

Essential Skills for Life

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LEARNER HANDBOOK

Office details:

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Phone: 1300 130 385

Fax: 1300 980 385

Website: www.medilife.edu.au

RTO ID No: [2148](#)

VISION

To be a national provider of choice for WHS & First Aid training services

MISSION STATEMENT

To ensure that people are equipped with the systems, skills and tools to manage an emergency

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Scope of Qualifications

The RTO is a Registered Training Organisation (RTO ID No. [2148](#)) approved by the Australian Skills Quality Authority (ASQA) to provide training delivery and assessment services for a range of nationally accredited courses and units of competency.

Accredited Courses

22282VIC	Course in the Management of Asthma Risks and Emergencies in the Workplace
22300VIC	Course in First Aid Management of Anaphylaxis

Skill Sets

HLTSS00027	Occupational First Aid Skill Set
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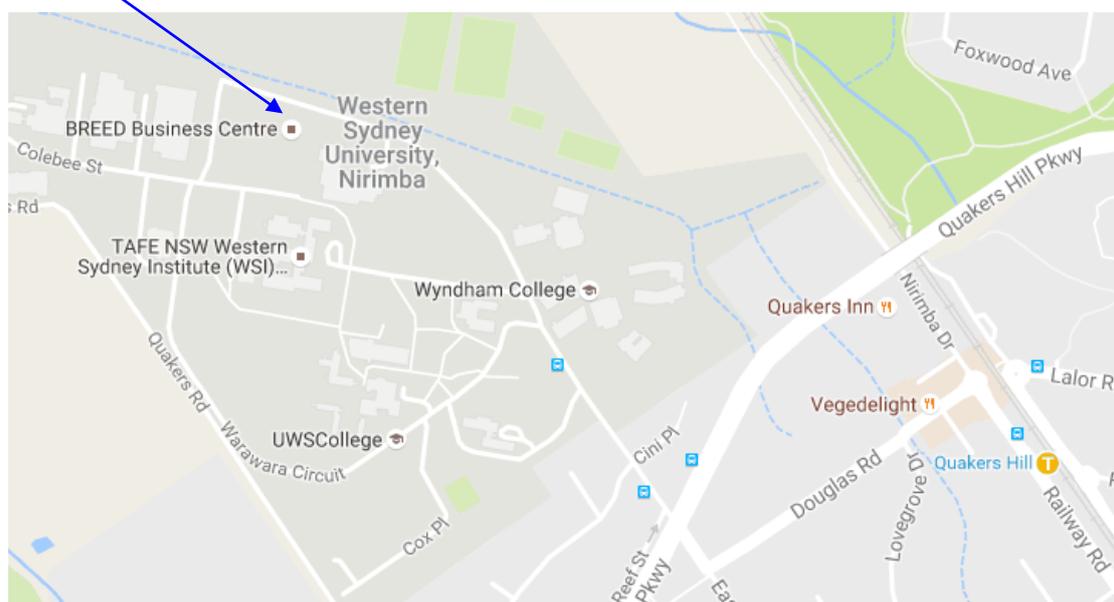
Individual Units of Competency

HLTAID001	Provide cardiopulmonary resuscitation
HLTAID002	Provide basic emergency life support
HLTAID003	Provide first aid
HLTAID004	Provide an emergency first aid response in an education and care setting
HLTAID006	Provide advanced first aid
HLTAID007	Provide advanced resuscitation
HLTAID008	Manage first aid services and resources
UETDRRF06B	Perform rescue from a live LV panel
PUAWER005B	Operate as part of an emergency control organisation
CPPFES2005A	Demonstrate first attack firefighting equipment

Location:

The RTO's office is located at:

