



**Re:VIVA FIRST AID AND RESUSCITATION  
TRAINING PTY LTD**  
ACN 086 760 312

**Registered Training Organisation (RTO)**  
**Number: 90176**

# **CLIENT HANDBOOK**

**Code of Practice  
Policies and Procedures  
Terms and Conditions of Enrolment**

**VERSION 9 – 02/21**

For the purposes of simplicity, the full title of this company has been abbreviated to “Re:VIVA”. Whenever this abbreviation is used, it implies the full title of the company.

# TABLE OF CONTENTS

PAGE No.

WELCOME	3
Re:VIVA'S CODE OF PRACTICE	4
OUR BUSINESS ETHOS	5
ABOUT OUR TRAINERS AND ASSESSORS	5
WE TRAIN AND ASSESS TO ENDORSE INDUSTRY STANDARDS	5
STUDENT SELECTION	6
General Policy	6
MUTUAL RECOGNITION: OTHER REGISTERED TRAINING ORGANISATIONS	6
WORKPLACE HEALTH AND SAFETY	6
PREVENTION OF HARASSMENT	7
Complaints of harassment	7
Equal opportunity	8
Affirmative Action	8
DO YOU HAVE A DISABILITY?	8
Disclosure of Disability	8
COMPLAINTS POLICY AND PROCEDURE	9
Procedure following receipt of a complaint	9
Unjustified complaint	10
REFUND POLICY	10
Request for refund / transfer due to illness / unforeseen circumstance	10
ABOUT YOUR ASSESSMENT	11
When will assessment take place?	11
Physical Activity During Training and Assessment:	11
When do I get the results of my assessment?	12
Can I be re-assessed?	12
RECOGNITION OF PRIOR LEARNING	12
Assessment of prior learning	13
COURSE MATERIAL AND COPYRIGHT	13
PRIVACY POLICY	14
ACCESS TO STUDENT / TRAINEE RECORDS	14
Security of Records	14
Retention of Records	14
TERMS AND CONDITIONS OF ENROLMENT	15

## WELCOME

Welcome to Re:VIVA First Aid Training!

First aid and/or resuscitation represents the critical first response to a sudden illness or injury that can incapacitate any person, be they family member, friend or stranger. Among the essential competencies and skills of first aid are speed, knowledge, good judgement and effectiveness. In essence first aid is about preserving life and relieving pain until expert medical assistance arrives. To this end, first-aiders must be able to demonstrate the essential competencies and skills in action. You will acquire knowledge and develop competencies and skills, as a result of the expert training and assessment that Re:VIVA provides.

Re:VIVA provides quality-managed training and services in first aid and resuscitation to a wide spectrum of industries.

We are successful because we do not compromise in the delivery of quality training and assessment. Therefore, our continuing success depends upon satisfying your training and assessment needs.

This Handbook is designed to familiarise you with our company Code of Practice, Policies and Procedures, and Terms and Conditions of Enrolment. Our policies focus on Re:VIVA' s overall mission, which is:

***To develop and deliver superior vocational education, training and assessment programs that will satisfy client and trainee needs.***

Our Code of Practice, policies and procedures are designed to help us achieve our mission. This Handbook is a handy reference source for your training and assessment activities at Re:VIVA. If you are in doubt about any aspect of this Handbook, or our company policies, seek clarification by contacting us:

Tel: 1300 REVIVA (1300 738 482) [www.reviva.com.au](http://www.reviva.com.au) EMAIL: [firstaid@reviva.com.au](mailto:firstaid@reviva.com.au)

I wish you an enjoyable, satisfying and successful time with Re:VIVA.

