International Paramedic College Pty Ltd RTO 45284

2026

STUDENT HANDBOOK



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STUDENT HANDBOOK INTRODUCTION

WELCOME

Welcome to International Paramedic College Pty Ltd. We are a nationally recognised training provider (RTO 45284) founded by paramedics to make emergency care education clearer, more accessible and grounded in real practice, so students build competence, confidence and calm decision-making.

At International Paramedic College Pty Ltd, our training is developed and delivered by experienced paramedics and industry professionals who bring real-world knowledge into the learning environment. Our programs are designed to equip students with the practical skills, clinical knowledge, and confidence required to respond effectively in emergency situations. Our diverse paramedical and emergency care training programs include First Aid, CPR, the Diploma of Emergency Health Care and more!

We are regulated by the Australian Skills Quality Authority (ASQA), ensuring all our courses meet the highest standards of quality, compliance, and relevance.



STUDENT HANDBOOK WELCOME

OUR COMMITMENT

At International Paramedic College Pty Ltd, we are committed to providing training that is accessible, engaging, and highly practical. Our courses are designed to equip students with real-world skills and the confidence to respond effectively in critical situations, including the delivery of first aid, emergency care, and essential safety procedures. Our courses are delivered to students across Australia through a combination of flexible learning options and face-to-face practical training (where applicable).

Our experienced trainers bring learning to life through realistic scenarios, current industry knowledge, and a genuine passion for teaching. We continuously enhance our training through learner feedback and industry best practice, ensuring our programs remain relevant and aligned with the evolving demands of vocational education.

Our approach extends beyond technical skill development. We focus on building the ability to remain calm under pressure, think critically, and make sound decisions in time-sensitive situations. Through a combination of structured learning and hands-on experience, students develop a practical and confident approach to emergency care that can be applied in real-life environments.

This Student Handbook has been developed to provide you with important information about your rights and responsibilities, our policies and procedures, and the support services available to you during your studies. It is essential that you read and understand the contents of this handbook, as it forms part of your enrolment and outlines key requirements for successfully completing your course.

International Paramedic College Pty Ltd is committed to providing a supportive, inclusive, and professional learning environment. We encourage active participation, respect, and a strong commitment to learning throughout your training journey.

By enrolling with International Paramedic College Pty Ltd, you are taking the first step toward developing the skills and knowledge to assist others in critical situations. We look forward to supporting you throughout your learning journey and helping you achieve your goals.

We thank you for choosing International Paramedic College Pty Ltd as your training provider and we wish you success with your studies.



Susan Devlin
CEO
International Paramedic College Pty Ltd

STUDENT RECRUITMENT POLICY

PURPOSE

The purpose of this policy is to ensure that student recruitment activities undertaken by International Paramedic College Pty Ltd are ethical, transparent, and aligned with the training and support needs of prospective students. This policy supports compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), promoting fair access to training opportunities and the integrity of the enrolment process.

SCOPE

This policy applies to:

- All prospective students wishing to enrol in a course delivered by International Paramedic College Pty Ltd.
- All International Paramedic College Pty Ltd staff involved in the marketing, recruitment, enrolment, training & assessment of students.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to recruiting students who are best suited for the training they intend to undertake. All recruitment practices will be guided by the principles of fairness, equity, accuracy, accessibility and informed choice.

Students will be provided with accurate, sufficient and relevant information to make an informed decision prior to enrolment and will only be enrolled in training for which they are suitable, eligible and likely to succeed. International Paramedic College Pty Ltd aims to:

- Promote fair, equitable and inclusive access to vocational education and training,
- Ensure prospective students are appropriately informed about their training options, including the suitability of the training product for their needs and goals.
- Conduct recruitment that supports student wellbeing, avoids pressure or misrepresentation, and maintains compliance with funding and regulatory obligations.

