

## Participant Handbook

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we're  
needed

# Training Academy Participant Handbook

Certified



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# Participant Handbook

## Purpose of this document

The information contained in this document has been developed to assist participants considering undertaking a course with Aspen Medical Pty Ltd (Aspen Medical) to understand their rights and responsibilities. We want to ensure that participants have access to all the relevant information as they embark on their learning experience. This document will help participants make informed decisions and understand how to seek assistance when needed.

Prior to the commencement of a course, you should discuss your individual needs with the trainer/RTO enrolment officer to access the educational and support services outlined in this document. This presents an opportunity to discuss your existing skills and knowledge, allowing the trainer/RTO enrolment officer to provide the best practice training and assessment services.

Our mission is to be a leading training provider for all Australians by providing participants with a high-quality education designed to meet their vocational goals in an efficient, professional, compliant, and safe learning environment.

Aspen Medical focuses on providing opportunities for all to access and participate in learning and achieve their learning outcomes. We ensure that our practices are as inclusive as possible and do not prevent any clients from accessing our services. We invite all participants to share our vision, allowing us to continue our significant role in contributing to Australia as a leader in education.

Aspen Medical undertakes to act ethically at all times. All activities of the RTO will be carried out honestly, fairly and accurately - providing value to our clients and participants. Our commitment to continually improve our business allows training programs to be the best they can be and ensures that participants/clients receive value for money.

Before completing and signing the Participant Handbook and enrolment forms, it is essential that you have read this Handbook and understand its contents. If you require assistance, ask our enrolment officer. By completing and submitting the enrolment form, you acknowledge that you have read the Participant Handbook and will abide by the information it contains.

## Provider Details

Name of RTO: Aspen Medical Pty Ltd

RTO Number: 88188

Phone Number: 1300 559 064

Website: <https://aspenmedical-trainingacademy.com.au/>

ABN: 32105250413

Registration Details: Our scope of training is listed on the National Register. The link to our registration is <https://training.gov.au/Organisation/Details/88188>

As a National VET Regulator (NVR) Registered Training Organisation (RTO), we are required to comply with the Standards for Registered Training Organisations (RTOs) 2015, which guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

## Participant Information

### Course information

Our [website](#) has a comprehensive range of information about the training we provide. In addition, course-specific information is located on our website for each available course. The course-specific information will provide you with course content, assessments required and vocational outcomes.

### Choosing a Training or Education Provider

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. The National VET Regulators Australian Skills Quality Authority (ASQA) has developed a Fact Sheet to read when making this decision. This can be found by clicking [here](#).

### Unique Student Identifier

The Unique Student Identifier (USI) is an Australian Government initiative developed for all training participants from 1 January 2015. The USI records all nationally recognised training records and your completed results from that date onwards. The USI will assist you when commencing employment with a new employer or commencing study with a new training organisation.

From 1 January 2015, all participants are required to provide Aspen Medical with a verified USI before certification is issued.

For further information on the USI, please refer to the USI website: <https://www.usi.gov.au/>

### Course Fees and other charges

Fees are advertised on our website and are also available on request from your trainer or enrolment officer before enrolling on any course. There are no additional fees associated with your training,

except for cancellation fees, replacement of resources and where a certificate reprint is requested, in which case a service fee of \$25 + \$10 postage will be charged.

Participants who require replacement of issued participants resources or workbooks will be liable for additional charges to cover replacement costs. Charges are currently \$25 + \$10 postage for replacement of resources.

As part of the RTO 2015 Standard, Aspen Medical is required to inform participants considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (10 days) is a period for a consumer to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These tactics include door-to-door sales and telemarketing. For example, a statutory cooling-off period allows a consumer to withdraw from a sales agreement within ten days of signing a sale contract without penalty.

Aspen Medical does not engage in unsolicited marketing or sales tactics; therefore, a statutory cooling-off period does not apply to participants who have enrolled in a program. For the refund option in other circumstances, participants must refer to the refund policy below.

## Refund Policy and Cancellation

When you accept a place offered by Aspen Medical and pay the fee/s, it means a binding contract is created between you and Aspen Medical. Notification of cancellation/withdrawal from unit/s of competency, withdrawal, or deferral from a course of study must be made in writing to Aspen Medical.

In the case of cancellation/withdrawal, the following cancellation will apply:

Participants who cancel their enrolment more than seven days before the commencement of a program will be entitled to a full refund of fees paid.

Participants who give the notice to cancel their enrolment less than seven days prior to the commencement of the program may not be entitled to a full refund, depending on the specific circumstances relating to the withdrawal of enrolment.

Cancellation refund schedule (without extenuating circumstances):

<10 working days:

- Full refund

>10 working days

- 75% refund of course fees
- 25% administration fees retained

Participants who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the participant resources have been dispatched.

Enrolment into a course via eLearning or other pre-learning material is deemed to have commenced once the participant accessed the training resources.

There will be no charge for you to transfer to another course with the original provider if a legitimate reason has been identified. If Aspen Medical cancels a course, a full refund will be made.

Aspen Medical will exercise discretion if you can demonstrate that extenuating or significant personal circumstances led to your withdrawal from a course. In these cases, you should be offered a full credit toward the tuition fees in another scheduled program instead of a refund. The nominated representative may also authorise a refund of tuition fees under certain circumstances.

Where refunds are approved, the refund must be paid to you within 14 days from the time you provide written notice to cancel your enrolment. Tuition refunds will be paid via electronic funds transfer using the authorised bank account nominated by the participant on the Refund Request Form available on our website.

Note: If Aspen Medical is unable to fulfil its service agreement with you for any reason, Aspen Medical must refund your proportion of fees paid for services not delivered or make alternative arrangements.

