



**Australian  
Construction  
Training  
Services** Pty Ltd  
Pathway to Excellence<sup>®</sup>

**National Provider No 32201**

# **Client Information Handbook**

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## Introduction to ACTS

### Introduction

ACTS Pty Ltd is a Registered Training Organisation (RTO) and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia and overseas. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

### Points of Contact:

<b>Training Manager – Bruce Steentjes</b>	<b>07 5564 7023</b>
<b>Administration manager – Nicole Miller</b>	<b>07 5564 7023</b>
<b>Accounts – Leigh Garrahy</b>	<b>07 5564 7023</b>

### ACTS Qualifications

ACTS Pty Ltd offers the following accredited and nationally recognised qualifications:

#### AQF Qualifications

- CPC10108 Certificate I in Construction
- CPC20108 Certificate II in Construction
- CPC20808 Certificate II in Metal Roofing and Cladding
- CPC30108 Certificate III in Bricklaying/Blocklaying
- CPC30208 Certificate III in Carpentry
- CPC30308 Certificate III in Concreting
- CPC30608 Certificate III in Painting and Decorating
- CPC30808 Certificate III in Roof Tiling
- CPC31008 Certificate III in Solid Plastering
- CPC31108 Certificate III in Steelfixing
- CPC31208 Certificate III in Wall and Ceiling Lining
- CPC31308 Certificate III in Wall and Floor Tiling
- CPC31408 Certificate III in Construction Waterproofing
- CPC31508 Certificate III in Formwork/Falsework
- CPC31608 Certificate III in Paving
- CPC31708 Certificate III in Low Rise Structural Framing
- CPC31808 Certificate III in Shopfitting
- CPC31908 Certificate III in Joinery
- CPC32008 Certificate III in Carpentry and Joinery
- CPC32308 Certificate III in Stonemasonry (Monumental/Installation)
- CPC32608 Certificate III in Roof Plumbing
- CPC40108 Certificate IV in Building and Construction (Building)
- CPC40208 Certificate IV in Building and Construction (Contract Administration)

### **AQF Qualifications cont.**

- CPC40308 Certificate IV in Building and Construction (Estimating)
- CPC40508 Certificate IV in Building and Construction (Site Management)
- CPC40608 Certificate IV in Building and Construction (Specialist Trades)
- CPC40708 Certificate IV in Building and Construction (Trade Contracting)
- LMF30402 Certificate III in Furniture Making (Cabinet Making)
- LMF30602 Certificate III in Glass and Glazing
- LMF31208 Certificate III in Flooring Technology
- LMF32109 Certificate III in Cabinet Making
- TAA40104 Certificate IV in Training and Assessment

### **AQF Accredited Courses**

- 21854VIC Course in Home Sustainability Assessment
- 22002VIC Course in Sustainable Painting Practices

## Application processes and selection criteria

Selection for enrolment in courses will be approved for applicants who meet the qualification selection criteria, which is explained through an initial interview with an ACTS representative.

In line with Government policy, clients with intellectual and physical disabilities are encouraged to participate in training.

## Fees and costs involved in undertaking training

The cost of Training and Assessment is dependent on the course and location of the applicant. Should any up-skilling training be required, the ACTS Assessor will discuss this directly with the client.

Applicants that have their work history located outside of Australia will be quoted the cost for verifying this history prior to the Assessment.

***Applicants should note that payment of fees is for the cost of the assessment process and is no guarantee of receiving a qualification.***

### Fee Payment

Payment can be made via cash, cheque, money order, credit card, Eftpos or direct deposit.

### Bank Account details:

For Apprentice and Trainee Programs

**Account Name:** ACTS Pty Ltd  
**Bank:** National Australia Bank  
**BSB:** 082 691  
**Account No:** 85 8063176

For Skills Assessment Programs

**Account Name:** ACTS Pty Ltd  
**Bank:** National Australia Bank  
**BSB:** 082 691  
**Account No:** 79 6035320

## Fee refund policy

Refunds are willingly made in accordance with the policy below. Refund applications must be made in writing to the ACTS Training Manager when any of the conditions below apply. Refunds will be returned to the source of payment. Refunds will be accompanied by a statement explaining how the refund was calculated.