Ory De Fina  
Founder  
Managing Director

## CODE OF PRACTICE

Re:VIVA provides the highest standard of vocational education and training in the field of First Aid. Our Code of Practice outlines our operational policies and our commitment to our clients;

- Re:VIVA is committed to the continuous quality improvement of its training delivery and assessment services.
- Complies with all state and territory regulatory and legislative requirements.
- Enrols applicants to its courses on the basis of access and equity.
- Provides up-to-date facilities and equipment in a safe and healthy environment.
- Employs suitably qualified and experienced staff.
- Advertises and markets its training delivery services openly, honestly and with integrity.
- Provides accurate, relevant and up-to-date information on enquiry
- States its fees and charges on enquiry.
- Outlines its fees refund policy in the Student Handbook.
- Prohibits discrimination in any form towards any group or individual.
- Recognises qualifications issued by Registered Training Organisations within the Australian Qualifications Framework.
- Conducts fair, flexible, valid and reliable competency based assessments.
- Provides an assessment appeals procedure and opportunities for re-assessment.
- Provides academic support to students or referral to external agencies for additional learning support.
- Encourages feedback and evaluation from its stakeholders.
- Maintains accurate, confidential and secure training and financial records.

Provides timely and accurate information to government for auditing purposes

## **OUR BUSINESS ETHOS**

Re:VIVA intends to achieve its mission by ensuring that the training and assessment that you receive is:

- of consistently high quality;
- flexible in modes of delivery and assessment; and
- reflective of change and innovation within industry and the wider community.

## **ABOUT OUR TRAINERS AND ASSESSORS: WHAT YOU ARE ENTITLED TO EXPECT OF THEM**

Trainer / Assessors engaged by Re:VIVA are expected to have many qualities including a capacity to:

- (a) demonstrate an expert knowledge and understanding of the training and assessment materials and curriculum;
- (b) demonstrate high skills in the area in which they are training or assessing;
- (c) demonstrate excellent interpersonal skills;
- (d) apply relevant training and assessment techniques and methods;
- (e) record and maintain accurate and detailed records of training and assessment; and
- (f) make impartial judgements.

## **WE TRAIN AND ASSESS TO ENDORSED INDUSTRY STANDARDS**

We train and assess your competencies and skills to a level that meets, and often goes beyond, the Standards endorsed by industry standards. In addition, your qualifications are recognised by other Registered Training Organisations and can be used to supplement other training programs.

Re:VIVA must also undergo a rigorous audit of its policies and programs on a regular basis. Re:VIVA is constantly monitoring both its programs and the people who deliver training and assessment to you, to ensure that they are meeting your needs and Industry standards.

Our comprehensive "Course Evaluation Questionnaire" gives our clients the opportunity to provide Re:VIVA feedback on a broad range of issues associated with the course they have

just completed. This information is collated and scrutinised as part of Re:VIVA's Continuous Improvement to ensure quality standards are maintained and improvements made where appropriate.

## **STUDENT SELECTION**

### **General Policy**

Many Industries as well as communities, recognise the need to train staff and citizens in first aid and resuscitation techniques for a range of purposes including occupational health and safety as well as service to the community. Prospective participants from all backgrounds are welcome to undertake training and assessment. They are also entitled to seek recognition for prior learning and experience.

## **MUTUAL RECOGNITION: OTHER REGISTERED TRAINING ORGANISATIONS**

In accordance with Standard 5 (5.1, and 5.2) of the AQTF, Re:VIVA will recognise the qualifications/ assessment that you received from other Registered Training Organisations, as part of its Mutual Recognition obligations and Recognition of Prior Learning . You will need to supply evidence of qualifications, Statements of Attainment, or assessments that you received from elsewhere.

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## **WORKPLACE HEALTH & SAFETY**

Your health and safety while you are training with, or being assessed by us, is one of our highest priorities. Re:VIVA generally trains on site at various venues that provide realistic surroundings. We make sure that all venues have equipment and training procedures that comply with all relevant State, Commonwealth Acts and Regulations thereby ensuring that they are safe and without foreseeable risk to your health. Your trainer will orientate you on evacuation procedures, fire exits, evacuation meeting point, and amenities for your training venue, at the commencement of training

## **PREVENTION OF HARASSMENT**

Re:VIVA defines harassment in this context as being any action, either active or passive, which causes discomfort or distress to any other individual after that individual has alerted us to their discomfort or distress.

Re:VIVA is obligated by law and by choice to provide a workplace free from all harassment for any reason whatsoever. This obligation includes the provision of a workplace where competency in their work and behaviour towards others form the only grounds for discrimination between individuals.