## **Guarantee of Training**

Aspen Medical undertakes that in the event they are unable, for any reason, to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements.

## **Workplace Health and Safety**

The safety of staff and clients is of primary importance. Aspen Medical observes all Workplace Health and Safety (WHS) legislation. Trainers incorporate WHS considerations when planning and delivering training, and you will be advised of the WHS requirements of your programs and supervised accordingly. No staff member or participant is to place themselves or other participants in a position that contradicts WHS requirements. As a participant, you have an obligation to complete your training safely and promptly report any injuries or harassment to your trainer or Aspen Medical administration.

Aspen Medical is committed to providing a safe and healthy work environment for its staff, participants, contractors (trainers) and visitors. Aspen Medical encourages all workplace participants to regard accident prevention and work safely as a collective and individual responsibility.

Aspen Medical recognises its corporate responsibility under the WHS Act and Regulations. Participants, trainers and assessors share equal responsibility for ensuring the health and safety of staff, participants, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without health risks.

### **Aspen Medical's responsibilities include:**

- Providing and maintaining safe equipment and systems of work.
- Providing, monitoring, and maintaining systems for safe use, handling, storage, transportation, equipment, and substances.
- Maintaining the workplace in a safe and healthy environment.
- Providing adequate facilities to protect the welfare of all employees and participants.
- Providing information, training and supervision for all staff and contractors, helping them integrate WHS into their work areas and roles.
- Providing information, where relevant, to participants allowing them to learn safely and healthily.

- Checking WHS system compliance via ongoing auditing.
- Integrating continuous improvement into training - WHS performance.

#### **Participants' responsibilities for health and safety include:**

- Ensuring you do not take any action that creates a risk or increases an existing risk to the health and safety of other people in the learning environment.
- Where required, wearing appropriate personal protective equipment, including eye protection, gloves and face masks.
- Using any training equipment in accordance with instructions from trainers or manufacturer's instructions.
- Protect yourself from injury by reporting pre-existing injuries to training staff and ensuring you take breaks from repetitive activities, e.g. swapping operators every two minutes when undertaking CPR.
- Taking reasonable precautions to protect yourself and others by not attending courses when you suspect you have an infectious disease. If you have been diagnosed with an infectious disease, you must notify the Aspen Healthcare Training Team.
- Not willfully interfering with or misusing equipment or facilities provided in the interest of health, safety and welfare of Aspen Medical's Training Team.

#### **Equipment**

Any equipment that is not operational, including electrical equipment, should be reported to your trainer as soon as possible. Electrical work should only be performed by a trained electrician.

#### **Incidents/Accidents**

All incidents and accidents should be immediately reported to your trainer. An incident report form will be required to be completed.

If you are involved in an incident while at your training course, inform your Aspen Medical Training educator and ensure an incident report is completed. If you require medical attention, inform your Aspen Medical Training educator, who will provide first aid and/or arrange additional medical support through the Ambulance Service.

If An Aspen Medical Training educator calls an ambulance to assist with medical treatment, you will bear the cost of the Ambulance. Certain participants may already be covered by Ambulance cover, including:

- pensioner concession and healthcare cardholders.
- Full-time participants under 26 who are covered by their family's health insurance.
- participants already covered by private health insurance.

Although you may not have called or requested an ambulance personally, an ambulance may have been called on your behalf to provide medical assistance. ACT Legislation places the legal obligation on the person receiving the ambulance service to pay the account.

## First Aid

If a participant requires first aid, a trainer or First Aid Officer will administer first aid, and the participant must complete the Incident Form. If medication is required, you will be referred to your medical practitioner or nurse for advice. In the case of an emergency, staff will call an ambulance and stay with the injured or ill participant until an ambulance arrives.

## Induction and Fire Safety

Housekeeping responsibilities will be explained during the induction process at the beginning of the course.

Mandatory fire and evacuation procedures for your training venue will be explained at the start of your course.

## Manual Handling

While some courses require a certain level of physical ability to undertake an assessment, participants and assessors are encouraged not to lift anything during training and assessment. If a participant does so and injures themselves, they will take full responsibility for any injury caused.

Never attempt to lift anything that is beyond your capacity. Always bend the knees and keep your back straight when lifting items. If you have experienced back problems in the past, do not lift heavy objects and ask for assistance.

## Access and Equity

Access and equity policies are incorporated into all operational procedures. In addition, aspen Medical prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Physical or intellectual disability
- Psychiatric impairment
- Pregnancy
- Sexual orientation
- Race, colour, nationality, ethnic or religious background
- Age
- Marital status
- Socio-economic factors

Our training programs are designed to be flexible to maximise access and participation by all participants.

We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.

- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.
- Providing reasonable access to participants of all levels.
- Conducting participant selection for training opportunities that includes and reflects a diverse participant population.
- Actively encouraging the participation of those from traditionally disadvantaged groups.
- Providing culturally inclusive language, literacy and numeracy advice, and assistance that help you meet personal training goals.

Any issues or questions regarding access and equity can be directed to [training@aspenmedical.com](mailto:training@aspenmedical.com)

## Privacy Policy

Aspen Medical takes the privacy of participants very seriously and complies with the Privacy Act 1988.

As a Registered Training Organisation, Aspen Medical is required to collect certain information for external agencies such as the National VET Regulator and other licensing bodies to meet our compliance requirements. All information shared is kept in the strictest of confidence by both parties and is available on request. The Privacy Notice at Schedule 1 of the National VET Data Policy explains these requirements, which can be accessed through: <https://www.education.gov.au/privacy-notice>.

## Change of ownership and third-party agreements

Aspen Medical will inform the participants in writing of any significant changes of ownership or/and changes to the service delivery and/or third-party arrangement within 90 calendar days of the change/s occurring.