Enrolment Fee	Not refundable after initial interview
RPL Application Fee	Fully Refundable.* Not refundable once Client Evidence Pack has been received by ACTS.
Workplace Assessment Fee	Fully Refundable.* Not refundable after assessment process has commenced.
Course Fee	Fully Refundable.* Not refundable after course start.
<b>*Unless ACTS incurs specific costs in regards to airfares and/or administration incidentals.</b>	

**Please note: ACTS may provide a refund based on exceptional circumstances. Please contact direct for more details**

## Qualifications to be issued

Clients completing all assessment requirements for a qualification will be awarded an Australian Qualification Framework (AQF) Certificate. Clients completing assessment requirements for part of a qualification will be awarded an AQF Statement of Attainment indicating which modules or units of competency they have completed.

## Competencies to be achieved during training

Units of Competencies to be achieved during training for an AQF qualification are detailed in your Client Pack.

There are special requirements for AQF Roof Plumbing Qualifications. Clients undertaking these qualifications are required to show evidence of having attained a current or have a relevant First Aid Certificate prior to the course commencement or the completion of the course.

Where a client does not possess a relevant First Aid Certificate at enrolment, the client must arrange to attain the Certificate through a third-party provider (at their discretion)\*. This is a condition for client enrolment. See attached list of providers.

***\*Cost of attaining the First Aid Certificate is borne by the client and is not included in the course fee.***

## External first aid provider

ACTS's preferred supplier is:

<b>Company:</b>	<b>KDC 1<sup>st</sup> Aid Training</b>
<b>Contact:</b>	Kelvin Cutler
<b>Location:</b>	Applicant can decide – either workplace or home
<b>Phone:</b>	(07) 5524 4860 0405 522 795
<b>Comments:</b>	4 hours – one on one training provided

See attached list of further providers.

## Assessment procedures

In general terms assessment during training will involve:

- Verbal responses to questions.
- Observation of performance in the workplace.
- Portfolio of evidence.
- Written response to questions, assignments and case studies.
- Clients will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.
- Clients will be given an opportunity for re-assessment for any competencies not achieved attempt.
- Workplace reports, including where required, Training Record Books or Log Books.
- All evidence is to be returned to ACTS within 30 days.

## Assessors

All of the Assessors for ACTS are skilled in the relevant industry area and hold the current qualification.

In addition they have acknowledged competency in assessment itself and hold the appropriate Workplace Assessor qualification.

Indemnity and the relevant public insurance liabilities are covered.

## Language, literacy and numeracy

Language, literacy and numeracy requirements are based on the National Reporting System established by the Federal Government.

In order to comply with Australian Qualification Training Framework (AQTF) standards an applicant must be able to demonstrate a medium level of Language, Literacy and Numeracy. This can be achieved by providing 70 points of qualification evidence.

Points	Qualification Evidence Supplied	Supplied	Evidence Sighted
60	The LLN assessment tool (next page) <b>must</b> be completed in front of authorised ACTS personnel		
20	International English Language Testing System score Minimum OBS 5.0 (conditions apply)		
10	Current driver's licence (Australian English-speaking only)		
10	Prior qualification (English speaking language only)		
05	First-aid certificate (English speaking language only)		
05	Safety card (English speaking language only)		
05	Induction card (English speaking language only)		
05	Prescribed occupation licence (English speaking Language only)		

More details about language, literacy and numeracy requirements will be provided to the client, prior to enrolment. Language, Literacy & Numeracy is a mandatory assessment requirement upon enrolment.

