



HLT21020 Certificate II in Medical Service First Response



Ensure you are prepared to take on a first response role!

About Absolute Medical Response

Established in 1991 Absolute Medical Response is an ISO 9001:2016 accredited, Australian owned company. Our healthcare professionals are trained and prepared to provide high-quality care in a variety of situations, from workplace and occupational injuries and illnesses, sporting and special event incidents, to patient transportation.

Absolute Medical Response provide corporate, Governments, private enterprise and the broader community with the following services:

- **Training in Prehospital Care**

As an RTO, we provide training from Basic First Aid, HLT21020 Certificate II in Medical Service First Response; HLT31115 Certificate III in Non-Emergency Patient Transport; HLT41120 Certificate IV Health Care and HLT51020 Diploma of Emergency Health Care.

- **Event Medical Support**

Providing on site Registered Paramedics and Emergency Medical Technicians at Motorsports, Equestrian, Sporting, Entertainment and Corporate Events.

- **Onsite Medical Support**

We have Registered Paramedics based at Rail, Construction and Mining and Energy sites across Australia.

- **Patient Transport**

Absolute Medical Response is also licenced by the NSW Department of Health under Section 64 (E) 1 of the Health Act to provide Patient Transports and further holds a restricted Ambulance Licence in South Australia.

- **Work Injury Response Service (WIRS)**

We offer a 24 x 7 medical response service to industrial clients

- **Drug and Alcohol Testing**

Our qualified and trained collectors can come to your workplace to conduct random, blanket or casual testing of your employees. This service is becoming more and more in demand by organisations that require testing of their staff as part of their contracts and/or Occupational Health and Safety Policy

Absolute Medical Response has been a Registered Training Organisation (RTO) and has delivered training since 1995. We conduct nationally accredited training across a variety of health topics and have a large array of training equipment that we utilise. All our courses are nationally accredited and approved by the Australian Skills Quality Authority (ASQA). This gives you the guarantee, that all training delivered by us meets national requirements, whilst giving you the foundations to succeed in a pre-hospital care setting.

Absolute Medical Response is known nationally for its exceptionally high standards and its commitment to excellence in quality Education and Training. All of our trainers are qualified and practicing intensive care paramedics and paramedics with many years of field experience.

Course Overview

The Absolute Medical Response “Certificate II in Medical Service First Response” (HLT21020) qualification reflects the role of first medical response workers or volunteers who provide initial care to patients. In accordance with training.gov.au this qualification is desirable for people who may be called upon to provide basic first aid and emergency responses in the pre-hospital or out-of-hospital environment.

This course provides students with a nationally recognised qualification and is a wonderful introduction into the Ambulance and private non-emergency patient transport sectors.

Code	Competency name
CHCDIV001	Work with diverse people
HLTAID011	Provide first aid
HLTINF001	Comply with infection prevention and control policies and procedures
HLTWHS002	Follow safe work practices for direct client care
HLTWHS006	Manage personal stressors in the work environment
HLTAID014	Provide advanced first aid
HLTAID015	Provide advanced resuscitation and oxygen therapy
HLTAID013	Provide first aid in a remote or isolated environment
HLTAAP001	Recognise healthy body systems
PUAEME005	Provide pain management (OPTIONAL unit inclusion if you would like to incorporate the ability to administer analgesia)
HLTAID009	Provide CPR (complimentary unit inclusion)
HLTAID010	Provide Basic Emergency Life Support (complimentary unit inclusion)

For further information on any of the above units refer to training.gov.au

Entry Requirements

To gain entry into the Certificate II in Medical Service First Response (HLT21020) course you must:

- Have a reasonable level of physical fitness in order to participate. In particular you will be required to do the following:
 - Kneeling when performing CPR for extended periods and conducting patient assessments.
 - Lifting of patients on spine boards and stretchers and also lifting of equipment
 - Bending and stretching as you get in and out of awaked spaces especially when treating patients inside vehicles
- It is beneficial for students to be proficient in English and possess a sound level of literacy and numeracy. Working in the Ambulance industry, you are required to read and interpret relevant procedures and manuals, to write patient care reports, to prepare and administer specific pharmacology's according to protocols and to communicate to an effective level utilising medical terminology appropriately. Prior to enrolment into the Certificate II Course, students may be asked to demonstrate that they are able to speak and read/write English and have the following literacy and numeracy skills equivalent to the below ACSF Levels:
 - Learning 4
 - Reading 3
 - Writing 3
 - Oral Communication 3
 - Numeracy 3

Upon receipt of your application form, students may be asked to complete a language, literacy and numeracy assessment as part of their course enrolment.

