

NQS4 Staffing Arrangements Procedure First Aid Training

Introduction

This procedure outlines the qualifications required by C&K to enable employees to respond effectively in case of emergencies requiring a first aid response, safeguarding the health and safety of children, employees, and visitors.

The term '**first aid qualifications**' is used collectively throughout this procedure to describe:

- First Aid (including CPR);
- Anaphylaxis management; and
- Emergency asthma management training.

First aid training is critical to maintaining a safe environment and enables employees to act confidently and swiftly in urgent situations.

First aid qualifications are a role requirement for all permanent employees working with children.

Legal Obligation

[National Regulation 136](#) requires that C&K must ensure that at least one staff member or one nominated supervisor are in attendance at a centre and are immediately available in an emergency at all times that children are being educated and cared for by the service, hold a current, approved:

- first aid qualification
- anaphylaxis management training
- emergency asthma management training

Acceptable First Aid Qualifications

First aid qualifications undertaken by C&K employees must be listed as current and approved on [ACECQA's NQF approved qualifications list](#).

Important - if you complete a course that is **not listed** on the [ACECQA approved list](#) it will not be accepted or funded by C&K, and you will be required to attend an approved course.

Who Must Hold First Aid Qualifications

Employees who work directly with children

Permanent employees

As a condition of employment, it is a requirement for permanent C&K employees who work directly with children to hold current, nationally accredited, ACECQA-approved first aid qualifications.

New employees are advised of this requirement in the relevant position description, at interview, and within their employment contract.

New employees with current first aid qualifications must provide a copy of their current qualifications to recruitment@candk.asn.au, prior to the commencement of their first shift.

New permanent employees without current first aid qualifications must obtain approved first aid qualifications within 30 business days of their employment start date. It is the responsibility of the

employee and their direct line manager to ensure this occurs.

Cooks and Clerical permanent employees who also work with children, e.g. as a float or assistant, and Bus Drivers are required to hold current First Aid qualifications.

First aid qualifications must be renewed **before they expire**, and evidence of current qualifications provided to the Learning Experience Team (ld@candk.asn.au)

Casual (including Relief) employees

C&K strongly encourages all casual employees to hold current first aid qualifications and to email a copy of their first aid qualification certificates to C&K (ld@candk.asn.au).

Preference for shifts will be given to casual employees who hold current first aid qualifications.

Employees who do not work with children

Employees who do not work with children are not required to hold current first aid qualifications unless volunteering as a C&K First Aid officer.

Providing First Aid Certificates to C&K

C&K's Preferred First Aid Training Provider

Employees who complete first aid training through C&K's preferred provider do not need to provide a copy of their certificate to C&K, as the preferred provider automatically provide these to the Learning Experience Team.

Alternative First Aid Provider

Employees who complete first aid qualifications through an alternative provider (i.e. not C&K's preferred training provider), must provide a copy of their first aid certificates to the Learning Experience Team (ld@candk.asn.au) within 7 days of course completion.

Expiring Qualifications

It is your responsibility as a C&K employee to be aware of your first aid qualification expiry dates and take all required actions to maintain their currency, as it a requirement of your role.

Permanent employees

C&K employees who do not hold current qualifications (or new employees that have not obtained their qualifications within the 30 business days) are not compliant with this procedure and their role requirements and may be subject to disciplinary action.

Casual (including Relief) employees

Shifts will be given to casual employees who hold current first aid qualifications in the first instance and will only be offered to others where C&K can meet its regulatory requirement for first aid qualifications.

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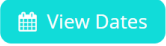


Booking Preferred Training Provider

[Synergy Education](#) is C&K's preferred training provider. They deliver the following courses to meet our legal obligations:

- **HLTAID0012** – Provide First Aid in an education and care setting; and
- **HLTAID009** – Provide cardiopulmonary Resuscitation.

We encourage you to first look for and book into a scheduled course with C&K's preferred provider.