## Code of behaviour

Clients are required to follow the Code of Behaviour at all times. Failure to follow the Code of Behaviour may involve the imposing of sanctions including the enrolment being suspended or cancelled.

The Code of Behaviour requires the following rights to be respected and adhered to by all clients and staff:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work in a safe, clean, orderly and cooperative environment.
- The right to have personal property (including computer files and client work) and IBE property protected from damage or other misuse.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure).
- The right to work and learn in a supportive environment without interference from others.



- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously at all times.

For non-compliance with the Code of Behaviour, the following three-step procedure for discipline will be followed:

- An authorised member of ACTS's staff will contact the client in the first instance to discuss the issue, or behaviour and determine how the issue might be rectified.
- This meeting and its outcomes will be documented, signed by all parties and included on the client's personal file (Step 1).
- Where the issue or behaviour continues, the client will be invited for a personal interview with the ACTS Training Manager to discuss the issue further. The meeting and its outcomes will be documented, signed by all parties and included on the client's personal file (Step 2).
- Should the issue or behaviour continue, the client will be provided with a final warning, in writing, and a time frame in which to rectification is required. A copy of this letter will be included on the client's personal file (Step 3).
- After the three steps in the discipline procedure have been followed, should the issue or behaviour continue, training services will be withdrawn and the client will be notified in writing that their enrolment is terminated.
- At any stage of this procedure, the client is able to access the Complaints Procedure to settle any disputes that may arise.

## Dispute resolution

ACTS has a dispute resolution procedure to provide clients with a fair and equitable process for resolving any disputes or complaints.

- Clients who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this complaints procedure.
- All prospective clients will be provided with a copy of the Complaints and Appeals Procedure document before making a contract to enrol and again at course commencement.
- All disputes will be handled professionally and confidentially in order to achieve a satisfactory resolution and a written outcome will be provided to the client.
- All parties will have a clear understanding of the steps involved in the complaints and appeals procedure.
- Clients will be provided with details of external authorities they may approach, if required.
- At any stage in the complaint or appeals process clients are entitled to have their own nominee included in the resolution process.
- All complaints or appeals will be managed fairly and equitably and as efficiently as possible
- The training provider will attempt to resolve any complaints fairly and equitably within five (5) working days.
- Clients are encouraged to raise any matters of concern relating to training delivery and assessment, the quality of the training, client amenities, discrimination, sexual harassment and other issues that may arise.
- The training provider will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint can not be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

- The State Government Registering Authority (DETA) has the power under legislation to suspend or cancel the registration of a registered training provider. Clients may make a complaint to the State Education Ombudsman by contacting officers of the DETA.
- Nothing in this procedure inhibits the client's rights to pursue other legal remedies. Clients are entitled to resolve any dispute by exercising their rights to other legal processes. Clients who want to take this course of action are advised to:
  - Contact a solicitor
  - Contact the Law Society of Queensland, for a referral to a solicitor

## Method for appeals and complaints

Clients are encouraged to formally register their complaints and appeals by completing the "Client Complaint Notification form" and submitting it to the ACTS Training Manager.

If a client wishes to appeal, the appeal is lodged with the assessment manager within 20 days of the candidate being notified of the assessment decision

Any client with a complaint may raise the matter with the other party concerned. Should the complaint remain unresolved following the local level resolution then the client should contact the ACTS Training Manager and arrange a meeting. At this meeting, the complaint may be raised and a resolution sought. The complaint must be recorded in writing, signed and dated by the complainant and the ACTS Training Manager.

The outcome of the complaint and the reason for the decision must be recorded in writing, signed and dated by the complainant and the ACTS Training Manager.

The essential nature of an appeal is that it is a request by a Client to reconsider a decision made by ACTS. When the Client appeals a decision made by ACTS, the Training Manager must appoint an independent external arbiter to conduct the appeal and propose a resolution. The independent external arbiter must be acceptable to both parties. The Client is also entitled to nominate a person of their choice to be a second person to conduct the appeal and propose a resolution (at no cost to ACTS Pty Ltd).