## Participant Data

In accordance with the Standards for RTOs 2015, Aspen Medical is required to capture participant data at the time of enrolment. Therefore, it is a participant's responsibility to provide accurate information when enrolling and advising in writing within seven (7) days of any change to personal details.

Additionally, Aspen Medical is required to confirm the identity of the participant enrolling in the course. This may involve requesting a photo ID or other documents to verify the participant's ID. Note that enrolment will not be confirmed unless the required participant data and ID proof have been collected and confirmed.

## Record Management

All courses results are recorded and kept in our database. Files are stored for the legislated period, and electronic files are backed up regularly and stored on a protected server.

Information about contact details, financial, academic and attendance status, registration, identification, evaluations, feedback, and surveys is confidential.

## Accessing your records

Participants have access to personal records upon written request to the Training Manager at [training@aspenmedical.com](mailto:training@aspenmedical.com). Aspen Medical will require proof of identity to protect the privacy of all client information. Aspen Medical only retains participant assessment records for the mandatory minimum time frame of six months as per the ASQA requirements. Details can be found on the [ASQA website](#).

You are obligated to keep Aspen Medical informed of your current contact details and inform us immediately of any changes.

## Complaints and Appeals

Aspen Medical's Participant Complaints, Appeals Policy and Procedures ensure that all participants' grievances are considered confidentially with expediency, fairness and transparency and aim to satisfy all parties involved.

What is a complaint?

A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or a participant, which has not been resolved locally. Aspen Medical may receive a complaint in any form, and it does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by participants and/or employers.

If the complainant chooses to submit their complaint in writing, this can be completed by one of the following methods:

- Email to Aspen Medical Training Manager at [training@aspenmedical.com](mailto:training@aspenmedical.com) or
- Post: Attention: Training Manager at Suite 17C, 2 King Street, Deakin, ACT 2600.

Aspen Medical has developed a Complaints Form if the complainant wishes to submit their complaint in this format (available on our website).

### What is an appeal?

An appeal is an application by a participant for reconsideration of an unfavourable decision or finding. This includes decisions made by Aspen Medical. An appeal must be made in writing and specify the particulars of a decision or finding in dispute. Appeals must be submitted to Aspen Medical within 28 days of the participant is informed of the assessment, decision or finding.

### Early resolution of complaints and appeals

Where possible, issues that arise during training and assessment in dispute should be resolved at the time. However, sometimes, a resolution is not possible immediately, and where this occurs, you are encouraged to inform us of your concerns with the confidence that you will be treated fairly.

### Complaint and appeals handling

Aspen Medical applies the following principles to its complaints and appeals handling:

- A written record of all complaints will be kept by Aspen Medical, including all details of lodgement, response and resolution.

- Aspen Medical will maintain a complaint register, record the details of the complaint and maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant will be provided with an opportunity to present their case at no cost formally.
- A complainant can be accompanied and/or assisted by a support person at any relevant meeting.
- All parties involved in the complaint will be informed and provided with an opportunity to present their case.
- The handling of a complaint will commence within seven (7) working days of the lodgement of the complaint, and all reasonable measures will be taken to finalise the process as soon as possible.
- The complainant will be provided with a written response to the complaint within fourteen (14) days of the lodgement. The response will include details of the reasons for the outcome.
- Complaints must be resolved with an outcome within sixty (60) days of the complaint being initially received. The Aspen Medical Training Manager considers that more than 60 calendar days are required to process and finalise the complaint. The Training Manager or a staff member appointed by the Training Manager must inform the complainant in writing, including why more than 60 calendar days are required. As a benchmark, Aspen Medical will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of both parties. A complainant will be provided with regular updates to inform them of progress. Updates will be provided to the complainant at a minimum of four (4) weekly intervals.
- Aspen Medical will maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process favouring the participant will be implemented immediately.
- Complaints will be considered and handled according to the principles of natural justice and procedural fairness. This means the complainant is entitled to be heard by an individual without bias and obtain a fair decision. The complainant will be provided with access to all relevant information and given the right of reply. Decisions must be based on evidence, take into account relevant considerations and act for a proper purpose.

#### Review by an independent person

Aspen Medical provides the opportunity for a complainant/appellant to seek a review by an independent person if they are dissatisfied with a decision. In these circumstances, the Aspen Medical Training Manager will advise the complainant/appellant of an appropriate party, independent of Aspen Medical, to review the complaint (and its subsequent handling) and advise Aspen Medical of the recommended outcomes.

## Review by an external agency

The complainant or person appealing is not satisfied with the handling of the matter by Aspen Medical. Therefore, they are to have the opportunity for a body that is external to Aspen Medical to review their complaint or appeal following the internal completion of the complaint or appeals process.

Participants who are not satisfied with the process applied by Aspen Medical may refer their grievance to the following external agencies:

- Concerning consumer protection issues, these may be referred to the Office of Fair Trading.
- Training and assessment services delivery may be referred to the National Training Complaints Service via the following phone number: 13 38 73. Complaints can also be lodged directly with the National VET Regulator, ASQA, via their [website](#)

## Training and Assessment Information

### Diverse Participant Learning Needs

Aspen Medical aims to identify and respond to the learning needs of all participants. Therefore, we intend that all trainers identify their participants' learning and assessment needs at the start of the training. This may be accomplished informally through class discussion and/or formally by completing short learning, language and numeracy test.

Trainers will ask questions that reveal the general English level of participants, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers, when formulating their lesson, will use this information in assessment plans.

You should express your views about your learning needs at all stages of your learning experience. We want to help participants identify their learning needs through the induction process, Participant Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.

