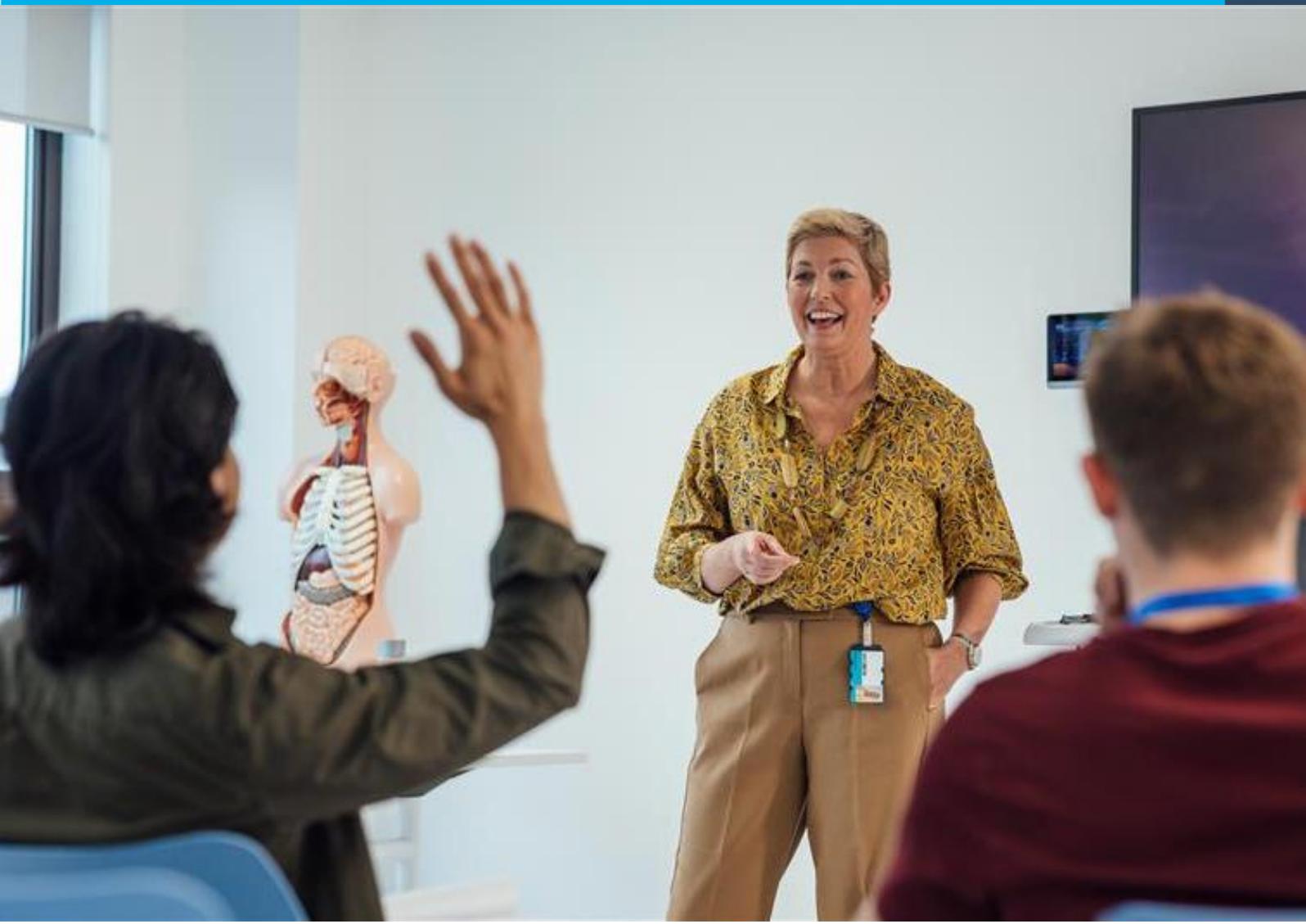


# Student Handbook

19 February 2026

**aspen**medical



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## 1. Purpose of this Handbook

This handbook is made publicly available to assist prospective students in understanding their rights and responsibilities, allowing them to make an informed decision prior to enrolling to a course with Aspen Medical Pty Ltd RTO #88188 (Aspen Medical Training). Students may also refer to this handbook throughout their learning journey.

Prior to the commencement or enrolment of a course, you should make sure the course suits your needs. In addition to the publicly available information on our website, you can discuss your individual needs with our Student Support Officer and learn how to access the training and support services outlined in this document.

Before signing an enrolment form, you must read this handbook and understand its contents. If you require assistance, please contact our Student Support Officer by emailing [training@aspenmedical.com](mailto:training@aspenmedical.com) or completing a [contact form on our website](#).

By completing and submitting the enrolment form, you acknowledge that you have read the Student Handbook and will abide by the information it contains as part of the Terms and Conditions of Enrolment.

## 2. Provider Details

Name of RTO: Aspen Medical Pty Ltd

RTO Number: 88188

Phone Number: 02 6203 9500

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

ABN: 32105250413

Our scope of training is listed on the National Register. The link to our registration can be found [here](#).

Students can contact the Administration and Student Support Officer during business hours by completing a contact form here: [Contact Us - Aspen Medical Training](#) We aim to respond to all enquiries within 2 business days.

## 3. Changes Affecting Students

Aspen Medical Training will inform students in writing of any significant changes of ownership and/or changes to the service delivery and/or third-party arrangement as soon as practicable. This includes but is not limited to informing students of:

- Changes to any training products,
- Changes to the organisation's operations that may affect students, and
- Changes relating to the transition of superseded, deleted, or expired training products.

## 4. Pre-Enrolment Course Information

Our website contains comprehensive course information for you to review prior to enrolling. The course-specific information will provide you with course content, costs, requirements, duration and VET outcomes. In addition, this handbook is made publicly available for students to make informed decisions regarding their course selection and responsibilities prior to enrolling.