Nirimba Education Precinct, Building T2a, Warawara Cct, Quakers Hill NSW 2763



Venues Where Training is Conducted

For an up-to-date list please refer to www.medilife.edu.au

Current List – May 2018

Bankstown	Bankstown Sports Club	8 Greenfield Parade	Bankstown	NSW	2200
Caboolture	Caboolture Community Learning Centre	8 Lang Street	Caboolture	QLD	4510
East Maitland	East Maitland Bowling Club	Cnr New England Hwy & Banks Street	East Maitland	NSW	2323
East Maitland	Easts Leisure & Golf Club	Tenambit Street	East Maitland	NSW	2323
Nirimba	Breed Business Centre Building, Nirimba Education Precinct	Building T2A, Warawara Circuit	Quakers Hill	NSW	2763
Parramatta	Absolute Offices	Level 2, Suite 27, Office 33 Training Room 103 George St	Parramatta	NSW	2150
Penrith	Penrith RSL	8 Tindale Street	Penrith	NSW	2750
Sydney CBD	City Tattersalls Club	200 Pitt Street	Sydney	NSW	2000
Windsor	Windsor Country Golf Club	McQuade Avenue	South Windsor	NSW	2756

Third Party Training Arrangements

MEDILIFE has written agreements (third party training agreements) in place with a number of organisations who can train and assess approved courses under the auspices of MEDILIFE. These organisations are termed MEDILIFE Training Partners. Where possible, a MEDILIFE Training Partner will note on their website that they have a training arrangement in place with MEDILIFE.

Medilife will ensure that all MEDILIFE Training Partners follow the same guidelines as noted in this Student Handbook. Wherever MEDILIFE is noted, it will refer to both MEDILIFE and to the MEDILIFE Training Partner.

At all times, MEDILIFE will be responsible for issuing the certificate or Statement of Attainment for successfully completed courses.

1. Code of Practice

MEDILIFE is committed to delivering industry-recognised training and assessment that attains the highest standards that vocational education and training demands. The development and delivery of nationally recognised training and assessment packages is a strategic goal for the industry but does not constitute the pinnacle of achievement for these providers. Rather it will provide the foundation from which further knowledge, competencies and skills can be pursued. As a minimum, training and assessment providers must offer services that are:

- Delivered by qualified professionals in a caring and ethical manner;
- Of consistently high quality;
- Delivered when, and where their clients demand;
- Flexible in modes of delivery and methods of assessment and
- Reflective of change and innovation within the industry

Learners' Rights and Responsibilities

Learners in courses have both the rights and responsibilities to:

- Study in a course that meets both the current industry standards and accreditation requirements.
- Be provided with information about the assessment requirements of the course at its commencement.
- Have their training outcomes assessed and be provided with regular feedback on their progress.
- Be treated fairly and respected by fellow Learners and training staff.
- Taught in an environment free from any form of discrimination and harassment.
- Have their personal records kept private and secure, and only made available to authorised users.
- Learn in a safe and supportive environment.

The responsibilities of Learners are as follows:

- To manage their own learning and assessment requirements.
- To complete all assessments within set time periods (as applicable).
- To treat all training staff and other Learners with respect and fairness.
- To behave in a non-discriminatory and non-harassing manner.
- To follow all health and safety procedures in the learning environment.
- Not to enter into the learning environment whilst under the influence of alcohol or drugs.
- To advise staff of any changes to their personal details.
- To advise staff if they will be withdrawing from the course.

MEDILIFE abides by the requirements and standards of the [Australian Qualifications Framework 2013, 2nd Edition](#) (AQF) and [Standards for Registered Training Organisations \(RTOs\) 2015](#) in the quality and standard of its training and assessment staff. All trainers and assessors have as a minimum the following:

- Certificate IV in Training and Assessment (TAE40110) or its successor
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing or are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant industry experience in the areas for which they will be training and assessing

2. Enrolment, Recruitment and Selection

All courses offered by MEDILIFE will be advertised and promoted as widely as possible. These advertisements will clearly state the course name and any type of pre-requisites (if applicable) or selection criterion for enrolment.

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated to the potential Learners.

Learners are required to complete an enrolment form prior to being considered for a place within a course(s).

