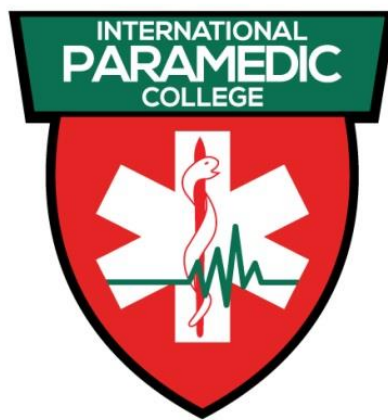


# International Paramedic College



## Student Handbook

RTO Number: 45284



# Student Handbook

## Contents

RTO Details .....	4
Contact Details.....	4
Introduction .....	5
About Us .....	5
Our Method of Delivery .....	5
Venues .....	6
Enrolments/Applications .....	6
Our Guarantee .....	6
Code of Practice .....	6
COVID 19 Adaptive Measures – Training Arrangements .....	8
Legislative Requirements .....	8
Student Rights and Responsibilities .....	10
Quality Assurance .....	11
Student Feedback .....	11
Student Support .....	11
Access and Equity .....	12
Anti-Discrimination and Harassment.....	12
Disciplinary Action .....	12
Privacy .....	13
Access to Records .....	13
Workplace Health and Safety .....	13
Entry Requirements .....	14
Unique Student Identifier (USI) .....	14
Attendance .....	14
Cancelling an Enrolment or Withdrawing from Training .....	14
Issuing Certificates and Statements of Attainment .....	15
Fees and Refunds.....	15
Refunds and Course Cancellation Policy.....	15
Course transfer .....	16
Late Students/ Early departure.....	16



Fee Protection .....	16
Payment Schedule .....	16
Fees for Recognition .....	16
Replacement of Certificates or Statements of Attainment .....	17
Business or Organisation Course Bookings Policy .....	17
Business and organisational "No Shows" or Failure to Attend Training Our Promise to You .....	17
Assessments .....	18
Assessment Outcomes.....	18
Reasonable Adjustment.....	18
Physical Requirements.....	19
Submission of Assessments .....	19
Authenticity of work .....	19
Assessment Appeals Procedure.....	19
Foundation Skills.....	19
Recognition of Prior Learning (RPL).....	20
Credit Transfer (CT).....	20
Other Policies and Procedures .....	21
Organisational Change.....	21
Third-Party Arrangements .....	21
Complaints and Appeals Policy.....	22
Procedure .....	22
The Complaints Process.....	22
The Assessment Appeals Process .....	23
Complaints and Appeals: Alternative Contacts .....	23
Record Keeping.....	23
Monitoring and Improvements .....	24
Complaints and Appeals Forms .....	24
Complaints and Appeals Form.....	24



## **RTO Details**

**Registered Business Name:** International Paramedic College PTY Ltd  
**Registered Trading Name:** **International Paramedic College**  
**Central Administration Office:** 16, Mellis Circuit, Alstonville, NSW 2477  
**Postal Address:** As Above  
**Website:** [International Paramedic College](http://InternationalParamedicCollege.com.au)  
**ABN:** 11 608 508 292  
**ACN:** 608508292  
**RTO Number:** 45284  
**CEO:** Craig Nolan

## **Contact Details**

**Name of Contact Person:** Craig Nolan  
**Role:** CEO  
**Phone/Mobile:** 1300 244 994  
**Email:** [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)

**Name of Contact Person:** Administrative Staff  
**Role:** Administration  
**Phone/Mobile:** 0413 244 994 or 1300 244 994  
**Email:** [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)



## Introduction

Thank you for choosing International Paramedic College. We deliver nationally recognised training, goods and services that have been specifically designed to meet the needs of the pre-hospital care sector.

The Handbook provides students with information about the nationally recognised training courses they are enrolled in and about the operations of our RTO. It also covers your rights and responsibilities and the key concepts of Policies and Procedures that are relevant to your studies and time spent at the College.

If you have any questions about anything included in this Handbook, please ask your trainer/assessor or contact College Administration in the first instance.

## About Us

We provide training to individuals, business and corporations and pride ourselves in providing high quality, interactive and relevant training.