ETHICAL AND ACCURATE MARKETING

- All recruitment and marketing activities will provide accurate, sufficient and current information that is not misleading.
- RTO staff will not guarantee employment outcomes or false expectations of course completion.
- Information shared will align with the nationally recognised training product, funding contracts, and the Outcome Standards.
- All marketing and advertisements is conducted in compliance with the Marketing and information policy.

STUDENT RECRUITMENT POLICY

STUDENT SUSTAINABILITY AND INFORMED DECISION-MAKING

Before enrolment, prospective students will receive:

- A Course Information brochure outlining course details, entry requirements, fees, duration, delivery mode and assessment methods. This is available on International Paramedic College Pty Ltd's website.
- Access to the Student Handbook, including relevant policies (e.g., Fees, Deferrals, Complaints).
- A Pre-Training Review (PTR) and LLN&D Assessment will be completed to assess course suitability and identify support needs for students intending to enrol into qualifications.

EQUALITY AND INCLUSION

- Recruitment activities will be inclusive and non-discriminatory.
- Priority will be given to equitable access and diverse learner needs.
- Reasonable adjustments will be offered during the recruitment and enrolment process where required, in line with the Reasonable Adjustment policy.

THIRD PARTY ARRANGEMENTS

- Where recruitment is conducted by third party providers, they will comply with this policy and International Paramedic College Pty Ltd's Third Party Framework.
- International Paramedic College Pty Ltd will monitor third-party recruitment activity regularly through the International Paramedic College Pty Ltd Third Party Framework.

INITIAL INQUIRY

- Prospective student enquires via website, phone, walk-in or referral.
- International Paramedic College Pty Ltd's staff provide information about available courses and eligibility.

COURSE INFORMATION AND CONSULTATION

- Course Information Guide and Student Handbook are provided.
- Staff may offer consultation to clarify course expectations, fees, course duration, training location, mode of delivery, training dates, entry requirements and student needs.

PRE-TRAINING REVIEW AND LLN&D ASSESSMENT

- Pre-training review and LLN&D assessment are conducted prior to enrolment to assess:
- Current competencies, skills and knowledge
  - » Literacy, numeracy and digital skill levels
  - » Career goals and learning needs
- Recognition of prior learning or credit transfer eligibility.

STUDENT RECRUITMENT POLICY

REVIEW

All student recruitment activities will be monitored for compliance with this policy and reviewed annually to ensure they align with:

- Student outcomes and feedback,
- Changes in legislation or funding requirements,
- Continuous improvement initiatives.
- Access and equity principles

FEEDBACK, COMPLAINTS AND APPEALS

International Paramedic College Pty Ltd values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding this Student Recruitment Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on student recruitment requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms
- Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Compliance Team	Oversight of assessment policy compliance, ensuring resources and staff capabilities align with legislative requirements.
All Staff (and third parties if applicable)	• Abide by this policy and procedure for all recruitment activities. • Ensure fair and equitable practices are implemented for all prospective students. • Provide accurate and current information during recruitment processes. • Guide prospective students and refer for support as needed.
Trainer and Assessors	Contribute to the Pre-training reviews and assessment (if applicable)

STUDENT RECRUITMENT POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Students	Provide accurate and honest information about desired courses, outcomes and existing skills and abilities to ensure the courses suggested are appropriate to your needs

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010
- Copyright Act 1968
- Corporations Act 2001
- Digital Literacy Skills Framework
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

STUDENT RECRUITMENT POLICY

REGULATORY FRAMEWORK CONT.

- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- National Vocational Education and Training Regulator (Outcome Standards for Registered
- Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- National VET Data Policy
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Student Identifiers Act 2014
- Work Health and Safety Act 2011

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklists - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

ENROLMENT AND ADMISSION POLICY

PURPOSE

The purpose of this policy is to outline International Paramedic College Pty Ltd's commitment to ensuring that prospective and current students are provided with clear, accessible, and accurate information to support informed decision-making at every stage of the enrolment and learning journey. The policy affirms the organisation's obligation to deliver inclusive, equitable, and supportive access to training and assessment services as required by the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards).