Participants enrolled in courses via distance delivery will also be provided with email and phone support by their assessor.

These strategies provide staff with the required participant based information for use in designing client training.

### Reasonable Adjustments

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of how evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

If you meet essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary to complete your course work or demonstrate competency. This may include adjusting the physical environment, participant learning materials, or how a theory test is completed.

In most situations, a participant with a disability will tell the RTO what they need to study. However, if necessary, the RTO should also seek disability areas within government departments or organisations representing or providing services to people with a disability.

Adjustments may include:

- Modifying educational premises, for example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
- Modifying or providing equipment, for example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
- Changing assessment procedures, for example, allowing for alternative examination methods such as oral exams or allowing additional time for someone else to write an exam for a person with a disability.
- For example, changing course delivery, providing study notes or research materials in different formats, or providing a sign language interpreter for a deaf person.

Please note that some Training Packages required mandatory skills and cannot be modified or adjusted. For example, in First aid, the participant must complete a minimum of 2 minutes of adult CPR on a manikin on the floor. Therefore, there is no room for reasonable adjustment as stated what is required in the Training Package.

## Recognition of Prior Learning (RPL)

In accordance with the requirements of the Standards RTOS 2015, Aspen Medical provides the opportunity for participants to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition of Prior Learning (PRPL)?

RPL is an assessment process that assesses an individual's competency that may have acquired their competency through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- non-formal learning refers to learning that takes place through a structured program of instruction but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- informal learning refers to learning that results through the experience of work-related, social, family, hobby or leisure activities.

## Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any participant is entitled to apply for recognition for a course or qualification they are currently enrolled in. Participants are required to indicate their intention to apply for recognition upon their registration into the course.
- Participants may not apply for recognition for units of competency or qualifications not included in Aspen Medical's scope of registration.
- Participants may apply for recognition at any time; they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the participant down a more efficient path to competence.
- Aspen Medical reserves the right to verify the authenticity of all certifications with the issuing RTO.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

### Forms of evidence for recognition

The recognition acknowledges that workplace skills and knowledge may be gained through various ways, including formal and informal learning or work-based or life experience. Most importantly, it should be noted that recognition is just another form of assessment.

Like assessment, recognition is a process where evidence is collected, and a decision is made by an assessor or assessment team. The decision is based on evidence provided by participants of the skills and knowledge that they have previously learnt through work, study, life and other experiences and that they are currently using. It also includes evidence to confirm a participant's ability to adapt prior learning or current competence to the intended workplace or industry context. Forms of evidence toward recognition may include:

Work records.

- Records of workplace training.
- Assessments of current skills and current knowledge.
- Third-party reports from current and previous supervisors or managers.
- Evidence of relevant unpaid or volunteer experience.
- Examples of work products.
- Observation by an assessor in the workplace.
- Performance appraisal; or
- Duty statements.
- Statement of Attainment.

Many of these forms of evidence would not be sufficient on their own. However, when combined with several evidence items, the participant will have a stronger case for competence.

Aspen Medical reserves the right to undertake practical assessment activities in skills and knowledge to satisfy a participant's current competence. If further evidence is required, this is negotiated with the participant. The process may include a further interview, written assignment, workplace assessment and collection of other material.

The outcome may be that Aspen Medical can:

- Provide the qualification based on the material supplied.
- Provide the qualification subject to some form of assessment but without classroom attendance.

Fees of \$100 will be charged for the RPL application.

The RPL assessor is available to discuss applications or provide advice on evidence that may support an application. However, the responsibility of providing complete and accurate documentation is a participant's responsibility.

If you are not granted RPL, you have the opportunity to seek a review from the Training Manager.

RPL applications are available as a download document under each course listed on our website. Please go to the "Our Courses" tab of our [website](#).

## Credit Transfer Policy/National Recognition

Credit Transfer is available to all participants enrolling in Aspen Medical courses on our scope of registration.

Credit Transfer/National Recognition recognises learning achieved through formal education and training where there is a current equivalent unit on training.gov.au. Under the Standards RTOS 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a participant to be awarded a unit of competency/module based on completing the unit, which has been previously awarded. Administration fees associated with this process will be advised before the assessment of the material.

### Evidence requirements

If you seek national recognition, you are required to present your statement of attainment or qualification for examination to Aspen Medical. These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that an Australian RTO has issued it. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit those copies only, which are certified as true copies of the original, with consent to verify the qualification/s provided with the issuing organisation.

### National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any participant is entitled to apply for national recognition in a course or qualification they are currently enrolled in. Participants are required to indicate their intention to apply for recognition upon their registration into the course.

- Participants may not apply for national recognition for units of competence or qualification not included in Aspen Medical's scope of registration.
- Participants may apply for national recognition at any time; they are encouraged to apply before commencing a training program to reduce unnecessary training and guide the participant down a more efficient path to competence.
- National recognition may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for national recognition.
- Aspen Medical reserves the right to verify the authenticity of all certifications with the issuing RTO.

Participants will be informed, in writing, of the outcome of their application.

## Competency-Based Training

All training is based on the principles of Competency-Based Training. Delivery and assessment will involve participants accomplishing tasks required to demonstrate competency in any given unit. Participants will be provided with every opportunity to demonstrate that they can carry out required tasks.

If a participant is deemed "Not Yet Competent" in any unit, they will be provided with further attempts to demonstrate competency. This should be within one month of the initial assessment. The timing and location of the re-assessment attempt must be negotiated with your trainer.

The trainer should provide the participant with relevant feedback on areas that need further work.

Refer to the re-assessment process outlined below.

## Assessment Processes

Units of competency can be assessed on the same day of delivery or afterwards, depending on the delivery mode. Units of competency delivered face-to-face, for example, are likely to be assessed on the same day as delivery.