For substantiated appeals all outcomes must be adhered to by the outcome arbitrator. Where a decision is made by ACTS internal arbitration, then a letter stating the outcome regarding the decision must be documented and supplied to the complainant within five (5) days of the decision. Where a refund or result forms part of the decision, then this must be enacted within five (5) days of the result being known.

## Relevant legislation

A range of legislation is applicable to all staff and clients. Information on relevant Legislation can be found at the following links:

[Skilling Australia's Workforce Act 2005](#)

[Vocational Education, Training and Employment Act 2000](#)

[Training Reform Act 2003](#)

[Mutual Recognition Act 1992](#)

[Workplace Health & Safety Act 1995](#)

[Anti Discrimination Act 1991](#)

[Human Rights and Equal Opportunities Act 1986](#)

[Sex Discrimination Act 1984](#)

[Privacy Act 1988](#)

[Racial Discrimination Act 1975](#)

[Disability Discrimination Act 1992](#)

[Age Discrimination Act 2004](#)

[Workplace Relations Act 1996](#)

[Queensland Industrial Relations Act 1999](#) or equivalent

For more information on relevant information, go to [www.google.com.au](http://www.google.com.au) and search for the relevant State or Federal Government website.

Additionally, Trades Recognition Australia provides detailed information on qualifications and standards.

It is the responsibility of all staff to ensure the requirements of relevant Legislation are met at all times. Contact the ACTS Training Manager, if you require further information.

## Equity

ACTS's Code of Practice includes an equity and diversity policy. It is the responsibility of all staff and clients to ensure the requirements of the equity and diversity policy are met at all times. Clients with disabilities are encouraged to apply for programs and every endeavour will be made to make reasonable adjustments to the program delivery and assessment to meet any special needs.

## Equity and diversity policy

ACTS is an EEO Employer who is committed to the following outcomes:

- a diverse and skilled workforce
- improved employment access and participation for EEO groups
- a culture displaying fair workplace practices and behaviours

An equal opportunity workplace is one where:

- All people are treated with dignity and respect
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities
- All selection is based on merit, i.e. the best person for the job
- Diversity is valued.

Equal opportunity is not:

- Preferential treatment for one group over another
- Just 'tolerating' people
- Treating everyone the same

## Harassment, bullying and discrimination policy

ACTS has a **No Tolerance** policy for harassment, bullying or discrimination of any form. This is unacceptable behaviour and will result in disciplinary action being taken, including dismissal.

We are committed to establishing and maintaining an environment which is free from harassment, bullying and discrimination. All staff and clients have a responsibility to treat all matters with sensitivity and to act promptly and appropriately in all situations.

Examples of harassment and bullying can include:

- abusing a person loudly, usually when others are present
- repeated threats of dismissal or other severe punishment for no reason
- constant ridicule and being put down
- leaving offensive messages on email or the telephone
- sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways
- maliciously excluding and isolating a person from workplace activities
- persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers
- spreading gossip or false, malicious rumours about a person with an intent to cause the person harm

While it is not possible to document all instances in which discrimination and harassment in the work and study area may occur, listed below are examples of situations to be avoided.

- The display or transmission of inappropriate or offensive pictures, cartoons, posters, jokes, graffiti or written materials (for example emails or SMS messages). Inappropriate material is often of a sexist or racist nature
- Phone calls, letters or messages on electronic mail or computer networks which are threatening, intimidating, abusive or offensive
- Refusing to provide appropriate alternative study arrangements for a student with a disability

Discrimination occurs when a person is treated less favourably than another person because of certain attributes (direct discrimination), or when a requirement that is the same for everyone has an unfair effect on some people because of an attribute, such as race, pregnancy, gender, disability (indirect discrimination).