### 1.1 Language, Literacy, Numeracy and Digital Skills Support

LLND support is available to provide students with advice and support services in the provision of language, literacy, numeracy and digital assessment services. Trainers and staff within the RTO can provide support to assist students throughout the learning process.

Language, Literacy, Numeracy and Digital skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy, numeracy and digital requirements, students are required to have the following basic skills:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure
- Basic digital skills

All students enrolling in training are required to undertake an LLND Assessment, as part of their enrolment.

### 1.2 Course Fees and Other Charges

Course fees are advertised on our website and are also available on request from the Student Support Officer by emailing [training@aspenmedical.com](mailto:training@aspenmedical.com). There are no additional fees associated with your training except for cancellation fees, GAP Training fees if applicable when undertaking RPL, replacement of resources, and where a physical certificate reprint is requested, in which case a service fee of \$25 + \$10 postage will be charged.

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

Regarding the Advanced Life Support Level 1 course, students who require a replacement workbook will be liable for a \$92 replacement resources fee.

Regarding the Pre-Hospital Trauma Life Support course, students who require a replacement workbook will be liable for an \$80 replacement resources fee.

Aspen Medical Training does not collect more than \$1500 in prepaid fees for individual students.

## 5. Enrolment Policy

Aspen Medical Training is committed to providing all VET students and employers with clear, current, and accurate information before a student decides to enrol. The "AMTAP21 Accredited Student Enrolment Policy" is in place to ensure that all enrolment practices undertaken by Aspen Medical Pty Ltd RTO #88188 (Aspen Medical Training) are transparent, equitable, and compliant with Standards 2.1 and 2.2 of the Standards for Registered Training Organisations (RTOs) 2025.

Students must ensure they have read and understand the “AMTAP21 Accredited Student Enrolment Policy” prior to completing an Enrolment Form. Students can view the full policy [here](#).

## 6. Refund and Cancellation Policy

### 6.1 Aspen Medical Training Initiated Cancellations

Aspen Medical Training will offer students a full refund of the course fees or a full credit toward the course fees in another scheduled course, under the following circumstances:

- We rescheduled a course, and you (the student) are unable to attend the revised date of the course.
- We cancelled a course.
- We are unable to deliver a course.

An “AMTAF03 Refund Request Form” must be completed by the student for a refund to be processed.

### 6.2 Student-Initiated Cancellations Refund Schedule

Aspen Medical Training will not be liable for student expenses, including travel or accommodation, under any circumstances.

Students must advise Aspen Medical Training of their cancellation and/or refund request by emailing [training@aspenmedical.com](mailto:training@aspenmedical.com). An “AMTAF03 Refund Request Form” must be completed by the student for a refund to be processed.

### 6.3 Cancellations with Extenuating Circumstances

At the discretion of Aspen Medical Training, we will offer the student a full refund of the course fees or a full credit toward the course fees in another scheduled course, for extenuating circumstances.

The student must provide evidence of the extenuating circumstance by:

- submitting a medical certificate verifying their inability to attend a course.
- submitting other evidence that demonstrates the extenuating or significant personal circumstance that led to their withdrawal from the course.

### 6.4 Cancellations without Extenuating Circumstances

Course	Refund Terms
<b>AQF Training and Assessment (Individuals)</b>	<p><b>Cancellations:</b></p> <ul style="list-style-type: none"> <li>• 10 working days or more from the original course date:               <ul style="list-style-type: none"> <li>• Full refund</li> </ul> </li> <li>• Less than 10 working days from the original course date               <ul style="list-style-type: none"> <li>• 75% refund of course fees</li> <li>• 25% administration fees retained</li> </ul> </li> </ul> <p><b>Students will not be entitled to a refund of course fees if they:</b></p>

	<ul style="list-style-type: none"> <li>• *cancel their enrolment after a training program has commenced.</li> <li>• do not complete their course as per the “AMTAP21 Student Completion of Accredited Training Policy”.</li> </ul> <p>*Enrolment in a course is considered to have officially commenced when the student first accesses any training materials, whether via eLearning or other forms of pre-learning content.</p>
<p><b>Advanced Life Support (ALS) Level 1 Course</b></p>	<p>The Advanced Life Support (ALS) Level 1 Course includes an Australian Resuscitation Council issued workbook.</p> <p>Workbooks are mailed to students via Australia Post Express with Signature within 21 days of the course commencement date. Students may request for workbooks to be dispatched earlier.</p> <p><b>Cancellations:</b></p> <ul style="list-style-type: none"> <li>• 21 working days or more from the original course date and the workbook has not been issued <ul style="list-style-type: none"> <li>• Credit towards a future course or;</li> <li>• Full refund</li> </ul> </li> <li>• 21 working days or more from the original course date and workbook has been issued <ul style="list-style-type: none"> <li>• Credit towards a future course or;</li> <li>• Course fees less \$92AUD workbook fee refunded</li> </ul> </li> <li>• Less than 21 working days from the original course date <ul style="list-style-type: none"> <li>• Credit towards a future course or;</li> <li>• Course fees less \$92AUD workbook fee refunded</li> </ul> </li> <li>• Less than 7 days from the original course date <ul style="list-style-type: none"> <li>• Credit towards a future course only</li> </ul> </li> </ul>
<p><b>Pre-Hospital Trauma Life Support (PHTLS) Course</b></p>	<p>The Pre-Hospital Trauma Life Support (PHTLS) Course includes an NAEMT issued digital workbook.</p> <p>Digital workbooks access codes are sent to students via email within 21 days of the course date. Students may request the workbook access code to be emailed earlier.</p> <p><b>Cancellations:</b></p> <ul style="list-style-type: none"> <li>• 21 working days or more from the original course date and the workbook access code has not been issued <ul style="list-style-type: none"> <li>• Credit towards a future course or;</li> <li>• Full refund</li> </ul> </li> <li>• 21 working days or more from the original course date and workbook access code has been issued</li> </ul>