Aspen Medical will ensure that our assessment tools meet the Rules of Evidence:

### Validity

The assessor is assured that the participant has the skills, knowledge, and attributes described in the module or unit of competency and associated assessment requirements.

Any assessment decision of the RTO is justified based on the evidence of the individual participant 's performance.

#### Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements cover the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills integrated with their practical application;

- that assessment be based on evidence to show that a participant can demonstrate these skills and knowledge in other similar situations; and
- that judgement of competence is based on evidence of participant performance, aligned to the unit/s of competency and associated assessment requirements.

### Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a participant 's competency.

### Authenticity

The assessor is assured that the evidence presented for assessment is the participant's work.

### Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be current or very recent past.

Assessment approaches will be in line with the Principles of Assessment: Fairness.

The individual participant's needs are considered in the assessment process.

The RTO applies appropriate, reasonable adjustments to consider the individual participant's needs.

The RTO informs the participant about the assessment process and allows the participant to challenge the assessment result and be reassessed, if necessary.

### Flexibility

Assessment is flexible to the individual | participant by:

- reflecting the participant's needs;
- assessing competencies of the participant, regardless of how or where they have been acquired; and
- drawing from a range of assessment methods and using appropriate context, the unit of competency and associated assessment requirements, and the individual.

### Reliability

Evidence presented for assessment is consistently interpreted, and assessment results are comparable, irrespective of the assessor conducting the assessment.

### Assessment Methods

Aspen Medical uses a combination of assessment methods. Some of the methods may include:

Observation: a participant is observed performing a series of tasks several times to determine their competency.

Verbal questions and answers: a participant is questioned to determine the depth of their understanding of the process to ensure that they are competent.

Written assessment: The participant can demonstrate their competency through multiple choice questions, short answer questions, written reports etc.

Other methods include case studies, projects, essays, video tasks, logbooks and third-party reports.

All assessment tasks must consider language and literacy issues or cultural issues related to the task.

Once a satisfactory performance is achieved, in all the performance criteria for a unit, the participant will be marked C for Competent; if not, they will be marked NYC for Not Yet Competent until a re-assessment occurs. If a participant cannot demonstrate competency after re-assessment, they will be marked NYC/Not Yet Competent.

Aspen Medical does not provide job or work placements as part of course delivery unless specified in your course information.

### Assessment Completion Timeframes

All eLearning components must be completed before attending a face-to-face class. In addition, practical assessments must be completed the day you attend your class.

Applications for an extension to completion timeframes must be made, in writing, to Aspen Medical for review. Please email [training@aspenmedical.com](mailto:training@aspenmedical.com) and detail the circumstances surrounding your request for an extension. You will receive a response in writing within seven days of your request.

For more information on individual units, qualifications, and the volume of learning within a qualification, please refer to the course overview for the particular course available on our website.

#### Re-assessment

Stage 1: Participants undertake an in-class assessment

- Participants will be notified within 21 days of assessing their performance.

Stage 2: Participants deemed Not Yet Competent in the FIRST assessment

- Participants deemed Not Yet Competent will be provided with information identifying the areas where they failed to achieve competency.
- Participants will then have the opportunity to repeat the assessment task as soon as this can be practicably arranged with their trainer, ideally within seven days of notification.

Stage 3: Participant deemed Not Yet Competent in FIRST re-sit/re-submit

- If a participant is again deemed Not Yet Competent, they will be provided with information identifying the areas where they failed to achieve competency.
- The participant must then participate in a new assessment task within seven days of notification. An administration fee may be charged to cover the cost of supplying new resources in this case.

Stage 4: Participant deemed Not Yet Competent in SECOND re-sit/re-submit

- If a participant is still unable to demonstrate competency, the participant will be required to repeat the unit of competency.
- Re-enrolment fees may be required to be paid to your trainer before arranging the repeat of the unit of competency.
- This will be arranged directly with your trainer.

## Statement of Authorship

All assessment materials, including but not limited to homework assignments, projects, reports, papers and assignments submitted to a course, are expected to be the participant's work. Participants should always take care to distinguish their ideas and knowledge from information derived from sources. The term "sources" includes published primary and secondary material and information and opinions gained directly from other people. All information taken from other sources must be referenced and authorship acknowledged. Any participant who, for whatever reason, submits work that is not their own or fails to acknowledge sources will be required to re-enrol in the relevant unit/s.

The signed participant declaration in each unit of competency is a declaration by the participant that all work contained therein is the participant's work.

## Superseded Units/Qualifications

Aspen Medical aims to ensure that participants have every opportunity to undertake the most current national qualification. When a Training Package or UOC is superseded, Aspen Medical will ensure all participants are either supported to complete the course they are enrolled in or transfer them to the current training product within twelve months.

As soon as practicable, after the endorsement of the new training package, Aspen Medical will commence delivery of the new units of competency/qualifications. There will be a monitored review of training resources, strategies and advertising materials. Mapping old training package qualifications to new ones will be accessed, and any professional development requirements of current and prospective trainers and assessors will be identified and implemented.

During this transition period, particular attention will be paid to monitoring client feedback and implementing any changes identified as necessary in this process.

## Issuance of Qualifications

Upon successful completion of a course, subject to all outstanding checking of documentation and payment of agreed fees the participant owes to Aspen Medical, participants will be issued the appropriate certification within 30 days of completing the training course. On completion of delivery of the units, trainers will submit Participant Results Forms to the course completion supervisor for checking and entry into the electronic data management system. In addition, participants will be eligible to receive qualifications/statement of attainments on successful course completion.

If participants do not complete all required units of competency, they will be ineligible to receive a qualification. They will, however, be eligible to receive a Statement of Attainment for the units completed within the course.