We will not tolerate, either passively or actively, any discrimination against any individual for any reason other than that of their demonstrated competency in a job and their behaviour towards others. By this we mean that no individual shall be denied access or opportunity because of race, colour, sex, creed, class, opinion, disability or because of past behaviour. It also means that we are obligated to actively endeavour to provide a workplace and community where individuals can live free of harassment by us, by our co-workers and by the members of our society.

### **Complaints of Harassment**

All complaints whether from a client or from a trainer/ assessor or employee are to be directed initially to management. All complaints are in writing and access to ReVIVA's Complaints Form is via our website under 'Student Info'. All complaints of harassment will be treated seriously, investigated promptly, impartially and confidentially and in accordance with the principles of natural justice. See our "Complaints Policy and Procedures" section within this handbook for the process of how to make a complaint, and the procedures that are undertaken when a formal complaint is made.

If harassment is found to have occurred, action will be taken to stop the behaviour immediately. Counselling may be offered to the offender(s) or, depending on the seriousness of the case, appropriate disciplinary action (which may include expulsion from the course) will be taken. Harassment involving a crime will be reported to the police.

## **Equal Opportunity**

Equal Opportunity provides a framework that facilitates the participation of any person, in any role of the organisation on the basis of merit alone. Re:VIVA integrates equal opportunity and affirmative action principles within all its decision-making processes and operations. Where you feel that there has been a breach of this policy you should report that breach to management immediately.

## **Affirmative Action**

Affirmative Action attempts to specifically redress the disadvantages experienced by certain groups as a result of law or regulation, stereotyping, and societal attitudes. These groups include women, Aboriginal and Torres Strait Islander people, people with a disability, and people from non-English speaking backgrounds. Members of these groups may not have had equal access to Job opportunities or education for reasons such as past discrimination and prejudice and different educational experiences. Re:VIVA will not discriminate on these grounds whatsoever

## **DO YOU HAVE A DISABILITY?**

Re:VIVA is committed to providing a learning and working environment free from discrimination on the grounds of disability. Re:VIVA has a legal and a moral obligation to provide access to participants who have a disability. However Re:VIVA has a responsibility to ensure the safety and well being of all staff and its students, and in areas where risk is assessed as high, disabled access may be limited.

## **Disclosure of Disability**

You are under no duty to disclose a disability to Re:VIVA unless you want us to help you with disability-friendly training venues, equipment or procedures. The Course Enrolment Form has a section to inform Re:VIVA of your disability. Under these circumstances, Re:VIVA is bound to confidentiality (see Re:VIVA's Privacy Policy) concerning your disability and may only disclose such information to staff, including your trainer/assessor, to the extent that they may have to accommodate such disability. If you need more advice or help in this regard, please contact management immediately.



Please note that it is a requirement to undertake physical activity during certain assessment tasks. Please refer to: “Physical Activity During Training and Assessment” on page 13.

## **COMPLAINTS POLICY AND PROCEDURES**

Re:VIVA's commitment to quality management means actively working towards continuous improvement in client satisfaction. However, we acknowledge that, from time to time, a client may feel that his/her expectations have not been met. As such, Re:VIVA provides a framework for dealing with complaints and for resolving disputes.

Re:VIVA's policies and procedures are based on the principles of fairness and Equity. If you have a complaint, about the way you have been treated, then you have a right to be heard and we are obliged to listen. All complaints will be treated seriously, investigated promptly, impartially and confidentially, in accordance with the principles of natural justice.

All complaints/grievances must be made in writing. The Complaints Form can be accessed via our website under “Student Info”. Once received, the following procedure is undertaken:

### **Procedure Following Receipt of a Complaint**

Initially, where appropriate, you will be encouraged to discuss issues and concerns about your training and assessment with your trainer/assessor directly, while training and or assessment is taking place.