Learners who have been accepted for a course will be notified as soon as possible about their enrolment. The course confirmation will include the following information:

- Course date, start and finish time
- Pre-learning requirements (Only applicable to Learners who chose the blended learning version of the course)
- Suitable attire
- What resources to bring to the course
- Alerting the Learner that they must make MEDILIFE aware of any circumstances (at the time of booking or if new reasons arise) that may affect the Learner's ability to successfully participate in the course. This may include:
 - Language, literacy and numeracy requirements
 - Physical limitations that might hinder a Learner from successfully completing an assessment task, e.g. unable to perform 2 minutes of CPR while kneeling on the floor due to a pre-existing injury or a pre-condition

MEDILIFE does not guarantee that there will be any employment outcome as a result of the Learner's training and/or assessment

Information supplied on the enrolment form will only be available to the State Department of Education & Training and the National Centre for Vocational Education and Research and the Program Sponsor if applicable.

This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.

Consumer Protection

Where there are any changes to the agreed services that may impact the Learner, MEDILIFE will advise the Learner as soon as practicable. This will include changes to the following:

- Ownership of the RTO
- The closure of the RTO
- Commencement, cessation or closure to existing or new third-party training arrangement

3. Fees and Refunds

MEDILIFE will provide you with information on the applicable fee for the relevant course. Learners are required to pay course fees prior to the commencement of the course.

All Learners will be issued with an invoice for fees paid. All fees paid in advance will be entered into MEDILIFE financial management system and marked under a section defined as fees paid in advance. These fees will be held during the course and be made available should a refund be required.

Should a Learner be eligible for a refund it will be paid in accordance to the terms set out in the refund policy and the terms and conditions of sale and attendance at courses.

Refund Policy

For detailed information on terms & conditions of sale and attendance at courses: ([Link for T&C](#))

MEDILIFE reserves the right to withdraw or withhold certifications or qualifications for training received when a refund is made.

Where a refund is made and it is established that the Learner/student complaint is fully justified MEDILIFE will not withdraw or withhold certification.

The following are also acceptable reasons for refunds:

- There has been an overpayment made – refund the excess amount paid only.
- Medilife will refund you any course fees paid in the event we cancel or discontinue a course.
- In the event that Medilife or the third party goes into administration any course fees paid for courses that fall on a date after this event will be the responsibility of the administrator.

Refunds can only be processed after receipt of a completed Refund Request to MEDILIFE.

4. Recognition of Other Qualifications

MEDILIFE will recognise all AQF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia as part of its recognition of prior learning process. MEDILIFE may contact the issuing RTO to confirm the authenticity of the qualification.

MEDILIFE will grant the appropriate credit transfer for units of competency awarded under recognition and readjust the Learners training program as appropriate.

5. Learner Records, Certificates and Qualifications

On the successful completion of the training program, MEDILIFE will issue a Statement of Attainment within 30 calendar days.

The Qualification will record the student's legal name; the code and full name of the qualification acquired and the date of completion. The "Nationally Recognised Training" logo on your Statement of Attainment indicates that the course qualification is recognised throughout Australia.

The full name of the person being issued with the Statement of Attainment must be used – that is, the name shown on their birth certificate, driver's licence or passport. MEDILIFE will verify the person's identity on enrolment and when issuing or reissuing any Statement of Attainment.

All Learner records are stored electronically for 30 years. A copy of the qualification issued is kept electronically for 30 years. Access to your records is available on written request.

There may be a cost involved in accessing your records once your course has been completed.

6. Flexible Learning

MEDILIFE is committed to providing its Learners where possible flexible learning processes. This means that MEDILIFE focuses on the learning rather than the teaching to provide the best possible outcome to/for the Learners. Through this the Learner will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- The scheduling of the learning sessions at a variety of time.
- The provision of flexible learning and assessments for those with special needs.
- Providing self-paced learning experiences such as home learning and e-learning.
- A variety of assessment methods and tools.

7. Assessments

The training you will be undertaking is competency based. The competencies and assessment for your course are clearly stated to you at the beginning of the course.

All MEDILIFE trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

Learners and the trainer/assessor must be present for all planned assessment tasks, to be executed during the scheduled days of training. After successful completion of the course you will receive a certificate or statement of attainment for the appropriate units for the course.