Participants enrolled in individual units of competency are required to complete all assessment tasks to a satisfactory level to be found competent and eligible for a Statement of Attainment.

All qualifications and statements of attainment will be issued without alteration and be identified by a unique number printed on the qualification or statement.

Qualifications and statements of attainment must be issued with the participant's legal name, as provided when creating their USI. For certification to be re-issued under a new name, supporting evidence, e.g. Marriage Certificate or Change of Name Certificate, will need to be provided. In

addition, the participant's name will need to be updated in the USI system for the new certification to be issued.

Aspen Medical will maintain data of all qualifications/statements of attainment issued for 30 years.

## Your feedback or survey reports

Your feedback is pivotal in our efforts to continue improving the services and courses on offer. Therefore, when your trainer asks you to complete a survey, please take the time to provide a considered response. Suppose, for any reason, you are unable or uncomfortable in completing the form in class. In that case, there is an additional opportunity to print a feedback form (available at the end of this Handbook), complete the form and email, fax or mail the form to us.

Successful participants will receive an email advising them that their certificate has been processed and will be allowed to respond with any additional feedback they may have regarding their training experience. We do listen and act on your suggestions for improvements.

Feedback is encouraged at any time and can be done by emailing [training@aspenmedical.com](mailto:training@aspenmedical.com) or phoning (02) 6203 9500.

## Quality Assurance

Aspen Medical is responsible for effectively monitoring training and assessment delivered on our behalf to ensure it meets the Standards for RTO's 2015. As part of Aspen Medical's quality assurance process, you may be contacted by a member of Aspen Medical staff and requested to complete a telephone survey to gather feedback on the delivery of our courses. You are not required to complete these surveys and may refuse at any time if contacted by Aspen Medical.

## Industry Consultation

Industry means bodies that have a stake in the training, assessment and client services provided by RTOs. Aspen Medical liaises with industry representatives to confirm that the currency of all course material and training reflects industry needs. This consultation is essential so that training outcomes meet industry knowledge and skill demands and ensure proposed courses reflect future industry and employment growth. The consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

## Validation and Moderation

Aspen Medical ensures that our business model moderates all assessment tasks to guarantee that tasks and results are reliable, valid and fair - including marking procedures. Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to ensure that reasonable judgment of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. Assessment tasks and course results are moderated, meaning results and assessment decisions are reviewed to determine whether the tool provides consistent and reliable outcomes.

## Trainers' Competencies

All assessments will be undertaken by assessors who satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

We will ensure that all our trainers and assessors will have, as a minimum, the following combination of:

- The necessary training and assessment competencies as stated in the Standards for RTOs 2015
- Relevant vocational competencies, at least to the level being assessed
- Demonstrated current industry, training and VET knowledge and skills
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles.
- Current working with Children Check or National Police Check.

## Participant Services and Support

### Language, Literacy and Numeracy Support

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence workplace tasks such as measuring, weighing and comprehending written work instructions.

- To support this approach, Aspen Medical will:
- Assess a participant's language, literacy and numeracy skills during their enrolment to ensure they possess adequate skills to complete the training. This may be in the form of a self-assessment
- Support participants during their study with training and assessment material and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to participants about details of language, literacy and numeracy assistance available. Aspen Medical generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the participant's development
- Refer participants to external language, literacy and numeracy support services that are beyond the support available within Aspen Medical and where this level of support is assessed as necessary
- Negotiate an extension of time to complete training programs if necessary.
- Defer study and help with special consideration applications
- Assist in using technology for online delivery components
- Provide additional tutorials.

All delivery, assessment and instructions are conducted in English unless otherwise stated. There may be an opportunity available for 'reasonable adjustment' in the assessment process, depending on the level of support you require. This will be determined during the enrolment process.

## Welfare and guidance services and client support

If you experience a problem with your course, you should immediately speak with your trainer, Aspen Medical Head Office (phone (02) 6203 9500) or email [training@aspenmedical.com](mailto:training@aspenmedical.com) who will help you with the assistance you need.

Some examples of support that may be arranged include:

- Mentoring
- Disability support
- Telephone/email participants support
- Personal counselling
- Study Skills Program.

## Legislation

### Legislative and Regulatory Responsibilities

Aspen Medical operates in accordance with the law and complies with legislative and regulatory requirements.

During your day-to-day work and when participating in training, you need to be aware of relevant legislation that may impact your conduct and behaviour. To access current legislation, click on the attached link: <https://www.legislation.gov.au/Home>

Legislation that will sometimes apply to your day-to-day work and training are summarised below.

### Work Health and Safety Act 2011

The main object of the Work Health and Safety Act 2011 is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by:

- a. protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work; and
- b. providing for fair and effective workplace representation, consultation, cooperation and issue resolution concerning work health and safety; and
- c. encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting persons conducting businesses or undertakings and workers to achieve a healthier and safer working environment; and
- d. promoting the provision of advice, information, education and training concerning work health and safety; and
- e. securing compliance with this Act through effective and appropriate compliance and enforcement measures; and

- f. ensuring appropriate scrutiny and review of actions taken by persons exercising powers and performing functions under this Act; and
- g. providing a framework for continuous improvement and progressively higher standards of work health and safety; and
- h. maintaining and strengthening the national harmonisation of laws relating to work health and safety and facilitating a consistent national approach to work health and safety in this jurisdiction.

## Privacy Act 1988 – (Australian Privacy Principles)

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988. They apply to any organisation or agency the Privacy Act covers.