If, after discussing your problem with your trainer/assessor you cannot resolve the matter, then the following procedure is to be followed:

- All reports are formally recorded and forwarded to the Managing Director.
- The Managing Director, will attempt to resolve the matter to the satisfaction of the complainant.
- If the grievance/complaint cannot be resolved it is formally noted and the Managing Director is to formally interview the complainant and take a written statement.
- If the matter cannot be resolved, Re:VIVA may:
  - provide full recompense of moneys in line with the policy statement above,

- make a full and public apology,
- provide Re:VIVA staff with counselling and training on the matter which formed the basis of the complaint,
- order Re:VIVA management to dismiss an employee or terminate a sub-contractor in accordance with the processes established in law, and
- accept full responsibility for the situation, unless it is civil matter where the Complainant wish to take legal action against the Trainer/Assessor directly

We will give whatever reasonable assistance we can, in helping you to exercise your rights in the above respect. Handling of complaints incur no fee from Re:VIVA.

## **Unjustified Complaint**

Where it is found by management that Re:VIVA does not have a case to answer the complainant is given a full explanation of why and how this finding was arrived at.

When management finds that a complaint made by a corporate client is unjustified then the matter is handed over to Re:VIVA's legal advisors for further action and advice..

## **REFUND POLICY**

### **Request for refund/transfer due to illness/unforeseen circumstances**

A full refund will be issued if written requests for refunds are received 7 days prior to course commencement. Requests for refunds in writing less than 7 days prior to course commencement will incur an administration fee of 25% of the full course fee (plus GST).

Where a participant is prevented from completing/attending a course due to illness or any other reason deemed reasonable by Re:VIVA, Re:VIVA will attempt to reschedule the participant in the next course offered, with no additional fee to the participant. The participant is required to contact Re:VIVA within 7 working days of the original course date, to organise a transfer. If unable to reschedule, Re:VIVA will retain an administration fee of 25% of the full course fee (plus GST), and refund the participant the balance. If no notification is given within the 7 working day period, Re:VIVA will retain 100% of the course fee.

Refunds will be made available within 14 days of written notification to Re:VIVA by the participant.

## **ABOUT YOUR ASSESSMENT**

Re:VIVA's staff and management are committed to providing a learning environment that is conducive to a participant's success. We focus on using the most appropriate methods and resource materials to the learning and assessment needs of the participants and abide by Adult Learning Principles

Re:VIVA will provide flexible assessment options for individuals with Language, Literacy and Numeracy special needs.

The principles governing assessment include:

- Validity - the assessment process collects evidence that demonstrates the person being assessed has achieved the relevant competency
- Reliability - the assessment process is consistent in its interpretation by the assessor and the person being assessed
- Flexibility - the assessment process allows for either on or off-the-job assessment at convenient times and situations
- Fairness - the assessment process will not disadvantage any person and takes into account the characteristics of the person being assessed.

Since assessment and training is a cooperative process we will make sure that you are able to participate fully in the assessment exercise. We also guarantee that you will be able to raise issues and challenge the assessment outcome where you feel principles of fairness and Ethics (as well as competence to assess) have not been met.

### **Physical Activity During Training and Assessment:**

Some assessment tasks will require the student to undertake the assessment task in accordance with the assessment description from the unit of competence they are enrolled in.

For example, with respect to adult CPR assessment, the adult mannequin must be placed on the floor and the participant is to demonstrate two minutes of continuous CPR with the mannequin on the floor whilst the student is kneeling next to the mannequin.

In the event that the participant is unable to kneel during training, a certificate of attendance

will be issued and once the participant is ready for reassessment, they can contact Re:VIVA and we will reassess them in accordance with the assessment criteria.

### **When will assessment take place?**

Assessments are typically undertaken during face-to-face training.

### **When do I get the results of my assessment?**

Your results for practical and theoretical assessment will be given to you during face-to-face training. Should your performance and results be deemed by your trainer as not meeting the minimum assessment requirements, your trainer will discuss this with you during face-to-face training and inform you of where you require improvement. Should the outcomes still not meet the minimum standards, then the students will be deemed not competent and the student will contact Re:VIVA administration to arrange reassessment.

For those students deemed competent, your Statement of Attainment should be sent to you within 30 working days of assessment being completed and deemed competent. For students who enrolled and paid for themselves, your statements of attainment will be issued upon full payment of the training fee schedule.