Any complaint of victimisation will be treated in the same manner as a complaint of discrimination or harassment

The grounds under which discrimination is unlawful are stated in the [Queensland Anti-Discrimination Act 1991](#).

Please download the brochure for important information about the ***Prevention of Workplace Harassment Code of Practice 2004***.

[http://www.deir.qld.gov.au/workplace/resources/pdfs/harassment\\_code2004.pdf](http://www.deir.qld.gov.au/workplace/resources/pdfs/harassment_code2004.pdf)

## Privacy

Personal information is collected solely for the purpose of operating as an RTO under the Australian Quality Training Framework administered by the Queensland Government who are the Registering Authority. The requirements of the Registering Authority may require the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies. It is a requirement of the Australian Qualifications Framework that clients can access personal information held by the college and may request corrections to information that is incorrect or out of date. Please apply to the ACTS Training Manager if you need to view your own records.

## OH&S and general information

### General health and safety obligations

To understand your obligations and safety requirements you must be familiar with the:

- Workplace Health and Safety Act 1995 which imposes obligations on people at workplaces to ensure workplace health and safety
- The Workplace Health and Safety Regulation 2008 describes what must be done to prevent or control certain hazards which cause injury, illness or death
- Codes of practice, which are designed to give practical advice about ways to manage exposure to risks common to industry.

### **What you must do**

It is a requirement of the *Workplace Health and Safety Act 1995* that risks must be assessed and control measures implemented and reviewed to prevent or minimise exposure to the risks.

If the regulation describes how to prevent or minimise a risk at your workplace you **must** do what the regulation says. If there is a [code of practice](#) that describes how to prevent or minimise a risk

at your workplace you **must** do what the code says or adopt and follow another way that gives the same level of protection against the risk.

If there is no regulation or code of practice about a risk at your workplace you **must** choose an appropriate way to manage exposure to the risk. People must, where there is no regulation or code of practice about a risk, take reasonable precautions and exercise proper diligence against the risk.

See the [Risk Management Code of Practice 2007](#) for further information. Last updated 07 September, 2009.

Further Information regarding *Risk Management Code of Practice 2007*:

[http://www.deir.qld.gov.au/workplace/resources/pdfs/riskman\\_code2007.pdf](http://www.deir.qld.gov.au/workplace/resources/pdfs/riskman_code2007.pdf)

### **Smoking**

ACTS is committed to the health and well-being of all personnel. Smoking is not permitted during attendance at work except in the regular rostered breaks from work. Personnel who do smoke are to do so only in nominated smoking areas. There is no smoking at any time in any workplace area or within a ten (10) metre distance of a doorway or opening window.

### **Dress Code**

Dress codes are used in workplaces to make sure everyone is safe and dressed appropriately.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear when attending. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests are not appropriate for a professional appearance at training.

Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business, even in a business casual setting.

Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished.

### **Shoes and Footwear**

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Flashy athletic shoes, thongs, slippers, and any shoe with an open toe are not acceptable.

Closed toe and closed heel shoes are required to be worn in the training and assessment area at all times.

### **Jewellery, Makeup, Perfume, and Cologne**

Remember, that some employees are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint. Jewellery and makeup should be in good taste.

### **Hair, Hats and Head Covering**

Hair is to be neat and tidy at all times. Hats/hair covering are worn, where appropriate, in the training and assessment area at all times.

Head Covers that are required for religious purposes or to honour cultural tradition are allowed.

### **Substance Abuse**

Smoking is not permitted in work areas. A space designated for smokers will be allocated and smoking is strictly permitted in these areas only.

Alcohol is not to be consumed on the premises.

Any drugs, other than specifically required for medication is not to be consumed on the premises. Aspirin and Paracetamol will not be made available to any staff or client in accordance with the self administered drugs legislation.

### **First Aid**

ACTS does maintain a First Aid Station to ensure the safety and welfare of its employees and attending clients.

## **IT (Internet) policy**

All users are required to utilise ACTS computing facilities in an effective, efficient, ethical and lawful manner.