- There are 13 Australian Privacy Principles, and they govern standards, rights and obligations around:
  - the collection, use and disclosure of personal information
  - an organisation or agency's governance and accountability
  - integrity and correction of personal information
  - the rights of individuals to access their personal information

The Australian Privacy Principles are principles-based laws. This gives an organisation or agency flexibility to tailor their personal information handling practices to their business models and the diverse needs of individuals. They are also technology-neutral, which allows them to adapt to changing technologies.

A breach of the Australian Privacy Principle is an 'interference with an individual's privacy and can lead to regulatory action and penalties.

Read more about Australian Privacy Principles here: <https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>

## Disability Discrimination Act 1992

The objects of this Act are:

1. To eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:
  - work, accommodation, education, access to premises, clubs and sport; and
  - the provision of goods, facilities, services and land; and
  - existing laws; and
  - the administration of Commonwealth laws and programs; and
2. To ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
3. To promote recognition and acceptance within the community, persons with disabilities have the same fundamental rights as others.

Read more about the Disability Discrimination Act 1992 here:

<https://www.legislation.gov.au/Details/C2016C00763>

## **Age Discrimination Act 2004**

The Age Discrimination Act 2004 is an Act of the Parliament of Australia that prohibits age discrimination in many areas, including employment, education, accommodation, and goods and services. Persons of any age can be discriminated against within the meaning of the Act.

The following is a simplified outline of this Act:

- This Act makes it unlawful to discriminate on the ground of age.
- This Act affects subject to certain geographical and constitutional limitations.
- Discrimination on the ground of age can be direct or indirect.
- It is unlawful to discriminate on the ground of age in relation to work and certain other areas.
- It is not unlawful to discriminate on the ground of age if a particular exemption is applicable.
- It is an offence to do certain things related to age discrimination.

Read more about the Age Discrimination Act 2004 here:

<https://www.legislation.gov.au/Details/C2017C00341>

## **Sex Discrimination Act 1984**

The Sex Discrimination Act 1984 gives Australia's international human rights obligations and promotes equality between women and men.

The Act protects people from unfair treatment based on their sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy and breastfeeding. It also protects workers with family responsibilities and makes sexual harassment against the law.

## **Racial Discrimination Act 1975**

Racial discrimination occurs when a person is treated less favourably or not given the same opportunities as others in a similar situation because of their race, country where they were born, ethnic origin, or skin colour.

The Racial Discrimination Act 1975 (RDA) makes it unlawful to discriminate against a person because of their race, colour, descent, national origin or ethnic origin, or immigrant status.

The RDA protects people from racial discrimination in many areas of public life, including employment, education, getting or using services, renting or buying a house or unit, and accessing public places.

The RDA also makes racial hatred unlawful.

Read more about the Racial Discrimination Act 1975 here:

<https://www.legislation.gov.au/Details/C2016C00089>

## Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use of a work, the original form in which the creator has expressed an idea or information. Copyright is not a tangible thing. Instead, it comprises a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include copying, publishing, communicating (e.g. broadcast, making available online), and publicly performing the copyrighted material.

There is no general exception that allows a work to be reproduced without infringing copyright. A part of a work is copied, the issue is whether a substantial portion of that work has been reproduced, and thus an infringement has occurred. However, a 10 per cent rule applies to fair dealing copying for research or study purposes. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10 per cent of a book of more than ten pages or 10 per cent of the words of a work in electronic form.

## Fair Work Act 2009

All people working in Australia under relevant Commonwealth workplace laws are entitled to general workplace protections.

The Fair Work Act 2009 provides protections of certain rights, including:

- workplace rights
- the right to engage in industrial activities
- the right to be free from unlawful discrimination
- the right to be free from undue influence or pressure in negotiating individual arrangements.

These rights are protected from specific unlawful actions, including (but not limited to):

- adverse action
- coercion
- misrepresentations
- undue influence or pressure concerning:
  - individual flexibility arrangements under modern awards and enterprise agreements
  - guarantees of annual earnings
  - deductions from wages.

## National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Regular Act 2011 provides the basis for establishing the National VET Regulator who is the registration authority for Registered Training Organisations (RTOs).

An RTO is a training provider registered by ASQA (or a state regulator) to deliver VET services.

RTOs provide quality training and qualifications that are nationally recognised.

There are currently around 4000 RTOs in Australia. The national register, [training.gov.au](https://training.gov.au), maintains a complete list of RTOs.

The advantages of RTOs are:

- Only RTOs can:
  - deliver nationally recognised courses
  - deliver accredited Australian Qualifications Framework (AQF) VET qualifications
  - apply for Australian, state and territory funding to provide VET.

RTOs can offer qualifications at the following levels:

- Certificates I, II, III and IV
- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma.

## Rights and Responsibilities

### Participant's Rights

Aspen Medical recognises that participants have the right to:

- expect high-quality training that recognises their learning styles and needs
- access all services, regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- have their prior learning, acquired competencies and experience recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice before its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they devote the necessary time and diligence to it
- learn from fully qualified and competent trainers who observe participants' learning needs, assist them in achieving course outcomes and assess participants' work fairly
- learn in a safe and clean learning environment, free of all forms of harassment and discrimination

- be treated with dignity and fairness
- expect that Aspen Medical will be ethical and open in their dealings, their communications and their advertising
- expect that Aspen Medical will maintain their duty of care to them
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- privacy, confidentiality and secure storage of their records in accordance with legislative guidelines.