How to book a course with Synergy

1.	Open the C&K Intranet
2.	Click here (this opens the First Aid & CPR Certification page on the intranet)
3.	Scroll and click 
4.	Under 'Queensland' click 
5.	Click  for the course you wish to attend
6.	Identify a suitable course, that occurs before your current qualification expires, and click 
7.	Enter the required course enrolment information and click 
8.	Attend the course
9.	When you complete a Synergy Education course you will be issued with a certificate. The first aid qualification records that C&K holds for you will be updated automatically.

Booking Alternate Training Provider

If no Synergy Education course is available in your area before your first aid qualifications expire, you can attend training with another provider, with prior approval from the Learning Experience Team.

How to organise training with an alternate provider

1.	Identify the course you wish to attend. Ensure the course is: <ul style="list-style-type: none"> • provided by a Registered Training Organisation (RTO) listed on the National Register (of Vocational Education and Training – VET); and • listed as current and approved course on ACECQA's NQF approved qualifications list.
2.	Complete the Alternate First Aid Provider Request Form and email it to the Learning Experience Team at ld@candk.asn.au
3.	The Learning Experience Team will review your request and inform you if it is approved or if further action is needed. Decisions will be based on the urgency of first aid certification expiry and in consultation with the centre ECEM.
Once your application is approved:	
4.	Enrol in the alternate course. The preferred payment method is by C&K Corporate Credit Card. If you don't have a C&K credit card, please organise for your Centre Director or Manager to make the payment on their C&K credit card. If absolutely necessary, you can request an invoice from the training provider and process the invoice for payment via C&K's Accounts Payable process. We strongly discourage permanent employees paying for the course and requesting reimbursement.
5.	When you complete the course, the training provider will issue you a certificate. You must email a copy of this certificate to ld@candk.asn.au within 7 days of completing the course.

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Course Funding

Permanent employees (who work directly with children and C&K First Aid Officers)

To support permanent employees maintaining this certification, C&K funds the course cost provided by C&K's preferred training provider:

- First Aid (including Anaphylaxis and Asthma management): once every three (3) years; and
- CPR: once every year.

Affiliate and Casual (including Relief) employees

Affiliate and casual employees are responsible for funding their own course costs. They can access courses offered by C&K's preferred training provider at a competitive rate and will be invoiced directly by the training provider. Please note our preferred training provider requires payment within seven days to secure a place.

Specialised Health Procedure Volunteers

Employees who volunteer to undertake specialised health procedures to support a child, **must** hold current first aid qualifications. Additional training may be required to support children requiring specialised health procedures, please refer to C&K's Medical Conditions Procedure for further information.

Monitoring, Tracking and Reporting

Employee Self-tracking

Employees must actively monitor their first aid qualification expiry date and take responsibility for renewing their qualifications before they expire.

Centres

Must keep a record of all permanent employee's and any casual (including relief) employee's currency of first aid qualifications on the premises, as required by the National Quality Framework (NQF).

Centre Directors must track and monitor the expiry dates of employee first aid qualifications (via centre *Staff Schedule*) and ensure any permanent employees complete training **before their current qualifications expire**.

Centralised Database

Employee first aid qualifications will be recorded in each employee's iChris employee record.

Automated Reminders

Automated email reminders will be sent to employees at regular intervals as qualifications approach expiry.

Compliance Reporting

Leadership will receive periodic compliance reports detailing compliance rates, expired qualifications, and employees requiring training.

Compliance Audits

Periodic audits of permanent employee first aid qualification status will be completed to ensure up-to-date records and identify non-compliance.

Escalation Process

Non-compliance will be escalated to the permanent employee's Centre Director or Manager who will follow C&K's Formal Performance Management process outlined in the [Disciplinary Action Procedure](#).

Non-compliance

Permanent employees who work with children are required to maintain current first aid qualifications and failure to do so may result in appropriate disciplinary action.

