

STUDENT HANDBOOK

MHFA Combined Course

Aligned to PUARCV001, CHCMHS001, CHCCCS019, CHCCCS003

RTO Student Information Guide

WELCOME

Welcome to the MHFA Combined Course. This handbook provides everything you need to know before, during, and after your training.

It explains:

- Your rights and responsibilities
- How the course works
- Support available to you
- Assessment information
- Policies and procedures
- Safety and wellbeing guidelines

We are committed to providing a safe, respectful, culturally inclusive learning environment.



1. ABOUT THE COURSE

Course Purpose

This course teaches you how to:

- Recognise mental health concerns
- Provide Psychological First Aid (PFA)
- Respond to crises
- Support someone at risk of suicide
- Communicate with empathy
- Maintain safety and boundaries
- Apply cultural safety
- Document incidents

Accredited Units Included

You may complete one or more of the following:

- PUARCV001 – Provide Psychological First Aid
- CHCMHS001 – Work with people with mental health issues
- CHCCCS019 – Recognise and respond to crisis situations

- CHCCCS003 – Increase the safety of individuals at risk of suicide

2. ENTRY REQUIREMENTS

There are no formal prerequisites. You must:

- Have basic English literacy
- Be able to participate in discussions and role-plays
- Be willing to engage in sensitive topics
- Notify the trainer if you need support or adjustments

3. YOUR RIGHTS AS A STUDENT

You have the right to:

- A safe, respectful learning environment
- Fair and flexible assessment
- Privacy and confidentiality
- Access to support services
- Freedom from discrimination
- Clear information before enrolment
- Make complaints or appeals without penalty

4. YOUR RESPONSIBILITIES

You are expected to:

- Treat others with respect
- Participate in learning activities
- Attend scheduled sessions
- Submit your own work
- Follow safety instructions
- Maintain confidentiality of sensitive discussions

5. LEARNING SUPPORT

We provide support for:

- Language, literacy, and numeracy
- Anxiety around role-plays
- Cultural needs
- Disability or medical conditions
- Emotional wellbeing

If you need support, speak to your trainer privately.

6. TRAUMA-INFORMED LEARNING

This course includes sensitive topics such as:

- Mental illness
- Crisis situations
- Suicide
- Trauma

We ensure:

- Trigger warnings
- Optional participation in sensitive role-plays
- Breaks whenever needed
- Access to debriefing
- A safe, non-judgmental environment

If you feel overwhelmed, you may step out at any time.

7. COURSE DELIVERY

Delivery Methods

- Trainer-led presentations
- Group discussions
- Case studies
- Scenario-based learning
- Role-plays
- Practical demonstrations
- Reflection activities

Duration

12–16 hours (1–2 days)

8. ATTENDANCE REQUIREMENTS

To complete the course, you must:

- Attend all required sessions
- Participate in activities
- Complete assessments (if seeking accreditation)

If you miss a session, speak to your trainer about catch-up options.



9. ASSESSMENT INFORMATION

Assessment Types

You may complete:

- Knowledge questions
- Practical demonstrations
- Crisis simulations
- Suicide safety simulation
- Documentation task

Assessment Principles

Assessments are:

- Fair
- Valid
- Reliable
- Flexible

Reasonable Adjustments

Examples include:

- Extra time
- Verbal instead of written answers
- Quiet room for simulations
- Cultural support person

Adjustments cannot compromise competency.



10. RESULTS & FEEDBACK

You will receive one of two outcomes:

- **Competent (C)**
- **Not Yet Competent (NYC)**

If NYC, you will be offered:

- Feedback
- Support
- A chance to be reassessed



11. CERTIFICATION

You may receive:

1. Statement of Attainment

Issued when you successfully complete accredited assessments.

2. Certificate of Completion

Issued when you attend the course but do not complete assessments.

12. SAFETY & WELLBEING

Your safety is our priority.

Physical Safety

- Safe room layout
- Clear exits
- No physical contact in role-plays

Emotional Safety

- No graphic details
- No forced participation
- Debriefing available
- Support referrals provided

13. PRIVACY & CONFIDENTIALITY

We protect your personal information in line with:

- Privacy Act 1988
- RTO standards

We only share information when:

- Required by law
- Safety is at risk
- You provide consent

14. COMPLAINTS & APPEALS

You may lodge:

- A complaint about training

- An appeal about an assessment decision

We ensure:

- A fair, transparent process
- Acknowledgement within 5 business days
- Resolution within 20 business days

You will never be penalised for raising concerns.

15. CRITICAL INCIDENTS

A critical incident includes:

- Suicide risk
- Aggression
- Medical emergency
- Severe distress

Trainers will:

- Ensure safety
- Contact emergency services
- Document the incident
- Provide support

16. STUDENT BEHAVIOUR EXPECTATIONS

You must:

- Respect others
- Maintain confidentiality
- Avoid discriminatory language
- Follow trainer instructions
- Use mobile phones respectfully

17. WITHDRAWAL & REFUNDS

If you need to withdraw:

- Notify the RTO
- Refunds follow the RTO's refund policy
- You may re-enrol later

18. CONTACT DETAILS

For support, questions, or concerns:

Trainer Name: _____ **Phone:** _____
_____ **Email:** _____
RTO Contact: _____