Reasonable Adjustment

While reasonable adjustments can be made to certain aspects of this course, all students must demonstrate the required skills and knowledge to be considered competent for this qualification. Meaning that in several aspects of this course reasonable adjustment will not be possible and if the student is unable to demonstrate particular competencies they will not qualify.

Course Structure

Absolute Medical Response Cert II in Medical Service First Response has several phases and has been designed as a mixed mode program with a combination of online, in class and hands on training to accommodate all learning styles.

Absolute Medical Response courses are delivered onsite at our training facilities in Mt Druitt. For organisations that would like to undertake group training for their staff, offsite training at a suitable location of their choosing is an option that can be discussed with the Training Manager.

Delivery of all courses run at Absolute Medical Response is by trainers and assessors who hold the appropriate qualifications and credentials required by our governing body ASQA. As well as being involved in training, all of our trainers are employed as medical staff and are actively working within the patient transport and pre hospital care environment on a regular basis.

While much of the course material is provided for you, students are required to have access to an electronic device, such as a computer/laptop/iPad, Microsoft Office, in particular Word and PDF, and internet access.

Course fees do not include the above listed items and students will be required to provide these items themselves to ensure successful completion of the course. If students do not have access to the above listed items they should contact the Training Manager and alternate arrangements can be made.

When participating in the 'clinical placement' training component of the course with Absolute Medical Response, students will be supplied with a uniform for the duration of their allocated shifts. In addition to the uniform, students are responsible for supplying their own black boots. Further information in regards to the on the job training can be found in the 'On the Job Training Guidance Manual'.

Assessments will continue throughout all phases of the program. To accommodate all learning styles, a variety of methods will be utilised. These methods include:

- Online Theory Modules
- Practical Skills
- Theory Exams
- Practical Scenarios
- Clinical Placement



Recognition of Prior Learning

Recognition of Prior Learning or RPL is used to determine if you are eligible for advanced standing within the Certificate II in Medical Service First Response (HLT21020), based on your previous experience and qualifications.

The RPL process is detailed and requires you to prove without question your competency across the units of competency. If you are not sure you can show competency then it is recommended you do not commence the RPL process.

You **MUST** apply for RPL during the enrolment process and there will be a cost involved for the process. **Once you have commenced the course the RPL option WILL NOT be available.**

To gain an understanding of the skills and knowledge within each unit refer to **training.gov.au**

For further information in regards to Absolute Medical Response Policy and Procedures around RPL, please contact our office on 02 9608 0222 or email the Student Enrolment Advisor at liaisonofficer@amr-aus.com.au

Course Overview

Certificate II in Medical Service First Response (HLT21020)

Absolute Medical Response Certificate II in Medical Service First Response (HLT21020) is presented via a Part-Time/Hybrid course, which combines online and in-person instruction in an extended and blended format. It is divided into four phases: didactic (online and classroom), practical and clinical (in-house), field internship (assigned to an Absolute Medical Response ambulance unit) and final theoretical and practical assessments. This blended model program, while academically demanding, will provide eligible students the opportunity to gain the Certificate II in Medical Service First Response.

The course itself has been designed by industry experts and offers a stimulating learning environment where you will learn first hand the skills and knowledge required to provide an emergency response across a variety of different workplace, community and remote settings. This dynamic course will give students the confidence and competence to assess, treat and administer analgesia at an advanced level to casualties across a range of medical, trauma and environmental emergent situations.



Course Delivery

At Absolute Medical Response we understand that with commitments at home and work it can be difficult to start full time study. Our Certificate II in Medical Service First Response (HLT21020) course is designed with this in mind and we offer flexible learning across three phases.

- **Phase 1 – Self-study and online theory modules** (approx. 60 hours)
 - Phase 1 is an introduction to first aid, advanced first aid and advanced resuscitation principles, remote/wilderness emergency responses and the administration of analgesia. It consists of several online lectures, readings, pharmacology and online theory questions that ensure students are at the required level needed for the face to face training block.
 - Online modules can be commenced at any time as long as the lectures have been watched and the required theory module questions have been submitted by the due date, which is prior to the face to face component.
 - The Phase 1 component of this course is designed to take approximately 60 hours

- **Phase 2 – Five (5) days face to face intensive training** (approx. 65 hours)
 - Students will then be required to attend a 5 day consecutive face to face training program. The course will run Monday to Friday, 8am to 6pm, with daily homework. There will be a mix of theory and practical sessions. Scenarios and simulated medical and trauma emergency situations are utilised to further enhance students learning and adaptability to situations common in the out of hospital environment.
 - To meet the nominal hours required for this course students **MUST** attend each day of the face to face training
 - As this week is quite intensive it is recommended that you clear your evening. Each evening will consist of 2-3 hours homework and continuing study.
 - Assessments will be interspersed throughout the training and methods will incorporate short answer questions, practical skills and scenarios. The last Friday of the course students will undertake both theoretical and practical assessments.
 - The face to face training component of this course is continually run throughout the year.