International Paramedic College was established in October 2015. The CEO has a lifetime of experience in the Pre-hospital care and training industry, a second-generation paramedic, he holds a Paramedic degree and worked at the highest clinical level, that of intensive Care Paramedic and Clinical Educator. He has a Diploma in Adult education and holds membership with the National Institute of First Aid Trainers, an information group dedicated to providing first aid educators with the most up to date industry information and professional development opportunities. He is a member of the Australia and New Zealand College of Paramedicine, an Ambulance Service professional body that provides clinical professional development opportunities and further education and research opportunities in the field of pre-hospital care. He is a member of Paramedics Australasia, the peak body for paramedics in Australia, and elected as a committee member on the NSW branch of this peak industry body of paramedic professionals. This body is leading the development of national registration and competency standards for Paramedics.

We have been approved by ASQA, the national regulator for vocational education and training (VET) in Australia, to deliver and assess qualifications listed on our [scope of training at training.gov.au](https://www.training.gov.au)

## Our Method of Delivery

We deliver our courses by using a range of delivery strategies in classrooms, community facilities onsite and in the workplace. We use a range of educational strategies to deliver our training and assessment of nationally accredited training. Adults have different ways of learning so our content and learning methodologies can be contextualised to a variety of training environments. We believe in a supportive learning environment provides the best outcome for students.

A full range of current delivery strategies are available on our website here

<https://www.internationalparamediccollege.com.au/training-options/>



## Venues

We use a range of commercial and community and workplace venues to deliver our training.

## Enrolments/Applications

International Paramedic College reserves the right to reject any application / enrolment or order for any reason, including if a course is already full or a product or service are not currently available, or we are unable to supply a product or service for any reason. If we reject an application or order, we will endeavour to notify you of that rejection within a reasonable time after you submit your application or order. If we have already received your payment, we will return, or refund in full, your payment promptly after our rejection notification.

## Our Guarantee

We guarantee that we will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our marketing information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Payment, refund and cancellation fees and refund policy. It can be found in the footer of our website.

## Code of Practice

The following list describes the principles that guide our operations.

International Paramedic College provides quality training and assessment for all students in accordance with its responsibilities as a Registered Training Organisation and is committed to fair, reasonable, and ethical practices in all its undertakings.

**Training and Assessment Delivery:** Training and Assessment delivery will ensure clients are given every opportunity to achieve a satisfactory learning outcome.

**Client Information:** We ensure practices conform to Privacy Legislation requirements and that all staff are aware of their responsibilities with regard to confidentiality of student information. Students will be made aware when personal information is to be shared with Government or other bodies.

**Complaints and Appeals:** We have an accessible Complaints and Appeals Policy and Procedure which ensure all complaints and appeals are dealt with in a timely and fair manner.

**Financial Management:** We implement best practice financial management systems and provide clearly stated fee and refund policies to students prior to enrolment.

**Marketing:** We are committed to the provision of accurate and ethical marketing by ourselves and those acting on our behalf as appointed agents for marketing and enrolment services. Promotional materials



accurately reflect the cost of the training, the duration of training, provision for RPL and Credit Transfer if applicable and the methods of training delivery.

**Provision of Information:** Accurate information is provided prior to enrolment and course commencement. This information includes course structure, fees, any pre-requisites, enrolment processes, course outlines and vocational outcomes, assessment methods and dates, opportunities for recognition and student support and provision for special needs.

**Access and Equity:** We are committed to an inclusive approach to the development, conduct and evaluation of training programs. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

**Anti-Discrimination and Harassment:** We are committed to ensuring that all staff and students have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

**Legislative Compliance:** We provide training and work environment that complies with all relevant federal and state legislation including Equal Opportunity, Work Health and Safety, Disability Standards, Privacy, Anti-Discrimination and Fair Work requirements.

**Records management:** We have systems in place to assure accurate record and data management that enable client's access to records and information within a stated timeframe. Accurate statistical information will be provided to relevant organisations as required. We implement USI requirements according to Government policy.

**Recognition:** We ensure that all students have access to information regarding opportunities of recognition including RPL, RCC and Credit Transfer. Procedures and forms are in place to ensure any application for recognition is assessed in a timely and supportive manner. See separate recognition policy, procedures, and forms.

**Professional Staff:** We employ trainers and assessors with relevant and current qualifications and industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure current relevance of skills and knowledge.