	<ul style="list-style-type: none"> <li>• Credit towards a future course or;</li> <li>• Course fees less \$80AUD workbook fee refunded</li> <li>• Less than 21 working days from the original course date <ul style="list-style-type: none"> <li>• Credit towards a future course or;</li> <li>• Course fees less \$80AUD workbook fee refunded</li> </ul> </li> <li>• Less than 7 days from the original course date <ul style="list-style-type: none"> <li>• Credit towards a future course only</li> </ul> </li> </ul>
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**Aspen Medical Training:**

- ensures to send students requesting a refund, the “AMTAF03 Refund Request Form” within 3 business days from the date of request.
- Transfers refunds within 14 business days from when the student has submitted an “AMTAF03 Refund Request Form” and any other specified criteria requiring a refund to be made.
- Processes refunds via electronic funds transfer, using the authorised bank account nominated by the student.
- will make every effort to contact students to advise them of any course changes.

**The student:**

- must provide current contact details so that Aspen Medical Training can make contact to advise of any course changes or cancellations.
- must ensure that the email and postal addresses for receiving course materials are correct.
- is liable for replacement workbook costs, where incorrect or incomplete postal or email addresses, result in damage or loss of the workbook.

## **7. Student Responsibilities**

### **7.1 Responsibilities**

Students of Aspen Medical Training are responsible for their own actions, which include:

- Accepting the conditions of enrolment for their chosen course.
- Complying with the policies and procedures within this Student Handbook.
- Ensuring that at enrolment, they provide current contact details, including a contact email address, so that they may be contacted on for the duration of their enrolment through to completion.
- Communicating with the Trainer or Student Support Officer about any struggles that you may be having, especially if it will affect your training and assessment including medical issues.
- Treating other students and staff with respect, dignity and fairness.
- Contribute to a harmonious learning environment by behaving in an appropriate manner, irrespective of others’ gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- Completing all assessment requirements required to determine your competency within completion timeframes.
- Cooperating with Trainers, Assessors, RTO staff and other students in the conducting of training and assessment.
- Pay all course fees prior to course commencement.

- Reporting any hazards, injury or harassment to your Trainer or Student Support Officer in a prompt manner.
- Being on time for training.
- Not making calls or texts during training.
- Securing your own belongings.
- Wearing appropriate clothing for any practical assessment tasks that may be required for courses such as First Aid which require kneeling on the ground.
- Lipstick is not to be worn when performing CPR on manikins.
- Adhering to the following:
  - Smoking, alcohol and drugs are not permitted. A student who appears to be affected by alcohol or drugs is not permitted to attend the training.
  - Weapons, firearms and knives are not to be brought to training.

## 7.2 Anti-Bullying

Violence, harassment and bullying are human rights issues that profoundly affect the lives of many people in Australia.

We all have a right to feel safe and respected. We all have a right to live our lives free from violence. Violence, harassment and bullying can violate these rights. They can also impact on other rights, such as the right to education and the right to health. Violence, harassment and bullying affect well-being and quality of life.

Victims can experience significant social isolation and feel unsafe. Bullying can lead to emotional and physical harm, loss of self-esteem, feelings of shame and anxiety, and concentration and learning difficulties.

These are not issues that concern only children and young people. Violence, harassment and bullying can occur in several different environments, including in workplaces, care facilities and in the community, and can affect people of all ages and backgrounds.

Bullying can also take place in cyberspace: over the internet and on mobile phones. New technologies enable the spread of information, ideas and images to large numbers of people very quickly. There are many challenges in protecting people from violence, harassment and bullying in cyberspace.

We all have a responsibility to create a safe environment by standing up against violence, harassment and bullying. If bystanders take safe and appropriate action to stop bullying, we can all be a part of the solution. In the event of a situation that is considered by clients or students to be in violation of the RTO policies relating to harassment and bullying, report the situation to the Student Support Officer or RTO Manager.

## 7.3 Anti-harassment

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

- Unwelcome physical contact,
- Repeated unwelcome invitations,
- Insulting or threatening language or gestures,
- Continual unjustified comments about a client's work or work capacity,
- Jokes and comments about someone's ethnicity, colour, race, and
- Pictures, posters, graffiti, and electronic images, which are offensive, obscene or objectionable.
- Examples of victimisation may include:
  - Unfavourable treatment like aggression,
  - Refusing to provide information to someone,
  - Ignoring a person,
  - Mocking customs or cultures, and
  - Lower assessment of client work.

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear,
- Behaviour that intimidates, degrades or humiliates a person,
- Aggression, verbal abuse and behaviour which is intended to punish,
- Personality clashes and constant 'put-downs',
- Persistent, unreasonable criticism of the client's work performance, and
- Client violence, both physical and threatened against teachers.

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the RTO Manager.

All complaints will be promptly investigated.

## 7.4 Student Misconduct

Students may be asked to leave training for misconduct.

Circumstances that may result in a student being asked to leave may include:

- Breaches the student responsibilities detailed in this Handbook.
- Being affected by drugs, or alcohol.
- Being negligent, careless or obstructive in their behaviour.
- Engaging in any improper or illegal conduct which may bring Aspen Medical Training into disrepute.
- Bullying.
- Discrimination, harassment (of any sort), disorderly or dangerous conduct, disruptive, abusive or anti-social behaviour.
- Assault including verbal or physical abuse.
- Slander of Aspen Medical Training.

## 8. Student Support and Wellbeing

If you experience a problem with your course, you should immediately speak with your trainer, Aspen Medical Training (phone (02) 6203 9500) or email [training@aspenmedical.com](mailto:training@aspenmedical.com) so that we may provide assistance.

