aspenmedical

Document number	AMTAP06
Version	5.0
Date of issue/revision	Nov 2026
Date of review	Nov 2029
Reviewed by	SLC
Approved by	RTO & LDM

Privacy Policy

1 Purpose

This policy acts as a supplement to the 'AMLP02 Privacy Policy' to provide students with privacy information relevant to their training with Aspen Medical Pty Ltd Registered Training Organisation (RTO) #88188 (Aspen Medical Training). This policy accompanies, and should be read in conjunction with, the AMLP02 Privacy Policy which is the umbrella document for Aspen Medical's compliance with legislative and best-practice standards in Privacy management.

In this policy, "us" "we" or "our" means Aspen Medical Training.

2 Scope

This policy addresses privacy of information relevant to training activities provided by Aspen Medical Training, which has not been specified in the AMLP02 Privacy Policy. There are additional privacy policies and notices which should be read in conjunction with this document as follows:

- The AMLP02 Privacy Policy which references the Australian Privacy Principles (APP) and management of personal information can be read in full here.
- The publicly available privacy notice which references the information which is collected when you use our website can be read here.

3 Abbreviations and Definitions

Term/Abbreviation	Definition
RTO	A 'Registered Training Organisation' is a provider and assessing institution of nationally recognised training which has been registered by the National VET Regulator under the National Vocational Education and Training Regulator Act 2011 to: a. deliver and assess nationally recognised training, b. issue nationally recognised qualifications and statements of attainment, and c. apply for government funding to provide VET services.
Student	A person undertaking training with Aspen Medical Training whether accredited or non-accredited.
Vocational Education and Training (VET)	'Vocational Education and Training' refers to skill-based education that prepares individuals for specific

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	jobs or industries. It's practical, hands-on learning delivered by Registered Training Organisations (RTOs) such as Technical and Further Education (TAFE), private colleges, and some schools. VET leads to nationally recognised qualifications—from Certificate I to Advanced Diploma—and covers fields like trades, health care, hospitality, and more. It's designed to meet workforce needs and often includes workplace-based training.

4 The types of information Aspen Medical Training collects, holds and uses

As an RTO regulated by the Australian Skills Quality Authority, we are required to collect, store, use and disclose personal information on students in nationally recognised training programs. These obligations are outlined in the National Vocational Education and Training Regulator Act 2011, related legislative instruments and amendments including:

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- Student Identifiers Act 2014

Additionally, we are required to give the National VET Regulator such information as the Regulator requests, by notice in writing, for the purposes of the National Vocational Education and Training Regulator Act 2011, so long as we are capable of complying with the request.

Due to these legal requirements, we may need to disclose student or other information to a range of entities, including:

- Government (Commonwealth, State or Local) VET authorities
- Employers (and their representatives)

5 Student personal information collected and held

Personal information collected and held may include:

- Full name
- Email address
- Phone number
- Unique Student Identifier or exemption status
- Employment details
- Educational background
- Demographic Information
- Course progress and achievement information

- Financial billing information
- Identity details
- Employee details and Human Resources information
- Complaint or issue information
- Disability status and other student needs
- Ethnic backgrounds, such as Aboriginal and Torres Strait Islander

Information will be collected directly from the student. This may include training record forms and details submitted via the web-based student management system or website.

Occasionally, Aspen Medical Training may receive both solicited and unsolicited information from third party sources in undertaking service delivery activities. These sources may include entities such as:

- Government (Commonwealth, State or Local) VET authorities
- Employers (and their representatives)

6 Disclosure of Information

In addition to section 7.3 of the AMLP02 Privacy Policy, we note that Aspen Medical Training will only use or disclose students' personal information for the primary purposes for which the information was collected or secondary purposes in cases where:

- A student consents to a secondary use or disclosure.
- A student would reasonably expect the secondary use or disclosure of the information where the information use is directly related to the primary purpose of the information collection.
- Using or disclosing the information is required or authorised by law.

6.1 VET Data

Aspen Medical Training will disclose national Vocational Education and Training data regarding students enrolled in nationally accredited training programs to meet reporting obligations as a condition of registration. Avenues of reporting include but are not limited to:

- Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).
- VET Information Standard.
- Reporting to the National VET Regulator.

6.2 Non-accredited Training Data

Aspen Medical Training will disclose non-accredited training data to the course owners for the purposes of delivering courses and issuing completion certificates. These include:

- Enrolment and completion data for the Advanced Life Support – Level 1 course.
- Enrolment, results and completion data for the Pre-Hospital Trauma Life Support course.

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7 Information Access and Correction

In addition to section 8 of the AMLP02 Privacy Policy detailing how an individual may access personal information held by us about themselves and seek the correction of such information, we note that all students have a right to request access to their stored personal information and to request correction of that information at any time.

To request access to personal student records, please contact;

- Aspen Medical Training
- Phone: 02 6203 9500
- Email: training@aspenmedical.com

If third parties such as a VET authority or employer, request access to personal information, we will verify and identify the requesting party. Where appropriate and legally permissible, we will contact the student to confirm consent, unless prior consent has already been provided for the matter.

7.1 Collection from third parties

- Where Aspen Medical Training collects personal information from another organisation, staff will confirm whether the organisation has secured permission from the student concerned to release the required information.
- Aspen Medical Training will also endeavour to notify the student concerned to ensure that the participant is aware of the information collection.

7.2 Adoption, Use or Disclosure of Government Related Identifiers

Aspen Medical Training does not adopt, use or disclose a government related identifier related to a student except when required by Australian law or other legal requirements.

7.3 Privacy Complaints Procedure

As specified in section 9 of the AMLP02 Privacy Policy, if an individual believes there has been a breach of the APP a complaint should be sent by email to privacy@aspenmedical.com.

Alternatively, if the complaint relates to a training matter, the student can choose to lodge their complaint with the ASQA complaints handling service for complaints against RTOs:

- Australian Skills Quality Authority: www.asqa.gov.au: Phone: 1300 701 801

8 Related Documents / Resources

- AMLP02 Privacy Policy
- Privacy Act 1988
- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

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