It is the trainer/assessor's responsibility to ensure all Learners receive the full scope of information, knowledge and tests required to complete their course successfully. The following types of assessment methods maybe utilized by MEDILIFE during the course:

- Presentation / demonstration
- Illustrative program examples
- Exercises, practical assessments
- Realistic in-depth, industry-validated scenarios
- Project assignments
- Questioning – written and oral

Medilife is responsible for compliance and/or assessments and for the issuance of AQF certification documentation.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and the trainer/assessor will be flexible in the assessment method used.

Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, sex, religion, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the trainer/assessor.
- Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:

- Use of special equipment.
- Practicable extension of timelines.

Assessment Feedback

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be “Not Yet Competent” your assessor will explain to you why, and what you need to do to gain competency.

Special Situations

If a Learner attends a course with a pre-existing injury or a pre-condition that makes performing CPR and other physical activities difficult to do and therefore be at risk of harm, further injury or aggravating the condition, the Trainer will advise the Learner not to participate in certain activities based on the risk factor to themselves and that they have two options:

1. To come back at a later date when their condition has improved and complete the assessments that they were unable to do; or
2. A Certificate of Attendance can be issued noting what aspects were successfully completed

Upon Learner acceptance of the situation, the Trainer will note the date, details and circumstances on the back of the Task Checklist. The Learner and Trainer are to sign the statement on the back of the Task Checklist.

A Learner refuses to listen to the direction given and insists that they participate in all practical activities as it is their choice to do so. In this situation the following will occur:

- The Trainer will clearly explain to the Learner that they are participating in the practical assessments against the advisement of Medilife and by doing so:
 - Are participating at their own risk and acknowledge that they had been advised not to do so
 - That Medilife will not be held responsible for any consequences resulting from participating in such activities
 - The trainer will note the date and details of the Learner continuing to do CPR, etc., against the advisement of Medilife and that they were doing so at their own risk on the back of the Task Checklist
 - Learner and Trainer to sign the statement on the back of the Task Checklist

Plagiarism

You should always submit evidence of competency that has been created by you and only you. Plagiarism is not accepted by MEDILIFE and where plagiarism is detected MEDILIFE will assess the evidences as Not Yet Competent and further will counsel you on the requirement to submit your own evidences. Continued plagiarism will warrant disciplinary action.

Assessment Appeals

Appeals and a reassessment process is a major part of the process involved leading to a Statement of Attainment.

MEDILIFE has an impartial appeal process available for all Learners. If a Learner wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.

If the Learner is not pleased with the results of the discussions and would like to proceed further, or if the Learner does not wish to approach the trainer/assessor then a formal request will need to be made in writing, outlining the reason(s) for the appeal.

You will need to ensure you have reasonable grounds for the appeal, for example:

- Unclear or inaccurate instructions by the assessor.
- You feel the assessor showed bias or treated you unfairly or inequitably.
- You were ill during the period of assessment and this can be substantiated.

This is to be forwarded onto the Training Coordinator who will take responsibility for implementing the formal Appeals Process and who will record the appeal into the appeals register and notify the Learner in writing of receipt of the appeal.

MEDILIFE acceptance of re-assessment appeals is five days after the Learner has been issued with the results of their initial assessment. Every effort is made to settle the appeal to both the Learner's and MEDILIFE satisfaction.

If the appeal is proven and a reassessment is required, MEDILIFE will organise with the Learner a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the Training Manager who will supply this information to the Learner in writing. The results of the reassessment will be final.

Throughout the entire appeal process the Learner can request that their appeal is heard by an independent person. The Learner has an opportunity at any stage to formally present their case.

The Learner will be provided with a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome of the appeal not be acceptable to the Learner, they will be informed, in writing.

8. Recognition (RPL/RCC)

Recognition of Prior Learning or Recognition of Current Competency is an acknowledgement of your current skills and knowledge that you have obtained through formal training, work experience and life experience. RPL is not an examination; it is an opportunity for you to demonstrate your competency.

If you consider you are already competent in specific units of competency from your chosen course you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course.
- You are able to supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience.
- Submission of authenticated documents or samples of work demonstrating relevance and currency.
- Participation in an interview to ascertain current skills and knowledge.

To apply for RPL you will be required to complete the Application for Credit Transfer Form. This form is available from the RTO.