**Qualifications Issuance:** We implement systems to ensure that Qualifications and Statements of Attainment are issued within the legislated timeframe after a competency decision has been made.

**Professional conduct:** All RTO staff and students will maintain awareness that VET Training is about professional conduct and will apply the same standard during course attendance:

Professional conduct is the standard applying to a typical workplace and includes:

- Use of substances is forbidden in the work environment.
- Personal presentation must be at the level required in the work environment.
- Language use will maintain the standard expected in a workplace.
- Punctuality is required and the workplace or RTO expects to be informed about any lateness or absence and may require a medical certificate for verification.



**Workplace Health and Safety:** We are committed to ensuring the health, safety and welfare of staff and students at all worksites and training venues.

**Liaison with Industry:** We are committed to ensuring that training and assessment practices are relevant to current industry needs by developing ongoing networks with Industry and Industry groups. Independent industry representatives will be consulted with regard to the development of training and assessment strategies and for validation of assessment tools.

**Subcontracting/ Third Party Arrangements:** We are aware that when appointing a third party to provide services on our behalf, such as marketing, enrolment and training and assessment, that it is our responsibility to ensure the quality and integrity of these services and to implement systematic monitoring processes to ensure all legislative and ethical standards are maintained.

## COVID 19 Adaptive Measures – Training Arrangements

Given the nature of the COVID 19 epidemic certain adaptations may be made to applications enrolments, training and assessment strategies as recommended by industry bodies such as the Australian Industry and Skills Committee (AISC), The Australian Resuscitation Council (ARC), ASAQA, and the appropriate health or government authorities etc.

Changes in the way students enrol, attend, interact and practice and learn skills will be necessary to ensure social distancing and compliance with a COVID plan.

Latest adaptations and COVID information is available on our website

<https://www.internationalparamediccollege.com.au/covid-19-information/>

## Legislative Requirements

As a Registered Training Organisation, we comply with relevant Commonwealth, State and regulatory requirements including the Standards for Registered Training Organisations 2015. If there changes in legislation or regulations that directly affect your participation in your studies, we will make sure you are informed of them through emails and by updating this handbook and our website.

**The following legislation is relevant to our operations:**

### Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act. 2011
- Australian Human Rights Commission Act 1986
- Equal Opportunities ACT 1987
- Age Discrimination Act 2004 (Cwth)
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Sex Discrimination Act 1984





- Privacy Act 1988 and Australian Privacy Principles (2014)
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Copyright Act 1968
- Student Identifiers Act 2014
- Competition and Consumer Act 2010

#### **NSW Legislation**

- Work Health and Safety Act 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Anti-Discrimination Act 1977
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

#### **Western Australia legislation:**

- Vocational Education and Training Act 1996
- Education Service Providers (Full Fee Overseas Students) Registration Act 1991
- Equal Opportunity Act 1984
- Fair Trading Act 1987
- Occupational Safety and Health Act 1984
- Working with Children (Criminal Record Checking) Act 2004

#### **South Australia legislation:**

- Training and Skills Development Act 2008
- Work Health and Safety Act 2012
- Workers Rehabilitation and Compensation Act 1986
- Fair Trading Act 1987

#### **Victoria legislation:**

- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Accident Compensation (Workcover Insurance) Act 1993
- Disability Act 2006
- Fair Trading Act 1999
- *Working with Children Act 2005*

#### **Queensland**

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Work Health and Safety Act 2011
- Workers' Compensation and Rehabilitation Act 2003
- Child Employment Act 2006
- Child Protection Act 1999
- Fair Trading Act 1989

#### **Australian Capital Territory**



- Training and Tertiary Education Act 2003
- Work Health and Safety Act 2012
- Workers Compensation Act 1951
- Discrimination Act 1991
- Fair Trading Act 1992

#### **Tasmania**

- Work Health and Safety Act 2012
- Industrial Relations Act 1984 (certain functions)
- Industrial Relations (Commonwealth Powers) Act 2009
- Workers Rehabilitation and Compensation Act 1988
- *Fair Trading Act 1990*

#### **Northern Territory**

- Work Health and Safety (National Uniform Legislation) Act 2011
- Child Protection (Offender Reporting and Registration) Act 2013
- Consumer Affairs and Fair-Trading Act 2013

## **Student Rights and Responsibilities**

### **STUDENT RIGHTS**

International Paramedic College will ensure that all enrolled students will:

- receive quality training and assessment that meets the Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This will be by email to your recorded email address. Fees may be incurred if a printed/posted certificate or replacement certificate is required. Any costs will be on our website.
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or, if applicable, by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment and materials
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training program
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from hazards, harassment and discrimination
- be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third-party arrangements, new third party arrangements or a change in ownership.