Users must comply with all applicable local, state, and federal laws and regulations

- The email and internet system is a business tool to be used primarily for business purposes and not for pleasure
- Users must be truthful and accurate in personal and computer identification

Certain activities from workstations connected to the network are routinely logged and monitored. These activities include:

- use of passwords and accounts accessed
- time and duration of network activity
- access to Web pages
- access to network software
- volume of data storage and transfers

ACTS-owned computers and equipment may be examined to detect illegal software and or files.

ACTS computing facilities may not be used to create, access, display, store or transfer material which would be objectionable by reasonable community standards or contravenes any applicable local or overseas laws.



The ACTS email system must not be used to transmit messages which contain, or may be considered to contain obscene, profane, indecent, violent, threatening, discriminatory or defamatory material.

The ACTS computing facilities may not be used in any way that will, or may be likely to, harass, abuse, defame, discriminate, or otherwise offend another person.

The ACTS email system must not be used to threaten or harass someone. The viewing or transmitting of pornographic material from the internet is expressly forbidden.

The use of abusive or offensive language is prohibited.

## **Surveys**

ACTS Pty Ltd welcomes feedback as part of the quality improvement system. It is a mandatory requirement that all clients complete a Learner Survey.

Where possible, an Employer Survey will be sent to the relevant person that you report to, for completing and returning to ACTS.



## Client declaration

The Client application form includes the following declaration which you have agreed to by signing and dating at time of enrolment.

I acknowledge that I have received the relevant information on and understand the following:

- If this enrolment pack, including the written assessment and evidence material required for assessment, are not completed and returned to ACTS within twenty-one (21) days from the date shown below, the application fee may be forfeited for incurred administration costs. A new enrolment fee may be charged to proceed with the assessment.
- The assessment process will include workplace visits, interviews, reference checks, and may include written response assessments, practical tasks, and/or simulated demonstrations.
- The payment and/or funding arrangements for the assessment/qualification process and that the final assessment will not be completed until all payments have been deposited and cleared.

I declare the following:

- I agree to be bound by ACTS policies and procedures, that are subject to alteration from time-to-time, and otherwise to follow acceptable codes of behaviour, attendance, and assessment performance and show respect and a concern for all other clients and staff.
- I understand that being assessed as 'Competent' in any Unit of Competency is only made at the time of the assessment. It is my responsibility to continue to work in and undertake ongoing professional development to maintain currency and competency within the workplace/industry.
- I have been informed of and that I have access to the Client Information Handbook, located on the tradetrain.com.au website, detailing all ACTS Policy and Procedures.
- I agree to abide by all ACTS services policies and procedures.
- I have not been given any migration advice from any ACTS management or staff member.

***This will be covered during your enrolment process.***

## External first aid course providers

**Company:** **Australian Red Cross**  
**Location:** Southport  
**Phone:** 1300 365 675  
**Comments:** Refresher courses available. 1 day.

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**Company:** **St John's Ambulance**  
**Location:** Various locations  
**Phone:** 1300 360 455  
**Comments:** Refresher courses available. 2 days, 9.00am to 5.00pm

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**Company:** **Sue McDonald**  
**Location:** Parkwood Community Centre, Napper Rd, Parkwood  
**Phone:** 5594 6841  
**Comments:** 1 day, 7.30am to 3.30pm

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**Company:** **Steve Sharp**  
**Location:** Burleigh Heads  
**Phone:** 0418 757 896  
**Comments:** 1 day, 8.15am to 5.00pm

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**Company:** **Lifetime Int. Training College**  
**Location:** Coolangatta  
**Phone:** 5599 4226  
**Comments:** 8 hours – Saturday's only

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**Company:** **Australian Lifesaving Academy, Qld**  
**Location:** Workplace or training venue  
**Phone:** 1300 766 257  
**Comments:** 16 hours - Saturday's only