Cost of Recognition

- The initial consultation with the training manager is free.
- An administration fee will be charged for assessing your portfolio.
- The administration fee will vary according to the qualification being sought through RPL.
- The administration fee shall not exceed the full course cost.

If you make a claim for RPL a number of things could happen:

- You may not be granted any exemptions.
- You may be granted exemptions for some Units of Competency.
- You may be granted exemptions for all Units of Competency.

9. Complaints and Appeals

A complaint or appeal relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a Learner.

MEDILIFE will strive to establish a consistent atmosphere of trust and openness with Learners so that any type of complaint is dealt with in a timely, constructive and effective manner.

All complaints are considered serious and are dealt with inside forty-eight working hours of receiving the said complaint.

All Learners making any form of complaint or appeal have the right to have an independent person or panel to act on their behalf or hear their complaint at any time or even to support them whilst the complaint or appeal is being resolved.

All Learners have the right to formally present their complaint or appeal.

All complaints or appeals will be recorded in writing onto the Complaint Reporting and Action Form. All complaints or appeals outcomes will be communicated back in writing explaining the reason for the decision and outcome.

The steps in the complaints and appeals process are:

(a) Local Level Resolution

Any Learner with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the Learner, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

(b) Resolution by Trainer/Assessor

Should the matter remain unresolved following (a) or should (a) be considered inappropriate, the Learner is encouraged to contact their trainer/assessor, who will help to sort out a solution. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

(c) Resolution by the General Manager

Should the matter remain unresolved following (b), or should (b) be considered inappropriate, the Learner is encouraged to contact the General Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

If the trainer/assessor cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the General Manager about your concerns.

The General Manager will ask you to put your concerns in writing (using a Complaints Reporting and Action Form – can be downloaded from MEDILIFE'S website), will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

(d) Resolution by Arbitration

Should the matter remain unresolved following (c), the General Manager will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution. If required, you may suggest and select an independent arbiter.

For further details, refer to Medilife's Complaints and Appeals policy

10. Client Support, Welfare and Guidance Services Advice

MEDILIFE will endeavour to assist you with matters of concern. MEDILIFE is committed to providing all its Learners lifelong learning that will enhance their existing skill set. To this end MEDILIFE will provide the following support services:

- Guidance with literacy and numeracy including basic skills, report writing and note-taking.
- Referral to relevant agencies which offer vocational counselling and advice.
- Advice on possible services of Government support, e.g. Austudy, JET subsidy for single supporting parents, Centrelink.
- Making arrangements for additional one-to-one tuition and/or advice where possible between Learner and trainer/assessor.

The following contacts are provided for support of Learners:

Australian Tax Office	13 28 61
Creditline	02 9951 5544
Moneycare Counselling Service	02 9299 6744
Welfare Rights Centre	02 9211 5300
Ethnic Communities Council	02 9319 0288
NSW Government Info Service	02 9743 7200
Legal Aid Help Line	1800 806 913
Women's Legal Resource	02 9749 5533
Interpreting Services	13 14 50

If you would like more information about any additional support services please contact the MEDILIFE office. Learners are always encouraged where there is the need to seek the advice of their employer.

Language, Literacy and Numeracy

MEDILIFE will carry out an initial assessment of a Learner's language, literacy and numeracy (LLN) skills by means of the completion of their enrolment form. This will provide MEDILIFE an understanding of a Learner's possible LLN needs.

This is for the benefit of both parties. MEDILIFE will also ask Learners to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the Learner, this being:

- Discussions between the Learner and their trainer/assessor about the Learner's particular needs
- Restructuring training delivery and assessment methods to suit these needs
- On-going support provided and progress monitored by their trainer/assessor, to ensure successful learning outcomes

If the Learner requires further additional or specialist assistance, MEDILIFE will refer them to a specialised LLN service provider such as Adult Multicultural Education Service.

All LLN issues are treated with understanding, discretion and confidentiality.

