

FIRST AID TRAINING

**CODES OF
PRACTICE**

TriEx — A Gallagher Bassett Company
Level 1 / 128 Wrights Road
Addington
Christchurch

www.triex.co.nz
firstaid@triex.co.nz
0800 487 439



Terms of training

This document outlines the information about our first aid courses, payment options, what to bring to your course and how to claim New Zealand Qualifications Authority (NZQA) unit standards.

Enrolment process

To book your first aid course visit our website for the online booking system which shows the course dates and prices. Alternatively, you can call us on 0800 487 439 or email firstaid@triex.co.nz.

Info for students

- » Attendance is compulsory for all sessions in order for a certificate and/or unit standards to be issued
- » Please be at the training venue at least 10 minutes before the start-time
- » Courses involve demonstrations and scenario involvement, which may involve touching others
- » We suggest students wear comfortable clothing to allow easy movement for practical demonstrations (trousers and flat shoes are recommended)
- » Only enrolled participants are permitted on the course
- » Bring a pen and paper if you like to take notes
- » Coffee, tea and water will be provided
- » Lunch is not provided

Course rules

- » If you arrive more than 30 minutes late for the course you will not be admitted to the course
- » Mobile phones are allowed on silent mode only
- » No smoking or alcohol
- » The instructors may request disruptive participants be removed from the course when it is fair and reasonable to do so.
- » Instructors may, at their discretion, offer that participant the opportunity to complete the course at another date.

General course information

Before the course starts we will provide students with all the necessary and up-to-date course information, including:

- » Enrolment procedures and entry requirements
- » Arrangements for recognition of prior learning and/or credit recognition transfer (for qualifications already attained)
- » The competencies that will be achieved
- » Assessment procedures
- » Documentation provided on successful completion of the course
- » Our Terms of training
- » Other material relevant to the course

Available first aid courses

TriEx, A Gallagher Bassett Company is an accredited NZQA provider for the following courses:

- » 12 hours. Unit Standards 6402, 6401 (or 26551 & 26552) and 6400
- » 8 hours. Unit Standards 6402, 6401 (or 26551 & 26552)

Courses meet the requirements of *The Department of Labour First Aid for Workplaces - a Good Practice Guide (August 2011)*.

Certificates for the above courses are valid for two years.

- » Refresher First Aid - 6 hours. Certificates valid for two years
- » Courses tailored to individual or group requirements

Entry criteria

All our first aid courses have an open entry. To complete the Unit Standard 6400, attendees must have completed Unit Standards 6402 and 6401 within the previous 3 months.

All courses require an ability to speak and understand basic English. You must complete the TriEx Learner's Assessment Report and participate in practical first aid skills during the course.

Please visit <https://www.triex.co.nz/first-aid-training/> for a full list of our courses.

NZQA accreditations

TriEx, A Gallagher Bassett Company provide education and training. All participants requiring NZQA credits must, at the start of the course, fill in the NZQA section of the Course Enrolment form, and either bring a copy of their NZQA Record of Learning document/number or fill in the required information for an NZQA Framework Registration (Hook-On) form to apply to NZQA for the learner NSI Number. This is required to register their credits (note: the participant's ID such as passport and birth certificate must be sighted by the instructor).

Equal Opportunity

We always ensure every attempt is made to allow access to our courses for all people, regardless of disability and in accordance with the Equal Opportunity Act 2010. We also ensure that our students are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements/difficulties that need any special assistance or have any specific learning needs, please notify us at enrolment and discuss this with the instructor.

Payments

Course fees are charged at the price on our website at the date of the booking unless agreed otherwise. Credit Card payments are taken or an invoice is raised at the time of booking.

If you do not pay a bill by the due date for payment:

- » You may be required to pay any costs that are incurred by anyone (including debt recovery agents) in recovering the money you owe or in exercising any other rights, including commissions and the legal costs of a solicitor
- » We may withhold, suspend, restrict or terminate any discounts we have offered you

Course cancellation and refund policy

We guarantee to refund fees when:

- » The course is cancelled or discontinued by us
- » The participant has a valid reason for discontinuing the course, e.g. medical

Refunds will only be made to the person or organisation that made the original payment.