Aspen Medical Training is committed to providing students assistance when requiring additional support while training. To achieve this and to ensure the quality delivery of training and assessment, we provide support services to improve training outcomes.

All students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment and induction stage. Students are advised to discuss support needs with their trainer or a member of Aspen Medical Training in the first instance. If required, the student can then schedule an appointment with the RTO Manager to discuss support services. Additionally, the Student Support Officer may be contacted on [training@aspenmedical.com](mailto:training@aspenmedical.com) or by calling (02) 6203 9500.

Additional support services include:

- Learning Support.
- Assistance when applying for RPL or credit transfer.
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context.
- Briefings on the assessment process, may be written or verbal.
- Provision or access to assistive technology.
- Additional tutorials to assist with learning.
- Assistance in using technology.
- Adjustment to equipment (i.e. change of study to support a student with a bad back).
- Referral to LLND assistance.
- Referral to counselling services.
- Grievance /conflict resolution.
- Stress management.
- Access and equity issues.
- Student welfare and support.

Genuine difficulties for a student to complete a program in the allotted timeframe are to be brought to the attention of the RTO Manager at the first available opportunity.

A copy of the Student Support Services List is available at the end of this handbook [here](#). If a student is unsure of the service that they require, they should contact their trainer or the Student Support Officer to discuss further.

## 9. Access and Equity

Aspen Medical Training is committed to ensuring all students receive equal opportunities and benefits in pursuing their training and development. Our policies uphold access and equity principles, ensuring that all VET students and prospective enrolments are treated fairly and without bias across all training and assessment activities conducted by Aspen Medical Training.

### 9.1 Key Principles of Access and Equity Principles

- Equity for all people through the fair and appropriate allocation of resource.
- All students are to be treated fairly and equally throughout their learning journey.
- Access for all people to appropriate quality training and assessment services.
- Students are to be treated fairly and equally when being assessed. This also includes access to assessment and application material for Credit Transfer and Recognition of Prior Learning.

- Equal opportunity for individuals to be selected for programs offering an equal opportunity for students to successfully access the services they require to complete their training program at Aspen Medical Training.

If you would like to discuss access and equity, please contact us at [training@aspenmedical.com](mailto:training@aspenmedical.com).

## 9.2 Diverse Student Needs

Students are encouraged to disclose their learning needs. You should express your views about your learning needs at all stages of your learning experience.

As we aim to identify and respond to learning needs, students will receive a short language, literacy, numeracy and digital test as part of the pre-enrolment process. The test will ask questions that reveal the general English level of students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats.

## 9.3 Reasonable Adjustments

Reasonable adjustments include any adjustments for a VET student with a disability, made by an NVR registered training organisation in a manner consistent with the Disability Standards for Education 2005. This includes flexibility in assessment approaches to account for individual learning needs while still adhering to the assessment requirements of the relevant training package or VET course or training product.

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 must align with the training product.

This may include adjusting the physical environment, student learning materials, or how a theory test is completed.

Please note that some training products have mandatory assessment requirements that cannot be modified or adjusted. For example, the Performance Evidence for the unit, *“HLTAID009 Provide cardiopulmonary resuscitation”* includes that the student must be able to demonstrate at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor.

Students are supported to disclose their disability if they choose to do so, so that requested reasonable adjustments may be made where appropriate and possible.

## 10. Unique Student Identifier

The Unique Student Identifier (USI) is an Australian Government initiative developed for all AQF students from 1 January 2015. The USI records all nationally recognised training records and your completed results from that date onwards. From 1 January 2015, all students studying within Australia are required to provide Aspen Medical Training with a verified USI before certification is issued, unless exempt. Our Unique Student Identifier Policy can be found in full [here](#).

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. Unless exempt, RTO's must only issue a qualification or statement of attainment to a student after:

- The student has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 7FVZEG5X8R.

You can find more information on the Unique Student Identifier initiative via the official USI [website](#).

## 11. Privacy

### 11.1 Student Records

Aspen Medical Training respects the importance of securing any form of personal information which is collected from students and/or other Stakeholders and adheres to the Privacy Act 1988 and its amendments. A copy of our Privacy Policy can be viewed in full on our website [here](#), our Data Protection Policy can be read in full [here](#), and the NCVET Privacy Notice can be found [below](#).

As an NVR Registered Training Organisation, Aspen Medical Training 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.

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept within a secure area (both electronic and hard files).

Aspen Medical Training retains student assessment records for the mandatory minimum timeframe of two years as per the Standards for RTOs 2025. Additionally, Aspen Medical Training retains records of all AQF certification documentation issued to VET students for a period of thirty years in accordance with the Australian Qualifications Framework (AQF) Qualifications Register Policy and the Standards for RTOs 2025.

All students have the right to access their record of participation and progress within a timely manner upon written request to the RTO Manager at [training@aspenmedical.com](mailto:training@aspenmedical.com). Aspen Medical Training will require proof of identity to protect the privacy of all client information.

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

More information on the AQF Qualification Register Policy can be found [here](#).

More information on the Standards for RTOs 2025 surrounding student record retention can be found [here](#).

## 12. NCVER Privacy Notice for Students Enrolling in AQF Courses

### 12.1 Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### 12.2 How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### 12.3 How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation,
- facilitation of statistics and research relating to education, including surveys and data linkage,
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Data Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## 12.4 Surveys

You may receive a student survey, which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## 12.5 Contact Information

At any time, you may contact Aspen Medical Training to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

## 12.6 VET Data Use Statement

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Employment and Workplace Relations
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

## 12.7 How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## 13. Training and Assessment Information

### 13.1 Commitment to Training

Aspen Medical Pty Ltd guarantees that the services provided by Aspen Medical Pty Ltd will be:

- provided with due care and skill,
- fit for any specified purpose (express or implied), and
- provided within a reasonable time (when no timeframe is set for the training).