This policy aligns with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 specifically Standards 2.1 - 2.6 under Quality Area 2 – VET Student Support, and reflects International Paramedic College Pty Ltd's dedication to transparent communication, student wellbeing, and the delivery of high-quality vocational education and training.

SCOPE

This policy applies to:

- All current and prospective students of International Paramedic College Pty Ltd, including those undertaking training directly or via third-party arrangements.
- All staff involved in delivering, supporting, or administering training and assessment services.
- Employers and contractors engaged with the International Paramedic College Pty Ltd's training delivery.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to recruiting students who are best suited for the training they intend to undertake. All recruitment practices will be guided by the principles of fairness, equity, accuracy, accessibility and informed choice.
Students will be provided with accurate, sufficient and relevant information to make an informed decision prior to enrolment and will only be enrolled in training for which they are suitable, eligible and likely to succeed. International Paramedic College Pty Ltd aims to:

- Promote fair, equitable and inclusive access to vocational education and training,
- Ensure prospective students are appropriately informed about their training options, including the suitability of the training product for their needs and goals.
- Conduct recruitment that supports student wellbeing, avoids pressure or misrepresentation, and maintains compliance with funding and regulatory obligations.

PRE-ENROLMENT AND UPFRONT INFORMATION DISTRIBUTION

Prior to enrolment or payment of any fees, International Paramedic College Pty Ltd ensures all prospective students receive clear and current information on each training product offered prior to enrolment, including:

ENROLMENT AND ADMISSION POLICY

PRE-ENROLMENT AND UPFRONT INFORMATION DISTRIBUTION CONT.

- A written outline of the training product, including training product coded and title and course content and assessment expectations
- All fees, costs and charges associated with the training product including payment terms and condition, payment plans and the
- refund policy
- Information about their rights and obligations, including any materials, IT or equipment they must provide
- Details about training and wellbeing support services available
- Duration and expected completion timeframe
- Mode(s) of delivery (e.g., face-to-face, blended, online)
- Training delivery locations and commencement dates
- Licensing or occupational requirements (if applicable)
- Entry requirements and any prerequisites
- Any third-party arrangements (with full disclosure of roles and responsibilities)
- The assessments requirements
- The training support services and wellbeing support available to students

This is communicated via the Student Handbook, orientation sessions, and direct communications with enrolment staff.

STUDENT HANDBOOK ACCESS AND DISTRIBUTION

International Paramedic College Pty Ltd ensures all students receive a copy of the Student Handbook prior to enrolment. It is available:

- In digital format on the RTO website and LMS
- Through a hyperlink i upon enrolment

The Student Handbook includes details of the training product requirements, support services available, points of contact, fees, withdrawal policies, complaints procedures, and key RTO policies.

ENROLMENT REQUIREMENTS

International Paramedic College Pty Ltd ensures a consistent and compliant enrolment process, including:

- Verification of personal identity information and USI (Unique Student Identifier) as per the USI Requirement Policy
- Declaration and evidence of prior learning, credit transfer, or RPL
- Completion of the enrolment form and mandatory data fields as per NCVER Data requirements
- Recording any special needs disclosed by the student to support reasonable adjustments

All information is stored securely in accordance with privacy legislation.

ENROLMENT AND ADMISSION POLICY

REVIEW AND SUITABILITY

Prior to confirming enrolment, International Paramedic College Pty Ltd assesses the suitability of the training product for the student through:

- Language, Literacy, Numeracy and Digital (LLN&D) assessment conducted upon enrolment
- Self-declaration of skills and abilities

Where appropriate, the RTO may recommend alternative training products or refer to additional supports. This supports student success and minimises risk of non-completion.