Course Delivery

- **Phase 3 – Clinical Placement and Continued Skills** (60 hours min)
 - This component of the course provides you with the skills and hands on learning to compliment the theory aspect of your course.
 - Students **MUST** undertake 40 hours of clinical placement to be competent in this course. Plus complete the associated log book and outline skills.
 - Shifts can be organised through Absolute Medical Response work experience placement program (see over the page for more information) or students can choose to arrange their own training through an external company.
 - These shifts offer students a great opportunity to work with and learn from a practising medic.
 - Long distance participants planning on completing their on the job training with Absolute Medical Response must plan for these extra days and should advise AMR staff upon enrolment. This will enable Absolute Medical Response to plan your work placement program early to ensure you get the most out of the experience.
- **Phase 4 – Self Paced Research and Theory Module Questions** (250 hours)
 - The final online theory modules touch on a variety of differing aspects of anatomy and physiology, patient care, infection prevention and control, legal and ethical issues, WHS, stress management, diversity and communication. It aims to bring together all that you have learnt throughout your training.
 - Students should be aiming to complete the final theory module questions within three - six months of the face to face training.
 - This will take approximately 250 hours to complete. Students will be considered competent once ALL of the above phases have been completed and marked satisfactory.

Students should be aiming to complete the Certificate II Course within 6-12 months from the enrolment date. Extensions* will be given under special circumstances and only after approval from the Training Manager.

*to a maximum of 2 years from the enrolment date

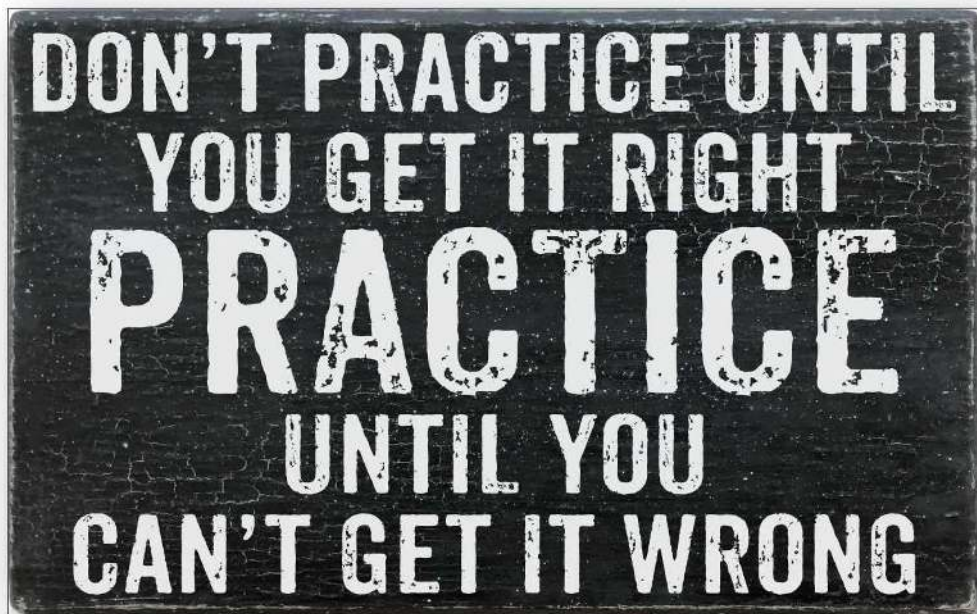
Course Delivery

- **Additional Training Opportunities for Students**

Absolute Medical Response recognises the importance of continuing to interact with and engage students throughout the duration of their learning journey. To support students whilst they are studying their Cert II Course we have developed a variety of additional activities that students are able to partake in on a monthly basis. Whilst these sessions are optional, we strongly encourage all students to get involved as much as they can to help cement the knowledge and skills they are being introduced to.