If we are unable to deliver training, for any reason, we will refund your course fees in full or arrange an alternative. We reserve the right to cancel, postpone or re-schedule courses due to unforeseen circumstances.

## 13.2 Trainers and Assessors

All training and assessments will be undertaken by persons who satisfy the Standards for RTOs 2025 mandatory competency requirements for assessors.

## 13.3 Assessment Process

Aspen Medical Training's assessment system has been designed to ensure that assessment produces consistent and valid judgements of VET student competency and meets the requirements of the training products. As per the Standards for RTOs 2025, the assessment system must be conducted in accordance with the following principles:

- **Fairness** – assessment accommodates the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary;
- **Flexibility** – assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge;
- **Validity** – assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting; and
- **Reliability** – assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

Additionally, assessors are to make individual assessment judgements that are justified based on the following rules of evidence:

- **Validity** – assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product;
- **Sufficiency** – the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product;
- **Authenticity** – the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student; and
- **Currency** – the assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge.

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

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

## 13.4 Issuance of AQF Certifications

Upon successful completion of an AQF course, subject to our Unique Student Identifier Policy and payment of agreed fees, the student owes to Aspen Medical Training, students will be issued the appropriate certification within 30 days of completing the training course.

Aspen Medical Training will not issue AQF certification documentation to any person unless the person is a VET student whom the organisation has assessed as meeting the requirements of the training product.

Where Aspen Medical Training has assessed a VET student as meeting the requirements of the training product in accordance with the Standards and Australian Qualifications Framework, we will ensure the AQF certification documentation is issued to the VET student within 30 calendar days from the completion of the assessment, provided the VET student:

- has completed the AQF qualification or completed one or more units of an AQF qualification which they have subsequently withdrawn from; and
- has paid to the organisation all agreed fees associated with the training product.

## 13.5 Plagiarism

All assessments are expected to be the student's work. As such, students must sign a declaration that their submissions are their own work. Where students are found to have plagiarised or cheated, they may be unable to re-enrol to a course should the plagiarism result in their course failure.

It is considered cheating to:

- use notes or other resources without permission during formal testing,
- hand in someone else's work as your own (with or without that person's permission),
- hand in a completely duplicated assignment,
- take work without the author's knowledge,
- allow someone else to hand up your work as their own,
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work,
- use any part of someone else's work without the proper acknowledgement,
- steal an examination or solution from a Trainer/Assessor.

It is not cheating to:

- discuss assignments with your Trainer/Assessor or other students to understand what is being asked for,
- hand in work done alone or with the help of staff,
- get help to correct minor errors in spelling, grammar or syntax (sentence construction),
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged),
- submit one assignment from a group of students where this is explicitly permitted or required,
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, endnotes or the Harvard system of referencing.

## 13.6 Superseded Training Products

Any superseded training products are advertised as such on our website. Should you have any queries on an advertised superseded training product on our website, please contact us on [training@aspenmedical.com](mailto:training@aspenmedical.com).

## 13.7 Student Completion of Accredited Training Policy

The Enrolment Period for all units of competency on the RTO's scope of registration is 180 days. Where a student enrolls in a course and does not complete or does not commence the course within the enrolment period, their enrolment will be cancelled.

Certain units of competency have a completion timeframe whereby all outstanding assessments should be completed within a designated period from your Practical Assessment as stated in the [Student Completion of Accredited Training Policy](#). These are listed within the [Student Completion of Accredited Training Policy](#) and will be referenced within your enrolment form to review prior to enrolling.

All eLearning components should 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 Training 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 course, please refer to the course overview available on our website. If you are unsure of the completion timeframe for your prospective course, please contact [training@aspenmedical.com](mailto:training@aspenmedical.com) prior to enrolling.

Our Student Completion of Accredited Training Policy can be read in full [here](#) prior to enrolling.

## 14. Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) is a process that assesses your competency - acquired through formal and informal learning - to determine if you meet the requirements of your course.

As per our "AMTAP01 Recognition of Prior Learning and Credit Transfer Policy", Aspen Medical Training does not offer Recognition of Prior Learning (RPL) for Australian Qualifications Framework (AQF) training products being offered for delivery.

You can view our policy in full [here](#).

## 15. Credit Transfer

A Credit Transfer is the formal recognition and granting of credit toward a qualification for a unit of competency you've already successfully completed in another accredited course or qualification. A Credit Transfer application does not guarantee a Credit Transfer outcome.

To receive a Credit Transfer for a unit you must provide evidence of prior completion of an equivalent training product demonstrated by AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements of the training product). When credit is recognised, you don't need to repeat training or assessment for that unit.

## 15.1 The Credit Transfer Enquiry Process

Information regarding the opportunity to apply for Credit Transfer is publicly available on our website for prospective and current students within this handbook. Refer to the Credit Transfer Flowchart located [here](#) for a detailed overview of the process.

If a student believes they may be an eligible candidate for Credit Transfer, they should:

- Review the contents of this handbook.
- Review the “AMTAP01 Recognition of Prior Learning and Credit Transfer Policy”.
- Review the “AMTAP08 RTO Complaints and Appeals Policy”.
- Review the “AMTAP02 Refund and Cancellation Policy”.
- Review the training product they wish to have recognised via the National Register to understand the training product requirements: National Training Register
- Contact Aspen Medical Training via [training@aspenmedical.com](mailto:training@aspenmedical.com) if they require more information or to enquire if they are a suitable candidate for Credit Transfer.