TRAINING SUPPORT SERVICES

Students are informed about the training support services available, including:

- Academic and digital literacy assistance
- Access to trainers and assessors
- Study planning and progress advice
- Referral to external wellbeing or community services (where relevant)

Students are made aware of how and when they can access these services through the Student Handbook, and the LMS.

INCLUSION AND CULTURAL SAFETY

International Paramedic College Pty Ltd is committed to providing a learning environment that is inclusive, respectful, and culturally safe. This includes:

- Inclusive teaching strategies and accessible resources
- Support for students from diverse cultural and linguistic backgrounds
- Promoting culturally safe learning environments for Aboriginal and Torres Strait Islander learners

This is guided by the **Cultural Safety Policy.**

PRIVACY

International Paramedic College Pty Ltd complies with the Australian Privacy Principles and the National Privacy Act. All enrolment data is securely stored and only disclosed where required by law (e.g., NCVER, USI, ASQA, or funding agencies). See **Privacy Policy.**

ENROLMENT AND ADMISSION POLICY

USI REQUIREMENTS

In compliance with Standard 12 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, International Paramedic College Pty will not issue VET qualification or Statements of Attainment without verifying a valid USI or approved exemption. Ltd

Procedures for collecting, verifying, and securely storing USI data are outlined during enrolment.
See **USI Requirements Policy for more details on USI requirements.**

ENROLMENT PROCESSING PROCEDURE

Step 1: Enquiry and Provision of Pre-Enrolment Information

- Prospective students make an enquiry via phone, email, website form, referral, or in person.
- Enrolment officer provides comprehensive information about:
  - Available courses and delivery modes
  - Course duration, units, and expected learning outcomes
  - Fees, payment terms, refund policy, and any government subsidies
  - Entry requirements (e.g. qualifications, physical capacity)
  - Support services, LLN and digital literacy expectations
  - Work placement requirements (if applicable)
  - Rights, responsibilities, and RTO policies

- The Student Handbook, course brochure, and a link to relevant policy documents are supplied.

Step 2: Completion of Enrolment Application and LLN&D Assessment

- Students complete an Enrolment Application Form, which captures:
  - Personal and contact details
  - Emergency contact and relevant medical information
  - Disclosure of disability (if applicable) and request for support
  - Consent to terms, conditions, and data handling requirements

- Students complete a Language, Literacy, Numeracy & Digital (LLN&D) skills assessment to identify any support needs.

Step 3: Review of Suitability and Support Needs

- International Paramedic College Pty Ltd reviews the enrolment application and LLN&D results to assess:
  - Whether the course is suitable for the student's current skills, competencies, and goals.
  - Whether reasonable adjustments or additional supports may be required.

- Where concerns arise (e.g. digital access, LLN needs), the enrolment officer will:
  - Contact the applicant to discuss findings
  - Recommend alternatives or support strategies
  - Refer to student support or trainer for consultation

ENROLMENT AND ADMISSION POLICY

ENROLMENT PROCESSING PROCEDURE CONT.

- **All findings are documented in the Pre-Training Review file and student support notes.**

Step 4: Verification of Identity and Unique Student Identifier (USI)

- The student must provide a personal email address as well as one verifiable form of identification such as an Australian, au Australian passport, an Australian birth certificate, a citizenship certificate or a Medicare card
- The enrolment officer:
  - » Confirms or generates the USI (with student authorisation)
  - » Verifies the USI via the Student Management System

- Any USI provided to use by a student will be verified for accuracy through the Student Management System.
- Any USIs indicated as 'invalid' or "rejected" will be returned to the student to be resolved, with the support of the enrolment officer.

Any sensitive documents are securely stored and then destroyed per privacy protocols. See USI Requirements Policy for more details on USI requirements.

Step 5: Confirmation of Enrolment and Induction Access

- Once the application is approved, the student receives:
  - » Formal confirmation of enrolment via email
  - » Tax invoice or payment plan confirmation, if applicable
  - » Access to the LMS or learning platform
  - » Instructions to begin induction, including:

- Course and assessment overview
- Student rights and responsibilities
- Key dates, attendance requirements, and how to seek support
- A student file is created in the student management system to record all documentation and communication.