## Participant's Responsibilities

Participants' are responsible for:

- accepting the enrolment conditions for the course, they undertake
- to provide accurate information about themselves at the time of enrolment and to advise Aspen Medical of any changes to their contact details within seven days
- providing enrolment information, including proof of identity were required
- paying all fees associated with their course
- treating staff and other participants with dignity and fairness, and behaving in an appropriate manner
- ensuring they attend classes sober and drug-free, and smoke only in open areas away from other people
- learning harmoniously and positively, irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- actively participating and monitoring their progress by ensuring assessment deadlines are observed and met
- the security of their personal belongings while attending a course
- promptly report all incidents of harassment or injury to their trainer or Aspen Medical administration office
- respecting Aspen Medical's property and observing policy guidelines and instructions in the use of equipment

## Punctuality

Participants should be at the course at least 15 minutes prior to the start of training. Some courses require enrolment proof of identity, and participants must be able to provide this before the commencement of a course. Failure to be punctual may preclude you from participating. Transfer to another course is possible; however, a refund in these circumstances will not be available.

## Rules Ensuring Comfort and Convenience for All Participants

Alcohol is NOT permitted in the training environment. A participant who appears to be affected by alcohol is not permitted to attend the training

Drugs are not permitted in the training environment. Anybody found having any dealing with drugs will be expelled from the course and reported to the Police. A participant who appears to be affected by drugs are not permitted to attend training

Firearms and knives cannot be brought to the training course. Anybody found with any sort of weapon will be expelled from the course and will be reported to the Police

Smoking is not permitted in and around the training environment

Chewing gum is not permitted in and around the training environment

Clothing should be comfortable and neat. We suggest overalls or long pants for participants attending practical courses such as first aid or working in confined spaces

Litter is to be removed following cessation of classes, and there will be minor cleaning tasks required after each training session to ensure the room is left tidy.

Lipstick is not be worn when attending first aid courses because of the stain it may leave on manikin faces

Theft As the premises of many training facilities are open to the public; participants are advised not to leave valuables unsupervised. Aspen Medical will not be held responsible for anything which may be stolen from training premises.

## Medical Problems

Participants with medical issues that could affect their performance in a training course should advise the enrolment officer or their trainer.

Aspen Medical reserves the right to call an ambulance for assistance if medical assistance is required.

## Mobile Phones

Do not make or receive calls or texts during training sessions. However, if you expect an urgent call, please communicate this to your trainer before the course begins.

## Participant Misconduct and Disciplinary Procedures

Aspen Medical will not tolerate misconduct under any circumstance. A participant may be asked to leave the premises or the course without refunding or recognising competencies already achieved. Circumstances that may result in a participant being asked to leave may include:

- cheating or lying about marks or assessments
- slander of Aspen Medical
- plagiarising material
- failure to comply with reasonable instruction or supervision
- conduct that places others at risk

- assault to any member of staff or participant, including verbal abuse, physical abuse, or gestures
- discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour
- destruction or damage to property or premises used by Aspen Medical
- stealing of property or equipment belonging to a participant or Aspen Medical
- persistent lateness or unacceptable disruption in the classroom
- the use of profanities, coarse or obscene language, drunkenness or under the influence of illegal substances
- failure to undertake assessments as set out by Aspen Medical and the AQTF
- behaviour that breaches the Commonwealth Privacy Amendment Act 2014
- criminal or anti-social behaviour.

Aspen Medical's Harassment Policy aims to create a safe environment for staff and participants by providing access to a fair and confidential process, assisted by understanding personnel within Aspen Medical.

Staff and participants need to be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. For example, equal opportunity laws prohibit discrimination based on sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed

'Personnel' - refers to all employees of Aspen Medical

'Racial Discrimination' - occurs when a person is threatened, abused, insulted or taunted about their race, descent or nationality, colour, language or ethnic origin, or racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's

private or sexual life, requests for sexual favours, obscene jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material

'Victimisation' - threatening to subject a person to some form of detriment because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint

If a staff member or participant feels they have been harassed in any way, they should report it to the Training Manager or Managing Director, who will initiate an investigation. The Compliance Manager will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.

### **Contact Details**

For further information relating to the information contained in this Participant Agreement, please contact Aspen Medical on (02) 6203 9500 or email: [training@aspenmedical.com](mailto:training@aspenmedical.com).

## AQTF Learner questionnaire feedback form

# Learner Questionnaire



## IMPORTANT INSTRUCTIONS

Please tell us about your training. Your feedback plays an important role in developing the quality of your education. In this questionnaire, the term 'training' refers to learning experiences with your training organisation. The term 'trainer' refers to trainers, teachers, lecturers or instructors from your training organisation. Provide one response to each item on the form. Complete using a black or blue pen. Print neatly in CAPITAL letters. Place a clear 'X' inside each box. Leave the box blank if the statement does not apply. If you want to change your answer, fill in the entire box and mark the correct box with an 'X'.

Example:     or

## ABOUT YOUR TRAINING

	Strongly disagree	Disagree	Agree	Strongly agree
I developed the skills expected from this training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I identified ways to build on my current knowledge and skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training focused on relevant skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I developed the knowledge expected from this training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training prepared me well for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I set high standards for myself in this training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training had a good mix of theory and practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I looked for my own resources to help me learn.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend the training organisation to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training organisation staff respected my background and needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I pushed myself to understand things I found confusing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers had an excellent knowledge of the subject content.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received useful feedback on my assessments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way I was assessed was a fair test of my skills and knowledge.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learned to work with people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training was at the right level of difficulty for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of work I had to do was reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessments were based on realistic activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was always easy to know the standards expected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training facilities and materials were in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I usually had a clear idea of what was expected of me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers explained things clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training organisation had a range of services to support learners.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learned to plan and manage my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training used up-to-date equipment, facilities and materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I approached trainers if I needed help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers made the subject as interesting as possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend the training to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training organisation gave appropriate recognition of existing knowledge and skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training resources were available when I needed them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough material to keep up my interest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training was flexible enough to meet my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers encouraged learners to ask questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trainers made it clear right from the start what they expected from me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>