## 15.2 Student advice and Credit Transfer application

Upon receipt of your Credit Transfer enquiry, Aspen Medical Training will liaise with you to determine your suitability for Credit Transfer. If you can provide the required evidence and are a suitable for Credit Transfer, Aspen Medical Training will advise in writing of the following within 14 business days:

- Your suitability for Credit Transfer for the training product requested.
- Fees.
- The Credit Transfer process including important student information to review prior to committing to the RPL process including:
  - “AMTAHB01 Student Handbook” for important student information.
  - “AMTAP01 Recognition of Prior Learning and Credit Transfer Policy”
  - “AMTAP08 RTO Complaints and Appeals Policy”
  - “AMTAP02 Refund and Cancellation Policy”

Should you advise Aspen Medical Training that you wish to proceed with the Credit Transfer process, we will supply you with the following:

- “AMTAF31 Credit Transfer Form”
- “AMTAF12 Enrolment Form”
- Invoice for payment

Students are only considered enrolled to the Credit Transfer process for a training product after receiving advice on their Credit Transfer suitability and advising they wish to process with the Credit Transfer process, and upon the return of the following to Aspen Medical Training:

- “AMTAF12 Enrolment Form”
- Payment remittance

Students have 6 months from enrolment to supply the following via email to [training@aspenmedical.com](mailto:training@aspenmedical.com) for RPL assessment:

- Completed section 1 of “AMTAF31 Credit Transfer Form”
- Evidence of prior completion being an equivalent training product demonstrated by AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements of the training product).

### 15.3 Credit Transfer Assessment

Aspen Medical Training will review the student's Credit Transfer application by:

- Liaising with the student for any outstanding information.
- Authenticating the evidence.
- Completing section 2 of the "AMTAF31 Credit Transfer Form"
- Authenticating the evidence.

Aspen Medical Training will notify the student of the outcome within 30 business days of all evidence being submitted.

### 15.4 Application assessment outcomes

Your Credit Transfer submission will be assessed and one of the following outcomes will be advised:

- **Equivalent:** Where equivalence is determined, the student will not be required to undertake further training and assessment for the equivalent unit, and a credit transfer result will be recorded in the student file.
- **Not Equivalent:** Where the unit of competency is listed as Not Equivalent on the National Register, or a gap is found between the unit of competency currently held and the one required for the current course, an assessment process may be undertaken to determine what required evidence would support the claim of competence. The assessment process may result in a requirement for Gap Training to demonstrate competence, and an associated cost. Where Gap Training will incur additional fees, these will be presented to the student. Should the student wish not to proceed with Gap Training, there will be no additional fees.

Successful applications where a submission is deemed 'Equivalent' will result in the student being advised of the outcome and the student will be issued their certification upon all outstanding fees being paid.

Unsuccessful applications where a submission is deemed 'Not Equivalent' will result in Aspen Medical Training advising the student of the following:

- Pathways to fulfill the requirements of the training product.
- The "[AMTAP08 RTO Complaints and Appeals Policy](#)".

### 15.5 Appeals

All students have the right to appeal their Credit Transfer application's outcome. As a first step, students should try to resolve the matter informally with Aspen Medical Training by contacting [training@aspenmedical.com](mailto:training@aspenmedical.com) to discuss their concerns.

Where the outcome remains unresolved, students must follow the complaints and appeals process as listed in the

Our Complaints and Appeals Policy can be found at the end of this handbook and on our [website](#). Students may contact Aspen Medical Training on [training@aspenmedical.com](mailto:training@aspenmedical.com) for more information if required.

### 15.6 Credit Transfer Fees

A \$50 processing fee will apply to direct Credit Transfers of individual Units of Competency.

Our Refund and Cancellation Policy can be viewed [here](#).

## 16. Complaints and Appeals

Aspen Medical Training is committed to providing a fair and transparent process for dealing with complaints and appeals concerning the RTO. A complaints and appeals process has been implemented to ensure that all RTO complaints and appeals are dealt with in a fair and timely manner and is made available within this Student Handbook on our [website](#). Our Complaints and Appeals Policy can be read in full [here](#).

If a student is having difficulties, they are encouraged to initially discuss their concerns with the Student Support Officer. If this is not possible or the issue is unresolved, the individual may submit a formal complaint or appeal.

### 16.1 Complaints

A complaint is an expression of dissatisfaction relating to people, services, systems, facilities, or resources within the RTO. Examples of complaints include:

- Student raises a complaint against another student.
- Student raises a complaint against the RTO.
- Student raises a complaint against a Third Party.
- RTO staff raises a complaint against a Third Party.
- RTO staff raises a complaint against another staff member or a student.
- A complaint is raised against a process of the RTO.
- A complaint is raised against the training equipment or resources of the RTO.
- A complaint is raised against the training environment or safety during Training.

### 16.2 Appeals

An appeal is a formal process for requesting a reconsideration or reassessment of a decision made by Aspen Medical Training.

### 16.3 Policy

If a student does not wish to raise a formal complaint but still wants to provide feedback or suggestions for improvement, they may complete the "[AMTAF27 Opportunity for Improvement Form](#)", or by contacting the Student Support Officer.

If a student wishes to make a formal complaint or appeal, they must complete the online "[AMTAF28 Complaints and Appeals Form](#)" or request a copy of this form from the Student Support Officer via email at [training@aspenmedical.com](mailto:training@aspenmedical.com).

If required, the student has the right to request a third-party/support person to assist them through the Complaints and Appeals Process.

Appeals against formal decisions must be submitted in writing to [training@aspenmedical.com](mailto:training@aspenmedical.com). The appellant must also complete the "AMTAF06 Application for Reconsideration of a Reviewable Decision Form" within ten (10) working days of receiving the original decision. A copy of this form can be requested from the Student Support Officer by emailing [training@aspenmedical.com](mailto:training@aspenmedical.com).