Where the cancellation notification is received less than 48 hours before the course starts, we reserve the right to refuse any refund but rebooking is allowed. All cancellations must be made in writing by sending us an email to firstaid@triex.co.nz or via the Contact Us page on our website.

We reserve the right to cancel courses if necessary. Every effort will be made to give attendees no less than 5 working day notice. TriEx, A Gallagher Bassett Company will not be responsible for any costs incurred due to course cancellation.

Training philosophy

TriEx, A Gallagher Bassett Company prides itself on delivering first aid training as an enjoyable and educational experience so that each participant feels confident that they have the skills and knowledge to administer first aid, should they be required to do so.

Assessment procedures

All NZQA course assessments are undertaken by qualified instructors. Some peer observation may be undertaken under the supervision of the instructor.

Attendance at all modules of the course and all assessments must be completed to gain the accredited course certificate. Students who haven't completed all the required assessments can redo or catch-up assessments needed to complete the certificate. These must be completed within three months of the course date.

Assessments can only be attempted three times. All assessment material will be kept by us for moderation purposes as required by NZQA.

Students must successfully complete the required assessment in order to gain NZQA credits.

Disabilities and physical requirements

During the course, students will be required to demonstrate to the instructor that they are physically able to perform required first aid skills.

If the student is unable to perform cardio-pulmonary resuscitation (CPR) on the floor long enough for the instructor to assess competency, then he/she may not meet the requirements for the first aid certificate.

If you have any disabilities, or an illness, which you feel may affect your performance during the course, please raise your concerns to the instructor, or contact us to discuss your concerns prior to course commencement.

Confidentiality and privacy

We are committed to protecting the privacy of our students. We do not pass on any information to anyone else without permission. In accordance with the Privacy Act 1993, we will only use the personal information provided by students for the purposes of training, or other services requested by students. Confidentiality, privacy and respect are maintained at all times during courses.

Recognition of Prior Learning (RPL)

We recognise prior learning according to the NZQA rules for Unit Standard 6400. Learners will be required to supply evidence of completing Unit Standard 6402 and 6401 within the past 3 months.

Educational standards

We always ensure we maintain high professional standards in the delivery of our training by:

- » Strictly following courses curriculum in terms of content, delivery, assessment and occupational health and safety requirements.
- » Providing suitable facilities for students to achieve the specified competencies.
- » Providing the equipment and materials needed to support the specified learning.
- » Providing assistance to students with all aspects of their training.
- » Providing appropriate assistance to people of non-English speaking backgrounds, physical disability, hearing impaired and students who identify a learning difficulty.

Instructors

All our instructors have successfully completed training as required by NZQA and New Zealand Resuscitation Council (NZRC).

Health and safety

We prioritise the health, safety and wellbeing of our employees and course participants.

Please advise your instructor of any health problems you have and they will make appropriate arrangements to assist you to complete the course where possible.

All staff and students must adhere to our Health and Safety policies, WorkSafe NZ good practice guidance and all associated legislation. Any incidents will be recorded and reported accordingly and any reportable incident will be followed up immediately.

We expect that when teaching at customers' venue, the facility owner will have comprehensive Health and Safety processes in place and hold relevant health and safety discussions prior to teaching which includes provision for both the Instructor and the learners.

Grievances and reassessment appeals

Students who are dissatisfied with their course should follow the grievance process outlined below. A grievance can relate to any aspect of the course, including assessment results, teaching style, interpersonal conflict, harassment or discrimination.

Grievance Process:

- » In the first instance, speak with the course instructor
- » If the issue is still unresolved, write to the First Aid Manager, TriEx — A Gallagher Bassett Company, PO Box 9225, Tower Junction, Christchurch 8149, or by email firstaid@triex.co.nz.
- » If the grievance is still unresolved, or you are dissatisfied with the grievance process, you can apply to NZQA for an independent assessment of the complaint. NZQA, PO Box 160, Wellington. 0800 697 296 or email to helpdesk@nzqa.govt.nz

Written complaints must be sent to the First Aid Manager within 10 days of the course completion.

We will reply in writing to written complaints within five working days of their receipt. In our letter, we will propose what action could be taken to resolve the grievance.