FEEDBACK, COMPLAINTS AND APPEALS

International Paramedic College Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students, staff and other stakeholders to share their feedback, make appeals, and raise any complaints they may have regarding the 'International Paramedic College Pty Ltd Enrolment and admission policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on enrolment and admission requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

ENROLMENT AND ADMISSION POLICY

POLICY IMPLEMENTATION CONT.

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training Manager	• Ensure services align with Quality Area 2 standards and are adequately re-sourced. • Oversight of policy compliance, ensuring resources and staff capabilities align with legislative requirements.
Trainers & Assessors	Support accurate course representation and respond to student queries
Student Support Team	Provide pre-enrolment information, support access to services, and process enrolments
Students	Engage with enrolment processes honestly and seek support as needed

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

ENROLMENT AND ADMISSION POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- AQF Qualifications Issuance Policy
- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- National Vocational Education and Training Regulator (Outcome Standards for Registere 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 Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- National VET Data Policy
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Student Identifiers Act 2014
- Digital Literacy Skills Framework
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

ENROLMENT AND ADMISSION POLICY

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

DOWNLOAD ENROLMENT FORM

USI REQUIREMENTS POLICY

PURPOSE

The purpose of this policy is to ensure International Paramedic College Pty Ltd maintains compliance with Standard 12 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 and the Student Identifiers Act 2014, requiring all Vocational Education and Training (VET) participants to obtain and provide a Unique Student Identifier (USI) to the Registered Training Organisation (RTO) before any qualification or Statement of Attainment can be issued.

This policy outlines the procedures for collecting, verifying, and managing USIs and the roles and responsibilities of all stakeholders involved.

SCOPE

This policy applies to:

- All participants enrolling in accredited VET courses offered by International Paramedic College Pty Ltd
- All staff responsible for the enrolment process and student administration
- All trainers and assessors who are involved in issuing AQF qualifications or Statements of Attainment.

POLICY STATEMENT

From 1 January 2015, all participants enrolling in VET courses must have a USI. The RTO cannot issue an AQF certification document (Certificate or Statement of Attainment) without a valid USI, unless exempted under national regulations.

Participants may create their own USI at www.usi.gov.au or authorise International Paramedic College Pty Ltd to create one on their behalf. To support this, participants must supply correct personal details and one valid form of ID. The RTO will verify all USIs via the student management system.

If the USI is invalid or cannot be verified, the participant will be contacted and must correct the issue before any certification is issued. Personal documentation used for creating or verifying USIs will be securely destroyed once it is no longer needed.

The RTO maintains strict confidentiality and security procedures in handling and storing personal information related to USIs, in line with privacy legislation.

USI REQUIREMENTS POLICY

USI REQUIREMENTS

As of 1st January 2015, participants wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

As of 1st January 2015, an RTO cannot issue a qualification to a participant unless that participant provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual. Thus, from 1st January 2015, unless exemptions apply, all training successfully completed will be recorded by the Government.

OBTAINING A USI

To obtain a USI, the participant will need to:

- Visit www.usi.gov.au and complete the USI online application process by following the prompts on the website.
- As part of the USI application, participants will need to provide a personal email address as well as one verifiable form of identification, such as an Australian, au Australian passport, an Australian birth certificate, a citizenship certificate or a Medicare card.
- Participants may authorise a third party, such as International Paramedic College Pty Ltd, to obtain the USI on their behalf: To enable the RTO to complete the USI application process via the official USI system, the participant must:
  - » Accurately complete the enrolment form, ensuring that the details they provide match their ID and complete the authorisation form included in the Enrolment Agreement.
  - » Provide International Paramedic College Pty Ltd with one of the following valid forms of unique identification:
    - * Australian driver's Licence
    - * Medicare Card
    - * Australian Passport

- Australian Birth Certificate *note a Birth Certificate extract is not sufficient
- Australian citizenship certificate
- Nominate their preferred method of contact so that the USI activation notice can be sent to them, options include email, phone or mailing address.
- Once their USI has been generated, participants should:
  - » write down their USI somewhere safe
  - » activate their USI account at some stage soon.
  - » If they do not activate their account, their USI still works.
  - » when they do activate their account, they will be required to add some security questions and choose a password.