On a monthly basis the following sessions will be available to all students, regardless of what component of the course they are up to:

- LIVE Online Trainer Led Lectures – Theory and Pharmacology
- LIVE Online Ask Your Instructor Tutorials
- Continued Clinical Practical Sessions



Work Experience Placement

- **Guaranteed Student Clinical Placement Program**

Absolute Medical Response guarantees to provide students with a dedicated work experience placement program.

This placement program consists of student placement with our

- Work Injury Response Service (WIRS)
- Non-emergency transport
- Special events and sporting fixtures

Students will gain a comprehensive understanding and experience related to the prehospital and intra-hospital transport services and have the opportunity to apply their learned skills in real life situations. Throughout the whole duration of their clinical placement students will have access to ongoing mentoring and senior paramedic support.



Immunisation Requirements

During your 'clinical placement training program' there is the potential to be exposed to serious and sometimes deadly diseases whilst caring for patients.

NSW Health Policy Directive - PD2011 005 Occupational Assessment, Screening and Vaccination against Specified Infectious Diseases, provides a framework for immunisation and screening of health care workers, other clinical personnel and students to minimise the risk of transmission of these diseases. *

As a licensed private health care facility we strongly recommend that all students undertaking clinical placement with Absolute Medical Response provide evidence of their compliance with the immunisation requirements outlined below:

Immunisation requirements – You will need to visit your GP to complete the immunisations required for this program

Hepatitis A and B

Varicella Zoster Virus (Chicken Pox)

Measles, Mumps and Rubella (MMR)

Diphtheria Tetanus and Poliomyelitis (DTP)

Tuberculosis – Mantoux Test**

Pertussis (Whooping Cough)

Influenza

COVID-19 (at least two doses of a COVID-19 vaccine)

A number of forms have been created to assist you with complying with this request. Please ask the Training Manager for copies prior to visiting your GP. You will also find copies on your student portal once you have enrolled into the course.

*If you would like a copy of this Policy Directive please feel free to contact the Training Manager at training@amr-aus.com.au

** TB Screening required if the person was born in a country with high incidence of TB, or has resided or travelled for a cumulative time of 3 months or longer in a country of high incidence of TB, as listed at: www.health.nsw.gov.au/Infectious/tuberculosis/Pages/high-incidence-countries.aspx



Skills Matrix

Skills / Competencies	Advanced First Responder (Cert II)	EMT (Cert IV)	Paramedic	Intensive Care Paramedic
Patient Assessment	✓	✓	✓	✓
Lateral position	✓✓	✓	✓	✓
Foreign body obstruction (back blows/chest thrusts)	✓	✓	✓	✓
Double airway manoeuvre	✓	✓	✓	✓
First responder (First Aid) care	✓✓	✓	✓	✓
Automatic Cardiac Defibrillation	✓✓	✓	✓	✓
Basic Cardiac Life Support	✓✓	✓	✓	✓
Oxygen Administration		✓	✓	✓
Bag Mask Valve	✓✓	✓	✓	✓
Suction Equipment	✓	✓	✓	✓
Automatic Cardiac Defibrillation	✓	✓	✓	✓
Oropharyngeal Airways (OPA)	✓✓	✓	✓	✓
Nasopharyngeal Airways (NPA)	TEMS ONLY	TEMS ONLY	✓	✓
Inhalation Analgesia	✓	✓	✓	✓
Minor/Major Trauma Management – Including but not limited to: <ul style="list-style-type: none"> •Wound Management •Fracture immobilization/splinting •Haemorrhage control – Minor and Major Life Threatening Bleeding •Chest Seals •Spinal Immobilisation Techniques •Burns Management •Stretchers and Carry Devices 	✓	✓	✓	✓
Observation Assessments – <ul style="list-style-type: none"> •Blood Pressure •Blood Glucose Level •Auscultation •Oxygen Saturations •Temperature 	✓	✓	✓	✓
SMART Triage – MCI Management	✓	✓	✓	✓