## **Student Responsibilities**



All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities or dealing with college administrative staff.
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide a USI number or give permission to obtain one on their behalf or view/confirm your USI details as a training organisation on [www.usi.gov.au](http://www.usi.gov.au)

## Quality Assurance

We are committed to provided training and assessment of the highest quality. This includes improving programs and services through:

- Collecting feedback from students, employers and industry with the regard to the quality of our training, assessment and administrative services.
- Implementation and maintenance of Standards for RTO's 2015 and the Standards for AQF certification documents.
- Implementing a continuous improvement strategy across all our of our services
- Systematic review of our systems and procedures to ensure they meet legislative standards
- Using a systematic Quality Management System to monitor

If you are unhappy with any aspect of our service to you, please discuss it with us, we will take your opinion seriously and do our best to improve our practice to your satisfaction. If, however, you wish to make a formal complaint or appeal against and assessment outcome then you should follow the Complaints and Appeals Process as described in the Complaints and Appeals Policy.

## Student Feedback

As part of our Quality Assurance process, you will be asked at the end of your training program to complete an online feedback form that asks about your level of satisfaction with the training and support you have received. Please take time to complete this form accurately so that we can improve our training, assessment, and administrative processes.

## Student Support



We are committed to making every effort to ensure you successfully complete your training program. You should advise us on enrolment if you have any learning difficulties that may require additional support. Our programs are delivered in English and may require you to have a reasonable level of English proficiency to complete the assessment tasks

Please talk to us at enrolment or at any time during your studies if you require any support to successfully complete your studies. We will meet with you and discuss your support needs; we will develop a support and plan and provide access, or referral, to relevant support services.

Support may include the following:

- Language, Literacy and Numeracy (LLN) support
- assistive technology
- additional tutorials
- other mechanisms, such as assistance in using technology for online delivery components.
- childcare referrals
- disability support
- negotiating extra time to complete your assessment tasks
- Access to paper-based assessments rather than online assessment tasks

In a situation where we cannot provide the necessary support, we will make provide you with information regarding relevant support organisations.

We will notify you if there are any additional costs as a result of the provision of individual support.

## **Access and Equity**

We are committed to providing equitable access to our services for everyone and do not discriminate on the basis of race, religion, socio-economic status, gender, colour, sexual preference, physical or mental disability, marital status, family or carer responsibilities, pregnancy, political opinion, national extraction or social origin.

## **Anti-Discrimination and Harassment**

We take any complaints of harassment or discrimination very seriously and are committed to providing a learning environment where staff and students are treated with dignity and respect and free from all forms of discrimination or harassment. Please refer to the confidential Complaints and Appeals process if you feel you have been discriminated against or harassed.

## **Disciplinary Action**

We are committed to providing training in an environment of mutual respect and cooperation.

If a student exhibits disrespectful or disruptive behaviour, then the Trainer/Assessor has the authority to warn the student that their behaviour is unsuitable. If there is no improvement or the immediate safety or well-being of others is at risk then the student should be directed to leave the training environment.

Examples of when disciplinary action may be required include when a student:



- Brings or consumes illegal drugs or alcohol on the premises
- Is under the influence of drugs or alcohol
- Damages property or removes property or resources belonging to the training venue.
- Assaults (physically or verbally) any person or persons on the training or business premises
- Fails to comply with any instructions relating to the safety of anyone on the premises
- Exhibits aggressive, disorderly, disruptive, harassing behaviour or interferes with the comfort, safety or well-being of any person who is acting lawfully and entitled to be present
- Colludes, plagiarises or cheats in assignments or assessments
- Enters any part of the training or business premises when not entitled to do so, or having entered, refuses to leave said premises.

In all Instances, if there has been a cause for disciplinary action the CEO must be informed immediately.

If a student wishes to make a complaint in relation to the disciplinary action taken they should be directed to follow the Complaints Procedure.