### 16.4 Complaint and Appeal Handling Process

When a formal complaint or appeal is received, Aspen Medical Training will:

- Acknowledge receipt in writing within 10 working days.
- Register the complaint or appeal in a dedicated log for transparency and tracking.
- Assign the matter to an impartial investigator who was not involved in the complaint or original decision.
- Conduct the investigation in a fair, objective and confidential manner.

Throughout the process, the student will be updated on the progress of their case. Aspen Medical Training aims to resolve all matters within 60 calendar days.

If it becomes clear that more time is needed, the RTO Manager will:

- Inform the student in writing, explaining the reason for the delay.
- Provide regular updates on progress until the matter is finalised.

## 16.5 How to Make a Formal Complaint or Appeal

To make a formal complaint or appeal, the student should read, complete, and submit the online "[AMTAF28 Complaints and Appeals Form](#)" with any supporting documentation.

If appealing a resolution or decision, submit "AMTAF06 Application for Reconsideration of a Reviewable Decision Form" along with any additional documents and references within ten (10) days via:

- Email: [training@aspenmedical.com](mailto:training@aspenmedical.com)
- Post: RTO and Learning Design Manager, Aspen Medical, PO Box 9385, Deakin ACT 2600

## 16.6 External Complaint Options

If the student is not satisfied with the outcome of the appeal, they have the right to escalate the matter to an external authority.

Complaints can be directed to the Australian Skills Quality Authority (ASQA) via their website: [asqa.gov.au](http://asqa.gov.au). ASQA provides a secure online complaints form and guidance for students and training providers.

Alternatively, concerns can be raised through the National Training Complaints Hotline, managed by the Department of Employment and Workplace Relations. The hotline provides a central contact point for complaints about vocational education and training.

- Phone: 13 38 73
- Hours: Monday to Friday, 8am to 6pm (nationally)
- Website: [dewr.gov.au/national-training-complaints-hotline](http://dewr.gov.au/national-training-complaints-hotline)

Both services offer information by state and territory and can provide independent support throughout the escalation process.

## 17. Workplace Health and Safety

Aspen Medical Training is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

We monitor and maintain the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO. As a student, you have an obligation to complete your training safely and promptly report any injuries or harassment to your trainer or Student Support Officer, or by emailing [training@aspenmedical.com](mailto:training@aspenmedical.com) for assistance.

### 17.1 Induction and Fire Safety

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

### 17.2 Incidents/Accidents

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the RTO premises or whilst on work placement. These should be either reported to your trainer or to the Student Support Officer.

In the event of an incident or accidents, the trainer must be immediately notified. An incident report form will be required to be completed.

If you require medical attention, inform your Aspen Medical Training trainer, who will provide first aid and/or arrange additional medical support through the Ambulance Service.

If an Aspen Medical Training trainer calls an ambulance to assist with medical treatment, you will bear the cost of the Ambulance. 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.

### 17.3 First Aid

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

### 17.4 Hazards

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the RTO. If you identify a hazard, please report it to either your trainer or the Student Support Officer.

### 17.5 Manual Handling

Never attempt to lift anything that is beyond your capacity. Always bend your 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.

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

## 18. Legislative and Regulatory Responsibilities

In consideration of all clients and students of Aspen Medical Training, it is important that adherence to all legislative acts and regulations are observed while undertaking training.

When undertaking work experience, the student acknowledges that they must observe the employers' Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts.

By completing and submitting an enrolment form, students acknowledge that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

### 18.1 Anti-Discrimination

In Australia, it is unlawful to discriminate based on numerous protected attributes including age, disability, race, sex, intersex status, gender identity and sexual orientation in certain areas of public life, including education and employment. Australia's federal anti-discrimination laws are contained in the following legislation:

- Age Discrimination Act 2004 - Federal Register of Legislation
- Sex Discrimination Act 1984 - Federal Register of Legislation
- Racial Discrimination Act 1975 - Federal Register of Legislation
- Disability Discrimination Act 1992 - Federal Register of Legislation

Each state and territory has also enacted anti-discrimination legislation. Individuals can lodge complaints about discrimination, harassment and bullying at the state and territory level, depending upon the circumstances of the complaint, with the relevant agency in that state or territory.

Aspen Medical Training is committed to ensuring that all its representatives, clients and students are treated fairly and equally in their employment and training.

All opportunities are determined based on merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics, or impairment.

Trainer/Assessors are accountable for the implementation of these policies.

Aspen Medical Training and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

### 18.2 Privacy Act 1988

The Privacy Act 1988 is the principal piece of Australian legislation protecting the handling of personal information about individuals. The ACT includes the collection, use, storage and disclosure of personal information in the federal public sector and in the private sector.

Read more about the Australian Privacy Principles here:

<https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles/>

### 18.3 Disability Standards for Education 2005

The Disability Standards for Education 2005 (DSE) clarify the obligations of education and training providers under the Disability Discrimination Act 1992 (DDA). The DSE seek to ensure that students with disabilities can access and participate in education on the same basis as students without disabilities.

The Australian Government has released:

- Information resources to help students with disability and their caregivers understand their rights under the DSE
- Information resources for education providers and educators explaining their obligations under the DSE.

You can read more here: [Disability Standards for Education 2005 - Federal Register of Legislation](#)

### 18.4 Copyright Act 1968

Students and staff need to be aware that photocopying of textbooks and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy.

You can read more about this Act here: [Copyright Act 1968 - Federal Register of Legislation](#)

### 18.5 Fair Work Act 2009

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

Read more about the Fair Work Act 2009 here: [Fair Work Act 2009 - Federal Register of Legislation](#)

### 18.6 National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Regulator Act establishes the regulatory requirements for registration of RTOs. The objectives of this act are:

- to provide for national consistency in the regulation of vocational education and training (**VET**); and
- to regulate VET using:
  - a standards-based quality framework; and
  - risk assessments, where appropriate; and
- to protect and enhance:
  - quality, flexibility and innovation in VET; and
  - Australia's reputation for VET nationally and internationally; and
- to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and
- to protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and
- to facilitate access to accurate information relating to the quality of VET.