The USI System checks for duplicate entries and will report any suspected USI duplicates.

USI REQUIREMENTS POLICY

OBTAINING A USI CONT.

Any USI provided to use by a participant will be verified for accuracy through the Student Management System. Any USIs indicated as 'invalid' or "rejected" will be returned to the Participant with the advice that the RTO cannot issue a Statement of Attainment or AQF certification without a valid USI.

Any copies of participant personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

VERIFICATION OF PARTICIPANT UNIQUE STUDENT IDENTIFIER

International Paramedic College Pty Ltd will verify the legitimacy of the participant's USI. At the time of enrolment, or when the participant provides their USI, International Paramedic College Pty Ltd will verify the participant's USI through the Student Management System.

Participants whose USI cannot be verified will be notified by International Paramedic College Pty Ltd administration staff. The participant will then be requested to rectify the issue.

In line with Standard 12 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, Participants will be advised that without a valid USI, International Paramedic College Pty Ltd is not able to issue them their AQF certification or Statement of Attainment.

COMPLAINTS, APPEALS AND FEEDBACK TO DECISIONS

International Paramedic College Pty Ltd values stakeholder feedback and is committed to continuously improving the quality of the training and support offered. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding the 'USI Requirements Policy'.

POLICY IMPLEMENTATION

International Paramedic College Pty Ltd has appropriate systems and processes in place to collect, verify, and manage Unique Student Identifiers (USIs) in accordance with legislative requirements. The RTO ensures compliance with the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 specifically standards relating to accurate student record-keeping, secure data handling, and issuing AQF certification only where a valid USI has been provided and verified.

The following actions will be taken to ensure ongoing compliance with this policy:

- Qualification issuance reviews: Regular audits will be conducted to verify that all students who have had either AQF qualifications or statement of attainments issued have satisfied the USI requirements prior to issuance.

USI REQUIREMENTS POLICY

POLICY IMPLEMENTATION

- This policy will be reviewed annually or as required to maintain alignment with regulatory requirements and industry best practices.
- Documentation and record-keeping: International Paramedic College Pty Ltd will maintain comprehensive records of enrolments, USI records and AQF qualification/statement of attainments to ensure compliance with the Outcome Standards and its Record Management Policy.

The implementation of this policy is supported by:

- Staff induction and training on the USI requirements
- Stakeholder feedback
- Version control and quality assurance mechanisms

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training Manager	• Oversee implementation and adherence to this policy. • Monitor the secure handling of USI-related data. • Ensure that procedures align with current national legislation and update the policy as required.
Administration team	• Assist participants in obtaining a USI if authorised. • Verify USIs through the student management system upon enrolment. • Notify participants if the USI provided is invalid or not verified. • Maintain secure records during the verification process and destroy ID copies securely once processed.
Trainers & Assessors	• Ensure participants are informed about the need for a USI. • Refrain from issuing Statements of Attainment or Certificates without confirmation of a verified USI.
Students	• Obtain and provide a valid USI before completing training. • Ensure all personal information provided is accurate and matches the chosen form of ID. • Respond promptly to any requests regarding USI verification issues. • Activate and securely store their USI for future use.