## Privacy

We respect the privacy of our students and ensure that all information is collected and stored in accordance the Privacy Act of 1988 and the Australian Privacy Principles.

We do not give out personal information to any person or agency without your permission, unless we are required to do so by law.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The [USI Privacy Policy](#) provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

You can access our [privacy policy here](#).

## Access to Records

If at any time you would like to access your student records please email the IPC Administration who will arrange a mutually convenient time.

## Workplace Health and Safety

International Paramedic College is committed to ensuring the health, safety and welfare of staff and students at all worksites and training venues and is bound by the requirements of the Work Health and Safety Act 2011.

As a student it is your responsibility:



- To inform us of any accidents or incidents that occur which may affect health and safety of anyone working or studying at our training sites and/or workplace.
- To take reasonable care of others at the training site and/or workplace and cooperating with RTO staff in ensuring health and safety.
- To ensure the training environment is not misused or interfered with.
- To cooperate with the employer or any other person to meet a requirement made for health and safety under the Act.

You should report any WHS related issues to your trainer and assessor or a staff member as soon as possible after the event or after identifying a hazard.

## Entry Requirements

Entry requirement for our courses vary and are detailed in the Course Information on our website.

## Unique Student Identifier (USI)

All students in Australia must have a Unique Student Identifier (USI). This will be a lifelong number which will enable your records and results obtained to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before we, or any, RTO can issue Certificates or Statements of Attainment.

If you require help in obtaining one, please contact the office.

If you are unable or choose not to provide one or have an exemption granted under the Student Identifiers Act 2014 then your training outcome will not be recorded on your USI account and will not be available in future years as part of the authenticated USI transcript service.

More information about your [USI number is available here](#)

## Attendance

We expect students to attend all training sessions/workshops and to complete assessments activities. We ask students to arrive 20 minutes prior to the scheduled start of a practical course to complete any paperwork and administrative tasks. If you are unavoidably unable to attend, you must inform the office or our trainer prior to the start of the scheduled training.

Unfortunately, if you arrive late for our short courses, we are unable to accept you on the course and you may forfeit your fees in line with our [fees and refund policy](#).

If you are having trouble finding us, give us a call early so that we can give you directions. All courses have location maps on the website.

## Cancelling an Enrolment or Withdrawing from Training



Cancellation of enrolments or intention to withdraw from training must be made in writing to the CEO. Requests for refunds must also be in writing. (For further details on refunds refer to the Fee and [Refunds section](#) later in this Handbook or our [terms and conditions](#) on our website).

## Issuing Certificates and Statements of Attainment

It is the responsibility of International Paramedic College to issue AQF Certification Documentation. We will issue all Certificates or Statements of Attainment within 30 days of the student being assessed as competent if the training program in which the student is enrolled is complete and all agreed fees have been paid.

Please note: we include a notation on the Certificates that enables future employers or other RTOs to verify when and where the certificates were issued.

All Certificates or Statements of Attainments will be issued electronically and have security measures

Replacements, reissues or posted certificates will incur an Administration Fee

## Fees and Refunds

We will supply you with information about Refunds and Cancellations all **fees and charges** and our [terms and conditions](#) prior to enrolment. This information will be published and updated in the course information on our website.

Fees comprise:

- Administration Fees: we charge an administration fee for each enrolment and this is non-refundable.
- Course Fees: course fees are set for each course.
- Additional course material: some of our courses may require you to buy equipment and uniforms or PPE, this will remain your property after you have completed the training

**We will make refunds or manage cancellations in certain circumstances as listed on our [website here](#)**

### Refunds and Course Cancellation Policy

We operate fair and equitable fees, student transfer and refunds policy for people who undertake training, purchase products or services from International Paramedic College Pty Ltd.

Your enrolment in our courses is acceptance of our [fees, refund policy](#) and our [terms and conditions](#) set out here, on our website and in our [student handbook](#). Please read and review these policies prior to enrolling in your course. Please [contact us](#) if you have any further questions.

