD 4154

Note: *Forms will not be accepted by facsimile*

- ❖ RLSSQ will acknowledge receipt of your Complaint/Feedback form within 2 business days of receiving it.
- ❖ RLSSQ has 7 business days from the date of acknowledgement to respond to your Complaint/Feedback either in writing (via email or letter) or by phone.
- ❖ RLSSQ may request further time to respond to your Complaint/Feedback or to seek further information to assist its investigation.
- ❖ RLSSQ will make every attempt to resolve your complaint within 30 business days from the date of acknowledgement. For complaints that take an excess of 30 business days to resolve, RLSSQ will ensure you are kept informed of the steps being taken to resolve the complaint and reasons for further investigation or the delay.
- ❖ The following will not be registered as complaints:
 - ❖ A request for service.
 - ❖ A request for information.
 - ❖ The lodgement of an appeal in accordance with legislation.

Complaints, Feedback and Appeals (cont)

If an appeal is lodged by a participant we will undertake a mediation process to assist in coming to a mutual agreement. All correspondence and dialogues will be logged in our Continuous Improvement Register where the outcomes will be recorded.

Should we be unable to reach an agree outcome through the internal mediation process, we will engage an external party to assist in reaching a mutual agreed outcome.



Royal Life Saving Society Queensland Inc
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ABN: 60 478 008 791 RTO: 5431

