

Code of Practice

This Code of Practice has been developed by Australian Red Cross First Aid and Mental Health to state our commitment to maintaining of high standards in the provision of training services.

Client Service Charter

This charter sets out your rights and how you will be treated when you take part in any Red Cross First Aid and Mental Health training. It also sets out your responsibilities and what you can do to help us provide the best programs and services.

A client service charter is about everyone being clear about how people should treat one another and how we can work together to achieve the best possible result for you.

All Australian Red Cross services are underpinned by seven Fundamental Principles: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.

Access and Equity

Australian Red Cross First Aid and Mental Health recognises students may have individual and specific needs. Every attempt will be made to accommodate these needs.

If you have any concerns, complaints, appeals, or specific support needs, such as assistance with a disability, numeracy or literacy, please speak with any member of our training staff.

Trainers/Facilitators

All our trainers and facilitators are fully qualified and possess relevant industry experience aligned with the units they deliver. They are dedicated to maintaining up-to-date knowledge development.

Assessments are conducted exclusively by Red Cross trainers and assessors who meet the competency requirements outlined in the Standards for Registered Training Organisations (RTOs) 2025. They also hold the appropriate vocational qualifications and can demonstrate current industry expertise.

Assessment

In line with recognised principles of assessment and rules of evidence, our assessment processes are valid, reliable, flexible and fair. They meet workplace and regulatory requirements.

All assessments, including Recognition of Prior Learning (RPL), meet the requirements of the relevant Training Package or accredited course. You will be assessed against the performance criteria, required skills and knowledge and the critical aspects of assessment. A variety of methods for assessment will be used and you will only be deemed 'competent' once having demonstrated the required knowledge and practical skills.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of equating an individual's prior learning to the learning outcomes/units of competency offered by a training organisation. It is available to all individuals enrolled in a nationally accredited training program and may include competencies attained through work experience, life experience and/or previous non-accredited studies.

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

Complaints and Appeals by You, the Student

Anyone who undertakes courses or training programs offered by Red Cross First Aid and Mental Health has the right to lodge complaints about the service received and to lodge appeals against decisions made by Red Cross personnel.

Red Cross First Aid and Mental Health will respond to any written complaint or appeal made by a student within two (2) working days of receipt. The



complaint or appeal will then be investigated and resolved in a timely manner and the outcome will be advised appropriately.

Educational Standards

Red Cross First Aid and Mental Health has adopted policies and management practices that maintain high professional standards in the delivery of training and assessment. As a student, your interest and general welfare are safeguarded by:

- maintaining a learning environment that supports your success
- providing an environment that is safe and secure and ensuring that no one is putting themselves or others at risk
- delivering courses as per our Scope of Registration, and ensuring that the facilities, methods and materials used in the provision of learning will be appropriate to the desired outcomes
- maintaining systems for recording
- conducting regular reviews of policies and procedures and reviewing course content, delivery and student satisfaction

Red Cross First Aid and Mental Health markets its training ethically and with integrity, accuracy and is consistent with our Scope of Registration.

Only nationally recognised training will carry the Nationally Recognised Training (NRT) logo.

Mutual Recognition

Red Cross First Aid and Mental Health acknowledges its requirement to recognise all Australian Qualifications Framework qualifications and Statements of Attainment issued by other Registered Training Organisations specifically where students request credit transfer.

Student Information

Prior to enrolment, Red Cross First Aid and Mental Health ensures all potential students have access to accurate, relevant and up-to-date course information which includes, but is not limited to:

- enrolment procedures and entry requirements
- arrangements for Recognition of Prior Learning (RPL) and Credit Transfer

- competencies to be achieved by students as identified in the training package documentation
- assessment procedures
- refund policy
- documentation provided upon successful completion of the course, and this Code of Practice

At the beginning of each course, you will be provided with:

- outline of the units
- assessment requirements
- any special health and safety requirements information about support services available to you

Red Cross First Aid and Mental Health courses are developed and regularly reviewed in consultation with relevant industry and community groups. Our facilities and equipment meet the specified requirements for each unit.

Red Cross First Aid and Mental Health regularly seeks feedback to identify where improvements can be made.

Our qualifications are highly valued by all education and training providers, industry and the community, and we are recognised throughout Australia.



Privacy

Red Cross First Aid and Mental Health abides by the Commonwealth Privacy Act 1988 and the Australian Red Cross Privacy Policy* in all its dealings with students, members, volunteers, staff, supporters and the public. Following these guidelines, all personal information given to Red Cross First Aid and Mental Health is for a particular purpose that allows us to deliver the service that you require.

Australian Red Cross takes all reasonable steps to ensure that your personal information is protected and treated confidentially. Information supplied to Australian Red Cross will be treated in accordance with the Australian Red Cross Privacy Policy which contains detailed information about Australian Red Cross' responsibilities, your rights, and the information that may be collected by Australian Red Cross and how it would be used. The Australian Red Cross Privacy Policy also provides a process for requesting access to your personal information.

Your personal information is collected by Australian Red Cross for the purpose of providing training services to you. As a part of providing training services to you, Australian Red Cross may be required to disclose your information to third

parties including training regulators, government and funding bodies. In addition, Australian Red Cross may be required to disclose your information to other third parties, for example external auditor

Refund Policy

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

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

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

Outcome

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

If you partially complete a qualification or are assessed as

competent in some units but not all, you may receive a Statement of Attainment.

AQF Certificates and Statements of Attainment are set up to be issued automatically when required conditions are met, including:

- a competent assessment judgement decision from the trainer
- provision of valid USI information
- cleared payment of course fees

Where automatic issuance is not enabled, Red Cross will issue certificates within 30 days of a competent assessment judgement decision, provided all other requirements are met.

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

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