Read more about the National Vocational Education and Training Regulator Act 2011 here: [National Vocational Education and Training Regulator Act 2011 - Federal Register of Legislation](#)

## 18.7 Standards for Registered Training Organisations

The 2025 Standards for RTOs are enabled by the National Vocational Education and Training Regulator Act 2011 and represent all Governments' shared ambition to lift quality across the VET sector, through enabling a more flexible, robust and quality-driven approach to regulation. The Standards provide a clearer and more direct link between the requirements RTOs are expected to meet and the outcomes they are expected to deliver.

There are three components of the 2025 Standards for RTOs:

- [Outcome Standards](#): Outcome-focused requirements that support the delivery of nationally consistent and high-quality training that leads to quality outcomes for students, industry, employers and the Australian community.
- [Compliance requirements](#): Administrative requirements (including the Fit and Proper Person Requirements and NRT Logo Conditions of Use Policy) that support integrity in the VET sector.
- [Credential Policy](#): An enforceable policy that operates alongside the Standards and outlines the credentials required for delivering training and assessments and undertaking validation of assessments.

## 18.8 Australian Qualifications Framework (AQF)

Students and RTOs are required to comply with the [Australian Qualifications Framework \(AQF\)](#), when developing materials or writing Training and Assessment Strategies. The AQF is the quality assured national framework of qualifications in the school, vocational education and training, and higher education sectors in Australia. The AQF Handbook outlines the requirements for setting up Certificates and Testamurs.

## 18.9 Data Provisions 2020

The Data Provision Requirements 2020 outlines the requirements for applicants and registered training organisations to capture and provide data to the regulatory body.

The data required relates to registration and performance information, including quality indicator data and information derived from the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

## 19. Further Information

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

## 20. Student Forms and Policy Information

### 20.1 Student Support Services List

The following is a list of Support Services with referrals to external providers.

Name of Organisation	Website	Phone #	Email	Client Needs Addressed
Beyond Blue	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636	<a href="https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx">https://online.beyondblue.org.au/WebModules/Email/InitialInformation.aspx</a>	Experiencing anxiety and/or depression
Black Dog Institute	<a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>	(02) 9382 2991	<a href="http://www.blackdoginstitute.org.au/aboutus/contactus.cfm">http://www.blackdoginstitute.org.au/aboutus/contactus.cfm</a>	Depression and Bipolar Disorder Information Australia
Kids Helpline	<a href="http://www.kidshelp.com.au">www.kidshelp.com.au</a>	1800 551 800	Webchat or Email Available Online	Services for assisting children or people who are concerned about a child
Lifeline Australia	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14	<a href="https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat">https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat</a>	May be in a crisis or at risk of suicide or know of someone at risk of suicide
Salvation Army	<a href="http://www.salvationarmy.org.au">Alcohol and other drug services   The Salvation Army Australia</a>	13 72 58	<a href="http://www.salvationarmy.org.au">Contact Us   The Salvation Army Australia</a>	Services designed to help people at all stages of recovery.
The Reading Writing Hotline	<a href="http://readingwritinghotline.edu.au/">http://readingwritinghotline.edu.au/</a>	1300 655 506	<a href="mailto:rwhotline@det.nsw.edu.au">rwhotline@det.nsw.edu.au</a>	Having difficulty with reading, writing and numeracy
Physical disability Australia	<a href="http://www.pda.org.au/">http://www.pda.org.au/</a>	1800 732 674	Available on website <a href="http://www.pda.org.au">Contact – Physical Disability Australia (pda.org.au)</a>	Requiring assistance with a physical disability
Deaf Australia Translating and Interpreting Service	<a href="http://www.deafconnect.org.au/">Interpreting   Deaf Connect</a>	Available on website for your region.	Available on website <a href="http://www.deafconnect.org.au">Contact Us - Deaf Connect</a>	Interpreter for those who are deaf or have hearing impairments
Vision Australia	<a href="http://www.visionaustralia.org/">http://www.visionaustralia.org/</a>	1300 84 74 66	<a href="mailto:info@visionaustralia.org">info@visionaustralia.org</a>	Requires assistance due to vision impairment

### 20.2 ACER Learner Engagement Survey

The learner survey is designed to be conducted by Registered Training Organisations (RTOs) on a routine basis to collect data from learners participating in nationally recognised training. We distribute this survey via email to be completed online. A copy of the form can be found [here](#) for reference.

### 20.3 Enrolment Policy

You can view the Accredited Student Enrolment Policy in full [here](#).

### 20.4 Privacy Policy

You can view our Privacy Policy in full [here](#).

### 20.5 Data Protection

You can view our Data Protection Policy in full [here](#).

### 20.6 Unique Student Identifier Policy

You can view our Unique Student Identifier Policy in full [here](#).

## 20.7 Student Completion of Accredited Training Policy

You can view our Student Completion of Accredited Training Policy in full [here](#).

## 20.8 Refund and Cancellation Policy

You can view our Refund and Cancellation Policy in full [here](#).

## 20.9 RTO Complaints and Appeals Policy

You can view our RTO Complaints and Appeals Policy in full [here](#)

## 20.10 Opportunity for Improvement Form

You can complete an Opportunity for Improvement Form online [here](#).

## 20.11 Complaints and Appeals Form

You can complete a Complaints and Appeals Form online [here](#).

## 20.12 Recognition of Prior Learning and Credit Transfer Policy

You can view our Recognition of Prior Learning and Credit Transfer Policy in full [here](#).

## 20.13 Credit Transfer Flowchart

You can download a Credit Transfer Flowchart [here](#).

## 20.14 Credit Transfer Form

You can download a Credit Transfer Form [here](#).

wherever  
you need us

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