** see pharmacology matrix

Pharmacology Matrix

Pharmacology	Drug / Medication	Advanced First Responder (Cert II)	EMT (Cert IV)	Paramedic	ICP
Pharmacology 1	Acetylsalicylic Acid (Aspirin)	✓	✓	✓	✓
Pharmacology 2	Adenosine				✓
Pharmacology 3	Adrenaline (Epipen)	✓	✓	✓	✓
Pharmacology 4	Amiodarone				✓
Pharmacology 5	Atropine Sulphate				✓
Pharmacology 6	Calcium Gluconate				✓
Pharmacology 7	Dextrose 5%			✓	✓
Pharmacology 8	Dextrose 10%			✓	✓
Pharmacology 9	Diazepam			✓	✓
Pharmacology 10	Droperidol			✓	✓
Pharmacology 11	Entonox		✓	✓	✓
Pharmacology 12	Fentanyl **			✓	✓
Pharmacology 13	Fexofenadine		✓	✓	✓
Pharmacology 14	Frusamide				✓
Pharmacology 15	Glucagon		✓	✓	✓
Pharmacology 16	Glucose Gel		✓	✓	✓
Pharmacology 17	Glyceryl Trinitrate			✓	✓
Pharmacology 18	Hartmanns (Ringers Lactate)			✓	✓
Pharmacology 19	Ibuprofen	✓	✓	✓	✓
Pharmacology 20	Ipratropium Bromide			✓	✓
Pharmacology 21	Ketamine				✓
Pharmacology 22	Methoxyflurane	✓	✓	✓	✓
Pharmacology 23	Metoclopramide (Maxalon)			✓	✓
Pharmacology 24	Midazolam			✓	✓
Pharmacology 25	Morphine Sulphate				✓
Pharmacology 26	Naloxone (Narcan)			✓	✓
Pharmacology 27	Ondansetron			✓	✓
Pharmacology 28	Oxygen	✓	✓	✓	✓
Pharmacology 29	Paracetamol (Panadol)	✓	✓	✓	✓
Pharmacology 30	Salbutamol (Ventolin)			✓	✓
Pharmacology 31	Salbutamol (Ventolin) MDI	✓	✓	✓	✓
Pharmacology 32	Sodium Bicarbonate				✓
Pharmacology 33	Saline 0.9%			✓	✓

Course Cost

Course Cost \$3610.00

Includes access to your online student dashboard, all relevant journal articles and manuals, Absolute Medical Response online lectures, first aid and advanced first aid emergency manuals, your face to face training and all assessments, training resources and clinical placement with AMR.

Upon enrolment into the course you will receive access to your phase 1 online component.

This training is subsidised by the NSW Government under **Smart and Skilled**. Concessions or partial/full exemptions may apply for eligible participants*. Students will have the opportunity to apply for Smart & Skilled funding when enrolling into the Certificate II in Medical Services First Response HLT21020. Smart and Skilled helps students obtain the skills that they need to find a job and advanced their careers.

If you are not eligible or do not wish to apply for Smart and Skilled, you will be considered a full-fee paying student and will be eligible for Absolute Medical Response Payment Plan option, that will allow you to make instalments to pay the course cost while you are studying.

The above course fees includes all of the outlined components listed below:

- Access to your online student dashboard
- All relevant journal articles and manuals
- Absolute Medical Response online lectures
- Student Starter Pack –
 - AMR Student Polo Shirt
 - AMR Student Card
 - BP/Stethoscope Pack/Pen Torch
 - Wallet Reference Cards
- Face to face training block session 1 including incidentals
- Clinical placement with Absolute Medical Response
- Continued practical skills training whilst completing your Clinical Placement
- Access to trainers to guide your progress and assist if you require help at any stage of the course.
- All assessment days, including all incidentals



***See page 15 for eligibility requirements and information related to Smart and Skilled.**

Smart & Skilled Eligibility

Eligibility criteria for all Smart and Skilled Programs:

A person who is eligible to receive subsidised training in all Smart and Skilled Programs (except Smart and Skilled Entitlement Apprenticeships and Traineeship Program) is a person who at the time of enrolment into the Certificate II in Medical Services First Response HLT21020 with AMR :

- Lives or works in NSW (determined by postcode of the usual place of residence or place of work)
OR
- An aboriginal or Torres Strait Islander student who does not live or work in NSW but lives in specific defined interstate NSW border areas is eligible for government – subsidised training under Smart and Skilled (as identified in the list set out in the Smart and Skilled Operating Guidelines) **AND**
- **Is:**
 - An Australian citizen, or
 - A permanent Australian resident, or
 - A New Zealand citizen, or
 - A humanitarian visa holder or a partner visa holder whose sponsor is a humanitarian visa holder, and
- Is aged 15 years old or over, and
- Is no longer in secondary education – except for registered home school students

Fee exemptions are available to Aboriginal and Torres Strait Islander students, students with disabilities and the dependants of Disability Support Pension recipients.

Further information for Smart and Skilled can be found on the following website:

<https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled>

A student must declare that the information they provide with regards to eligibility is true, accurate, complete and not misleading. AMR must sight and maintain acceptable evidence as detailed in Section 3: Accepted evidence of the Smart and Skilled Eligibility Policy.