### **Can I be re-assessed?**

All Re:VIVA clients can be re-assessed without additional cost to the client, although it is wise to wait a day or two before re-assessment. This will give you time to think about how you can improve your assessment. We would normally try to reschedule your assessment to take place within 14 days, if not sooner. Participants will be given the opportunity to ask for a different assessor if they so wish.

### **RECOGNITION OF PRIOR LEARNING (RPL):**

Trainees may bring skills and competencies learned elsewhere, both formally and on-the-job. Where you believe you already have the competencies and skills for which you seek assessment then you can apply in writing for formal recognition of prior learning

On application you will be assessed for those skills and competencies and maybe granted

recognition where you meet assessment standards.

Above all, we will ensure that the following procedure and process forms the core of any RPL assessment. Our assessment materials and delivery must:

- (a) Clearly identify for you the purpose of the assessment;
- (b) Determine the knowledge and skills to be measured; and
- (c) Select assessment strategies that best measure your knowledge and skills.

Participants may bring evidence of industry-relevant credentialed training and education to the training venue. Our obligation is to check and confirm that a Registered Training Organisation (RTO) provided such training/education.

RTO's, such as Re:VIVA cannot ignore the often rich, but non-credentialed, life experiences, competencies and skills that participants also bring with them. Accordingly, it is necessary to incorporate the assessment recognition of such prior learning into the overall course design.

## **Assessment of Prior Learning**

In accordance with the principles of competency based training Re:VIVA has a policy of fully recognising prior learning and current competency.

Claims for the recognition of prior learning can be initiated by a participant or by a trainer on behalf of a participant. However, the compiling of evidence to support any such claim is the sole responsibility of the participant, although Re:VIVA will provide support, guidance and advice.

All claims for recognition of prior learning must be put in writing and be supported by a portfolio of evidence that is to be prepared and submitted by the participant. The format of the portfolio will be as advised by Re:VIVA. Re:VIVA can provide the participant with a form requesting RPL.

## **COURSE MATERIALS: COPYRIGHT**

Re:VIVA acknowledges its obligation to obtain and adhere to any copyright authorities arising from its use of materials purchased for your training or assessment. You are not permitted to use those materials other than for your own personal training/assessment and they must not be used for or sold by you to any other commercial enterprise.

## **PRIVACY POLICY:**

The information gathered on Re:VIVA's Enrolment Form and during the course, is collected by us in order to provide you with:

- services and/or products;
- recording of results and qualifications issued to Re:VIVA's participants;
- fulfill our legal requirements for issuing Qualifications as a Registered Training Organisation (RTO) in accordance with the Australian Quality Training Framework (AQTF),
- communicate with a nominated person in the event of an accident and/or emergency

Please review RE:VIVA full Privacy Statement available on our website under "Student Info"

## **ACCESS TO TRAINEE/STUDENT RECORDS**

All student records are maintained in strict confidence. Students will have access to their own personal records upon request. Only the relevant trainer/assessor and relevant administration team members have access to a participant records.

Information regarding a participant's Unit of Competence may be released to a third party upon receipt of a request from the participant. No information regarding a participant is released to any person without the permission of the trainee/student. Where no such permission is given, information regarding participants will only be released upon the serving of a court order.

## **Security of Records**

All Re:VIVA records are the property of Re:VIVA and are treated as confidential. All access to electronic records are protected by alphanumeric passwords. No real names or logical number sequences are used. Unauthorised access to a password is to be reported and the password immediately changed.

## **Retention of Records**

All participant records are maintained for the period of qualification, which is limited by government regulation. All other qualification records are maintained for 30 years.

## Terms & Conditions of Enrolment in a course conducted by Re:VIVA First Aid & Resuscitation Training Pty Ltd (“ReVIVA”):

Please read ALL Terms and Conditions below **PRIOR TO** deciding to enrol in a course with ReVIVA