When a student enrolls in a course offered by International Paramedic College Pty Ltd and pays a course fee, it means a binding contract is created between the student and International Paramedic College. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to International Paramedic College (IPC). To apply for a refund you should email your request to: [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)

**We will make refunds or manage cancellations in certain circumstances as listed on our [website here](#)**



If you are unhappy with any decision made regarding fees and refunds, then please follow the Complaints and Appeals process or contact us by email. : [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)

### **Course transfer**

**We will make course transfers, revisions or manage cancellations in certain circumstances as listed on our [website here](#)**

A transfer is not available to students who "fail to show" for the class or who do not give the required notice.

### **Late Students/ Early departure**

Students who arrive late, after the scheduled course start time may be denied access to training and be required to pay an additional 25% of original course fees to or an admin fee to rebook an alternative date.

Failure to attend training a second time will null and void any offer of course transfer.

Refunds will not apply to any fees paid.

No refund is available if students leave prior to completing the course/unit of competency. However, if you wish to finalise incomplete units of competency at a future course, the original fee can be used as a credit towards that course plus an administration fee to reschedule your booking. This offer is available within a 2 week period from the initial training date. Because of the nature of competency-based training and assessment, you may be required to attend the full course again.

**Late students/early departures will be managed as listed on our [website here](#)**

### **Fee Protection**

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect we have the following policy in place: we do not collect fees in advance of more than \$1500

### **Payment Schedule**

Where course fees are over \$1500 in total, students will have to sign an agreed payment plan on enrolment. This plan will give payment dates and the amount of the instalment. It is your responsibility to ensure this payment is made. We will charge an additional 10% if we do not receive the payment and have to contact you to make arrangements to pay.

If there is default on the payment plan the following may occur:

- Suspension from accessing or attending training and assessment until the outstanding debt is paid
- Referral to a debt collection agency after a period of 60 days

### **Fees for Recognition**

Fees for credit transfer may apply as per our published schedule of fees. Fees for RPL will depend on the number of units applied for and a price will be supplied on initial enquiry or application.





## Replacement of Certificates or Statements of Attainment

We charge a fee to replace, reissue or post a Certificate or Statement of Attainment. All requests for replacements can be made by email and can be [ordered online here](#). You should allow 21 days from receipt of a request until delivery.

## Business or Organisation Course Bookings Policy

When bookings are made by a business or organisation for IPC to provide onsite or workplace training the following additional terms and conditions will apply.

We operate fair and equitable fees and refunds policy for business and organisations who undertake training with us.

Your acceptance of our quote or agreement to conduct training courses is acceptance of our fees and refund policy and the terms and conditions under which we offer training, goods or services.

If we agree to invoice your organisation then full payment for the agreed day rate is payable upon receipt of the invoice or its due date, by bank deposit only. Certificates will not be issued until payment is made in full.

Notification of course starts times, location and student requirements to your staff, is your responsibility.

We will quote you our day rate price based on the number of students attending a course.

Your acceptance of the quoted price, our day rate, and confirmation of training is based on those minimum numbers. If students **"fail to attend"** for any reason, this is your responsibility.

We will invoice you for the agreed minimum numbers quoted in our day rate when you booked.

We understand that last minute changes may apply in a dynamic business environment and so we offer to accommodate employees who fail to attend on the day in future general courses under the terms noted in our quote to you.

Additional students may always be added by mutual consent and costs adjusted accordingly.

You will be provided with a group booking sheet to complete or access to our online enrolment/assessment system to apply to enrol students.

## Business and organisational "No Shows" or Failure to Attend Training Our Promise to You

As part of our fair and equitable fees and refunds policy **based on our day rate for business and organisations** who undertake training with us, we promise that if students from your organisation fail to attend training then we will make every attempt to accommodate them in future courses in our general public courses when vacancies exist in those courses if this is part of the quote for training services, we provided to you. This commitment does not apply to students who have arrived after the scheduled course start time and/or have been denied access to training for any reason.



Late students will be required to pay an additional administration fee to re-book in our public courses.

Failure to attend training a second time will null and void any offer.

## **Assessments**

International Paramedic College undertakes to ensure that all assessments of students in nationally registered training will be done in accordance with the criteria laid down in the course outline and in the training package.

### **Assessment Outcomes**

Each assessment task will be assessed as satisfactory (S) or not yet satisfactory (NYS) by your assessor. Satisfactory completion of all will lead to a verdict of competent at the unit level. If you are deemed NYS your assessor will explain the areas you need to strengthen and you will be given time for revision and practice prior to resitting the assessment task.