Payment Options – Full Fee Paying

Full Fee Paying Students

Students have an option to be a full fee paying student if they do not wish to or are not eligible to apply for Smart and Skilled.

Students will be required to pay an initial deposit of \$1000 instalments and will then receive a payment plan for the remainder of the amount. The payment plan will outline the terms of the instalments, including the amount due and the frequency of payment.

Once your initial payment has been processed you will receive your login and access code to your dashboard which hosts your online self study theory booklets, manuals, journal articles and lectures. This constitutes the beginning of your course, if you choose to withdraw from the course at any stage after receiving access to your student dashboard you will not be eligible for a refund of your deposit.

**** Important Note ****

Failure to continue to make the required payments on time may result in a written letter outlining the overdue amount and your course being suspended until payments are up to date. Your position within the course may be cancelled if payments are not made as stated in the time frame outlined in the letter.

Termination of your course or a request to transfer into another course should be directed to the training manager at training@amr-aus.com.au

Further information as to the procedure to terminate or transfer can be found in the 'Refund Policy and Procedures' Document .

Associated Documents

Associated Documents

This document should be read in conjunction with the following documents:

- Student Handbook
- Schedule of Fees
- On the Job Training Guidance Manual
- Refund Policy and Procedures
- NSW Health Policy Statement for Vaccinations Information Sheet
- Tuition Fees and Refund Policy
- Student Entry Process
- Enrolment Process
- Course Withdrawal Form
- Complaints and Appeals Policy
- Privacy and Information Handling Policy
- Student Tuition Assurance Policy

Further information

Certification

Once you have completed all four phases and successfully passed all assessments you will be issued with a Certificate II in Medical Service First Response (HLT21020).

Recognition of Prior Learning (RPL)

Recognition of Prior Learning or RPL is used to determine if you are eligible for advanced standing within the Certificate II in Medical Service First Response (HLT21020), based on your previous experience and qualifications.

The RPL process is detailed and requires you to prove without question your competency across the units of competency. If you are not sure you can show competency then it is recommended you do not commence the RPL process

You must apply for RPL before commencing Phase 1 of the course and there will be a cost involved for the process. To gain an understanding of the skills and knowledge within each unit refer to training.gov.au

Where to after this

Once you have received your Certificate II in Medical Service First Response (HLT21020) you would be eligible to work for in emergency response teams within Industry as Workplace Health and Safety officers, Advanced First Responders and Emergency Service Officers.

There are also further study options available for those who wish to join the State Ambulance Service or work as an Intensive Care Paramedic including the completion of the Cert IV in Health Care or Diploma of Paramedical Science or a Bachelor's degree from a recognised training provider or university.

Further information

If you would like more information particularly in regards to enrolment dates, the cost of the course or how to book please contact Absolute Medical Response on:

Tel - +61 (2) 9608 0222

Website – absolutemedicalresponse.com.au

Email - training@amr-aus.com.au

Student Declaration

Student Acknowledgement and Declaration

I _____ (applicant's name), acknowledge that Absolute Medical Response has provided me with an extensive amount of information on the HLT21020 Certificate II in Medical Service First Response prior to my enrolment.

I have not been pressured in any way by Absolute Medical Response to enrol into the above mentioned course and have been given adequate time to read and research the best option for my studies.

Prior to making my decision to enrol into the HLT21020 Certificate II in Medical Service course I confirm that I have sought and obtained appropriate advice and have read and understood the terms and conditions set out in the:

- Relevant information on the NSW Education Smart and Skilled Website
- Relevant Policies and Procedures located on the Absolute Medical Response Website

If I am successful in securing a position within the HLT21020 Certificate II in Emergency Medical Service Course, I understand and accept that I must comply with the academic and financial rules and regulations in place at Absolute Medical Response at all times and that any failure to do so may result in my exclusion for the course.

Applicant Signature: _____ **Date:** ____ / ____ / ____

Parent/Guardian Acknowledgement and Declaration (students under the age of 18 years)

I, _____ (name parent/guardian) have ensured that the applicant named above has read, understood and accepted the terms and conditions set out in the above mentioned document.

I acknowledge that the student has made an informed decision in regards to enrolling in the HLT21020 Certificate II in Emergency Medical Service Course and that they are capable of meeting the financial and academic requirements of the course.

Parent/Guardian Acknowledgement

Signature: _____ Date: ____ / ____ / ____