11. Legislation

Privacy – Student Personal Information

As a Registered Training Organisation (RTO), Medilife Pty Ltd is regulated by the Australian Skills Quality Authority (ASQA), and is required to collect, hold, use and disclose a wide range of personal and sensitive information on clients and their staff enrolled as students in nationally recognised training courses.

The information requirement is outlined in the [National Vocational Education and Training Regulator Act 2011 \(Cth\)](#) and associated legislative requirements such as:

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Data Provision Requirements 2012](#)
- [AVETMISS standards](#)
- [Student Identifiers Act 2014 \(Cth\)](#),
- [Student Identifiers Regulations](#)
- [National Vet Data Policy](#)

MEDILIFE'S privacy policy can be downloaded from our website located at: ([Privacy link](#))

Adherence to Legislative & Regulatory Requirements

Medilife adheres to the Commonwealth and State laws including legislation and guidelines that may apply to an RTO's operations but may vary from circumstance to circumstance and may include but not be limited to:

- Workplace Health & Safety Legislation and Regulations
- Consumer Protection
- VET Legislation and Regulations
- Human Rights

For detailed information on the legislation and guidelines that MEDILIFE adheres to, go to the [Learner Download Link](#) and refer to the Policies, Terms and Conditions under Learner Downloads.

12. Learner Conduct in Courses

Attendance

You are required to attend this course every day - promptly. You are also required to be on time for all classes and return from lunch and be ready to start as expected.

Should you be absent for illness you will need to present a doctor's certificate the day you return. Prior consent for special absence due to extenuating circumstances may be granted. You should notify MEDILIFE immediately in this case.

Presentation

You are entering a professional area. As such you are required to present yourself in a suitable manner at all times. E.g. thongs, singlets and short shorts are not considered as appropriate attire. A well-groomed appearance, neatly presented clothing appropriate to the workplace is expected.

Behaviour

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work. You will aim to be considerate of your trainers and other persons with whom you come in contact with and will make an effort to foster co-operative and supportive relationships with your colleagues.

Mobile Phones

Please switch off your mobile phone while at a MEDILIFE training venue. If you need to have your phone active, please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode.

Cleanliness

You are required to clear up after yourself and wash up your own cups, etc. It is expected that you will ensure your class areas are left clean and tidy and any rubbish is placed into the bins provided.

Smoking

MEDILIFE is a smoke free learning environment. As such you are not permitted to smoke inside the buildings. You are permitted to smoke outside the building in an allocated smoking area.

Disciplinary Process

Disciplinary requirements occur when the behaviour of a Learner is deemed as unsatisfactory by an individual or group within the environment set by the MEDILIFE. If the behaviour is considered to be of a standard below the guidelines of this handbook and/or the instructions given by the MEDILIFE Management / Trainer / Assessor, then that behaviour is considered as unsatisfactory behaviour.

During the process whenever counselling occurs the counselling is to include:

- An identification of what the problem behaviour is.
- How the behaviour does not meet the guidelines as specified?
- What is expected in the way of correct behaviour?

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of Learners (as expected from the guidelines in this handbook) the Learner will be firstly counselled by the Trainer for that program.
2. If the unsatisfactory behaviour is continued, then the Learner will be counselled by the MEDILIFE CEO (or a designated supervisory person). At this stage MEDILIFE may deem it necessary to contact the funding sponsor for the program.
3. If the unsatisfactory behaviour continues, then the Learner will be considered for removal from the program. At this stage MEDILIFE may deem it necessary to contact the funding sponsor for the program.

13. Emergencies

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display. If there is a fire on the premises you must follow the procedures below:

SIGNAL: Tell the staff there is a fire.

The staff will call 000 (Triple Zero) if it is safe to do so and provide details:

- Name and address.
- Location of fire.
- What is burning!
- Staff person's name.

Evacuation Procedures

UPON THE DIRECTION OF THE STAFF:

- Ensure no-one enters the fire area.
- Evacuate all walking people first, wheel-chaired people, then staff.
- Check all toilets, rooms, if it is safe to do so.
- Everyone meet at a location designated on the wall chart displayed.
- Take a roll call.
- Meet the fire brigade when they arrive on site.

You are required to follow any instructions given to you by the staff in the case of emergency.