- 1. Confirmation of Booking:** Payment in full is required prior to course commencement to secure a place with all Re:VIVA’s First Aid Courses. This includes any Transfer Fees that may be applied to multiple transfer participants (see Terms and Conditions 5: “Transferring to another course after Enrolment” below).
- 2. A mandatory assessment task** is to **demonstrate 2 minutes of continuous CPR on an adult mannequin placed on the floor. Therefore, you must have the ability to KNEEL beside the mannequin to undertake this training. If you are unable to undertake this task, please contact ReVIVA prior to enrolling in this course**
- 3. Refunds prior to a course commencement:** A full refund will be issued if written requests for refunds are received 7 days prior to your nominated course commencement date. Written requests must be addressed to: Re:VIVA First Aid Training. PO Box 6194 Alexandria NSW 2015. Refunds will be issued within 14 days of written notification. Requests for refunds in writing less than 7 days prior to the course commencement, will incur a \$27.50 (GST included) administration fee.
- 4. Refunds requested after course completed:** There are no refunds given to clients of Re:VIVA after the completion date of the course they were confirmed enrolled. However, Clause 5 is still applicable as long as they notify Re:VIVA within seven days of non-attendance
- 5. Non-Attendance to a course without prior notice to Re:VIVA:** Where a participant is prevented from attending a course due to illness or any other reason deemed reasonable by Re:VIVA, the participant is required to contact Re:VIVA ☐: 1300 738 482, within 7 days after the original course enrolment date, to organise a transfer. If no notification of non-attendance is given within a 7-day period after the original course commencement date, the participant will forfeit 100% of the course fee. If notification is given within the 7day period, the participant is permitted one free transfer in accordance with Terms and Conditions 5: “Transferring to another course after Enrolment” below.
- 6. Transferring to another course after Enrolment:** All participants of a Re:VIVA course are granted **one** free transfer after confirmation of booking. This includes students who failed to attend a course they were confirmed in. Any further request for a transfer will incur a Transfer Service Fee of \$16.50 (GST included) per transfer. Qualifications will not be issued until all Transfer Service Fees are paid in full. Contact Re:VIVA ☎: 1300 738 482 to arrange a transfer.
- 7. Incompletion of course:** If a participant leaves prior to the completion of all assessment tasks during the face-to-face training,

Re:VIVA will attempt to reschedule the participant in the next course offered, with no additional fee to the participant. Re:VIVA’s

Transfer Services Fee will take effect for any further transfer requests (see Terms and Conditions 5: “Transferring to another course after Enrolment”). If unable to reschedule, Re:VIVA will retain a \$33.00 (GST included) administration fee, & refund the participant the balance. Refunds will be made available within 14 days of written notification to Re:VIVA by the participant. ***If no notification of incompletion of course is given to Re:VIVA ☎: 1300 738 482 within a 7 day period from the original course commencement date, the participant will forfeit 100% of the course fee.***

- 8. Cancellation of course by Re:VIVA:** Re:VIVA reserves the right to cancel courses, or change dates if necessary. In the event of course cancellation by Re:VIVA, every effort will be made to transfer participants to another scheduled course with minimum inconvenience, or award a full refund to participants if requested. Refunds will be made available within 14 days notification by Re:VIVA to the participant, if a transfer cannot be arranged.
- 9. Participation:** It is a requirement to achieve competency that participants engage in physical activity during the course, & interact with the Trainer & other participants
- 10. “Special Needs/Disability:”** You are under no duty to disclose a disability to Re:VIVA unless you want us to help you with equipment/procedures during training. For participants with “Special Needs/Disabilities,” every reasonable endeavour will be made by Re:VIVA to accommodate your requirements in order for you to demonstrate competency during the course. However Re:VIVA has a responsibility to ensure the safety & wellbeing of its staff and students, & where risk is assessed as high, your request may be limited. Re:VIVA will provide flexible assessment options for individuals with Language, Literacy and Numeracy special needs. ‘Special Needs’ includes breastfeeding mothers requesting time for feeding during training sessions.
- 11. Mutual Recognition of other Registered Training Organisations (RTO’s):** Re:VIVA recognises the qualifications of any other RTO relating to the qualifications issued under Re:VIVA’s scope of registration.
- 12. Corporate Clients/Colleges/University/Schools/Tertiary Education Institutions:** On your behalf, your Employer /Education/Institution has a Training Service Contract (TSC) with Re:VIVA. You will be enrolled as per the TSC agreed between Re:VIVA and your Employer/Education Institution. Policy and Procedures herein will remain applicable to you however.

**END OF DOCUMENT**