If after two attempts, you have not completed the task satisfactorily you may be required to undergo more training and then resit the assessment and there will be additional costs for this.

Please make sure you keep a copy of all completed work you hand in for assessment; in the unexpected event of assessments going missing, it is your responsibility to be able to provide a copy.

### **Reasonable Adjustment**

International Paramedic College understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- Physical disabilities
- Limited language
- Limited literacy and numeracy skills
- Limited communication skills
- Limited learning strategies

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material



Students will be asked at enrolment to ensure any required adjustments can be addressed. Also, you can discuss any special needs with your assessor who may be able to make any required, reasonable adjustment to the assessments to meet these needs. Please note the requirements under physical activity below.

Enrolment in training with IPC requires participants to provide details on any learning or physical difficulties which may impact on their training outcomes. This may include any language, literacy, or numeracy issues.

Many first aid and CPR courses require students to perform CPR on the floor for a period of time. Please be aware of any requirements of your training course.

Reasonable Assessment may include access to paper-based assessments for those who are unable to complete the online assessment tasks.

Reasonable adjustment does not include individual instruction in our group/class-based courses. Talk to the office if a quote for individual instruction is required

### **Physical Requirements**

If you suffer an allergy to latex products, please advise us.

Practical activities involve training scenarios conducted at floor level and contact with other students/instructors. Please wear suitable clothing

CPR is a rigorous physical activity requiring you to compress the chest of a manikin downwards about a third of the chest depth continuously at 100 to 120 times a minute for a continuous period of 2 minutes. This requires a level of endurance, strength, and fitness appropriate to this task. If you have current physical injuries, medical problems, or limitations, please discuss this with your trainer. It is important that you do not injure yourself or exacerbate an existing condition in training.

### **Submission of Assessments**

If courses have assessment timetables you will be required to submit assessments on time as per the Assessment Schedule for your course. Extensions to assessment deadlines must be requested in writing to your assessor and it is at their discretion if extra time will be allowed.

### **Authenticity of work**

When you submit a written assignment for assessment you will have to sign a statement that it is all your own work and has not been copied from other sources. Online assessments ask you to declare that it is all your own work and has been completed by you.

### **Assessment Appeals Procedure**

For information on how to appeal an assessment decision refer to the Complaints and Appeals Policy included in this Handbook.

### **Foundation Skills**



Foundation Skills are those skills relating to learning, reading, writing, oral communication and the core (employability) skills that are required in the workplace. All training products include assessment of Foundation Skills at a level relative to the qualification level. Assessment of Foundation Skills is embedded in the assessment tasks.

## Recognition of Prior Learning (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; schoolwork, life or sporting experience

If you apply for Recognition and are successful it can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

All students are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how that competency was acquired.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:

1. If you feel you want to apply for RPL, contact our office; we will explain the initial application process and send you out an RPL Application Form.
2. When we receive the completed RPL Application Form, we will arrange for you to meet with the assessor to discuss your application and make sure you understand the evidence collecting process. At this stage you will be given an RPL Assessment Kit.
3. We will schedule further meetings to assess the evidence you have provided.
4. When all the evidence has been submitted the assessor will decide if you are competent in all aspects of the unit(s).
5. If yes: Statements of Attainments are issued for the units achieved or a Certificate is issued if you have achieved competence in all units in a Qualification.
6. If no: a meeting will be arranged with the assessor to explain areas requiring further evidence or training.
7. Fees will apply for as per our schedule of fees and charges.

Information about RPL is available on our website [here](#)

## Credit Transfer (CT)

International Paramedic College recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be asked submit originals for copying and



endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).

3. You can apply for Credit Transfer at any time but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.
6. Fees will apply for as per our schedule of fees and charges.
7. [Contact us](#) for further information on credit transfer or application forms.

## Other Policies and Procedures

Our Policies and Procedures guide our operations and determine how we conduct our services and business. Copies may be accessed on our website or on request from the administration office. The Complaints and Appeals Policy and forms are included below. Our policies include but are not limited.