Responsibilities

C&K Employees working directly with children - Permanent (mandatory) and Casual/Relief (strongly encouraged)

- Track first aid qualification expiry dates.
- Access C&K's first aid training intranet page and use available resources to support training renewal.
- Begin renewal courses in advance (e.g. 1-2 months before expiry) to avoid lapse in qualification.
- Permanent employees must submit Alternate First Aid Provider Form if unable to attend a Preferred Provider course.
- Permanent employees must work with their Centre Director or Manager to complete alternate provider enrolment and payment by C&K corporate credit card (to ensure you are not out-of-pocket waiting for reimbursement of the course cost).
- Permanent employees must provide their Centre Director or Manager any documentation required to support the acquittal of the course payment e.g. a copy of the course invoice and receipt.
- Permanent employees must escalate to their Centre Director or Manager immediately if they are unable to attend a booked course for any reason.
- Attend and complete first aid training and renew qualifications before the qualifications expire.
- If attending an alternate provider course, email copies of the issued certificates to ld@candk.asn.au within 7 days of completing the course.
- Provide a copy of qualifications to each centre you work at.
- Without valid first aid qualifications you will not receive preference for shift allocations (casual employees).

C&K Employees – Central First Aid Officers

- Track first aid qualification expiry dates.
- Access C&K's first aid training intranet page and use available resources to support training renewal.

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- Begin renewal courses in advance (e.g. 1-2 months before expiry) to avoid lapse in qualification.
- Complete necessary first aid training and renew qualifications before the qualifications expire.
- If attending an alternate provider course, email copies of the issued certificates to ld@candk.asn.au within 7 days of course completion.
- Advise whs@candk.asn.au if you no longer wish to be a First Aid officer.
- Enter first aid qualifications into C&K's Payroll system for all new permanent and casual (including relief) C&K employees.
- Provide regular updates to casual employees about upcoming first aid courses.

People Experience Team

- Enter renewed first aid qualifications into C&K's Payroll system for C&K permanent employees.
- Ensure any obsolete first aid qualification records are updated in C&K's payroll system.
- Work with managers to address non-compliant permanent employees, ensuring that those without valid first aid qualifications are not scheduled for shifts until qualifications are renewed.

Centre Directors/Managers

- Centre Directors must ensure that there are a sufficient number of first aid qualified staff members on duty to operate in accordance with Regulation 136.
- File a copy of the relevant certificates for all employees working at the centre, as per NQF requirements.
- Centre Directors must track and monitor the expiry dates of employee first aid qualifications (via [centre Staff Schedule](#)) and confirm training has been scheduled and will be completed **prior to expiry**.
- Process payment of alternate course bookings for permanent employees at your centre with your C&K corporate credit card.
- Acquit course payments made using C&K's corporate credit card.
- Confirm that employees submit valid proof of qualifications to ld@candk.asn.au upon completion of their course.
- Ensure new employees, working at your centre, that do not hold current first aid qualifications obtain these within 30 business days and evidence is provided to the Learning Experience Team (ld@candk.asn.au).
- Prioritise allocation of relief shifts to casual employees who hold valid first aid qualifications.
- Remove employees from booked Synergy training if the person no longer works for C&K.

Learning Experience Team

- Manage C&K's First Aid Preferred Training Provider agreement.
- Provide a monthly first aid qualification compliance report to senior managers.
- Receive and process updated first aid qualifications completed through C&K's First Aid Preferred Training Provider.
- Receive and process updated first aid qualifications completed through Alternate Training Providers.
- Respond to employee questions about first aid qualification requirements, training options, and compliance procedures.
- Offer guidance on how to access training resources, course providers, and the process for submitting qualification documentation.
- Assist employees, Centre Directors and managers with any challenges related to obtaining or renewing first aid qualifications, including providing alternative solutions if necessary.
- Ensure employees understand the impact of non-compliance on shift allocation and provide support to help them meet requirements.

Talent Acquisition Team

- Inform potential candidates about C&K's first aid qualification requirements during the recruitment process.
- Obtain evidence of current first aid qualifications from new employees who have indicated they have them.
- Where a new employee doesn't hold current first aid qualifications, inform their direct line manager that the new employee is required to obtain the qualifications within 30 business days of their commencement date.
- Follow up expired first aid qualifications with casual employees.