- Access and Equity Policy
- Anti-Discrimination and Harassment Policy
- Complaints and Appeals Policy
- Consumer Protection Policy
- Consumer Protection Policy
- Financial Management Policy
- Student Support Policy
- Legislation Policy
- Marketing Policy
- Privacy Policy
- Qualifications Issuance Policy
- Quality Assurance Policy
- Recognition Policy
- Record Keeping Policy
- Training and Assessments Policy
- Transition Policy
- USI Policy
- Workplace Health and Safety Policy

## Organisational Change

Where there are any changes to agreed services we will advise you as soon as practicable, including a change in ownership or changes to existing third party arrangements or in relation to any new third party arrangements.

## Third-Party Arrangements



We will inform you regarding any arrangements, or changes to existing arrangements, we have with a Third Parties to market our services or deliver training and assessment on our behalf . This information will include:

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf; and
- your rights, including: if the RTO, or a third party delivering training and assessment closes or ceases to deliver any part of the training product that the student is enrolled in.

## **Complaints and Appeals Policy**

International Paramedic College understands its obligation to protect the rights of students and is committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or students and third parties who deliver or market or recruit on our behalf. All complaints and appeals will be treated as an opportunity for improvement and will be contribute to our Quality Assurance systems.

We also understand our obligation to manage requests for a review of decisions, including assessment decisions made by ourselves or a third-party providing services on our behalf.

### **Procedure**

We will ensure that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner as follows.

Students will be informed of the Complaints and Appeals Process in our Student Handbook.

Confidentiality is maintained throughout the processes outlined below.

### **The Complaints Process**

1. Students are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another student. The Trainer/Assessor will make of notes of the concern and follow up with the CEO. In instances where the CEO is also the trainer and assessor, follow up will be with the Compliance Manager.
2. If the problem continues or is not easy to resolve informally a meeting with the CEO/ Compliance Manager is arranged. This meeting can be face to face or by phone and students can elect to have a representative present. A record of the meeting is kept including the grievance and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign this record of the meeting.
3. If the student is not satisfied with the above actions a written grievance can be made. A Complaints Form is available in the Student Handbook or on the website. In this instance, the complaint will by the handled by the CEO/Compliance Manager.
4. If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant or appellant and their selection will be managed by the CEO with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60-day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.



## The Assessment Appeals Process

International Paramedic College will consider all appeals against assessment decisions as documented below.

1. Students are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Students are entitled to two attempts at assessment so in most cases the matter can be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.
2. If the outcome is not resolved, then the assessment will be remarked by another, fully qualified, Assessor. This should be completed with 14 days of receiving the appeal.
3. If the student is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the Student Handbook and on the website.
4. On receipt of the Appeals Form a meeting with the CEO is arranged. This meeting can be face to face or by phone and students can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
5. If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the Complaint first being submitted. If the 60 day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

## Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the student will also be informed of other avenues of complaint. These include:

[NSW Department of Fair Trading](#) for complaints regarding non-training issues such as disputes over refunds or charges.

The Australian Skills Quality Authority (ASQA) is the national regulator with regard to training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their [website](#).

Complaints to do with **Smart and Skilled** should be directed to:

**Phone:** 1300 772 104

**Email:** [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

**Online:** [enquiry/complaints form](#)

- [WorkCover](#) is the point of contact for any Work Health and Safety issue, they can be emailed on: [contact@workcover.nsw.gov.au](mailto:contact@workcover.nsw.gov.au)

## Record Keeping

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached. In the case of Assessment



Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be kept. Copies will also be kept on the student file.

### Monitoring and Improvements

All complaints and appeals are used for to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at Staff /Management Meetings as a standing agenda item and processes are developed and implemented to mitigate the risk of future complaint or appeals.

### Complaints and Appeals Forms

The Complaints and Appeals Forms are available at the end of this Handbook and on our website.

## Complaints and Appeals Form

<b>Name of Complainant/Appellant</b>		
<b>Contact details</b>	<b>phone:</b>	<b>email:</b>
<b>Date of incident/ receipt of assessment outcome</b>		
<b>Reasons for Complaint/Appeal</b>		
<b>Actions Taken to Date (With who and when have you discussed your complaint/appeal)</b>		
<b>Desired Resolution</b>		
<b>Signature of Complainant</b>		<b>Date</b>

**Send form to: [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)**

**Attention: CEO**

**For Office use only**





<b>Date Received</b>		<b>Staff Member</b>	
<b>Action Taken</b>			
<b>Signed</b>			