USI REQUIREMENTS POLICY

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Qualifications Issuance Policy
- 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
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- National VET Data Policy
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

USI REQUIREMENTS POLICY

RELATED DOCUMENTS

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

PRIVACY POLICY

PURPOSE

This policy outlines how International Paramedic College Pty Ltd collects, uses, stores, and discloses personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and other relevant legislation. Personal information is used solely for enrolment, training, support, and reporting purposes. We respect your privacy and are committed to keeping your information secure and confidential.

SCOPE

This policy applies to all employees, students, contractors, and third parties engaged with International Paramedic College Pty Ltd who may collect, access, or manage personal or sensitive information.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to protecting the privacy of individuals by ensuring all personal information is managed in accordance with relevant privacy legislation.

LEGISLATIVE BASIS FOR PRIVACY MANAGEMENT

International Paramedic College Pty Ltd takes the privacy of its students very seriously and complies with all legislative requirements, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (2014).

Information provided during enrolment may be disclosed to employers where consent is granted. However, in some cases, participant data may be disclosed without consent if required by law or under the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025. As International Paramedic College Pty Ltd operates as a Registered Training Organisation within a group of RTOs, information provided during enrolment may also be shared within the group where necessary. Upon enrolment, participants provide consent for their information to be disclosed across the group of RTOs for administrative, compliance, and training-related purposes, in accordance with the Outcome Standards.

The enrolment form provides participants with the option to consent to the sharing of progress information with their employer. In some cases, we may be legally required or mandated under the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards) to disclose participant information to government agencies or other authorised entities. In all other situations, participant information will not be disclosed without written consent.

The thirteen Privacy Principles are defined below:

1. Open and transparent management of personal information. The object of this principle is to ensure that International Paramedic College Pty Ltd's entities manage personal information openly and transparently.
2. Anonymity and pseudonymity. Individuals may have the option of not identifying themselves or using a pseudonym when dealing with International Paramedic College Pty Ltd in relation to a matter.

PRIVACY POLICY

LEGISLATIVE BASIS FOR PRIVACY MANAGEMENT CONT.

3. Collection of solicited Personal Information. International Paramedic College Pty Ltd must not collect personal information (other than sensitive information) unless the information is reasonably necessary for International Paramedic College Pty Ltd's business purposes.
4. Dealing with unsolicited personal information. If International Paramedic College Pty Ltd receives personal information, International Paramedic College Pty Ltd must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not, we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.
5. Notification of the collection of personal information. Requires International Paramedic College Pty Ltd to notify our clients, staff, and participants of any additional information we collect about them and further advise them of how we will deal with and manage this information.
6. Use or disclosure of personal information. The information that International Paramedic College Pty Ltd holds on an individual that was collected for a particular purpose International Paramedic College Pty Ltd must not use or disclose the information for another purpose unless the individual has consented.
7. Direct marketing. As International Paramedic College Pty Ltd holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.
8. Cross Border disclosure of personal information. Where International Paramedic College Pty Ltd discloses personal information about an individual to an overseas recipient, International Paramedic College Pty Ltd must take all steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.
9. Adoption, use or disclosure of government related identifiers. International Paramedic College Pty Ltd must not adopt a Government-related identifier of an individual as its own identifier of the individual, except when using identification codes or numbers issued by either the State based regulators, or the Department of Innovation with regard to the Unique Student Identifier.
10. Quality of personal information. International Paramedic College Pty Ltd must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that International Paramedic College Pty Ltd collects is accurate, up to date and complete.
11. Security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.
12. Access to personal information. As International Paramedic College Pty Ltd holds personal information about an individual, International Paramedic College Pty Ltd must, on request by the individual, give the individual access to the information.
13. Correction of personal information. As International Paramedic College Pty Ltd holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant, or misleading; or the individual requests the entity to correct the information; International Paramedic College Pty Ltd must take such steps as are reasonable in the circumstances to correct that information.

PRIVACY POLICY

WHY WE COLLECT YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), International Paramedic College Pty Ltd collects your personal information to process and manage your enrolment in a vocational education and training (VET) course.

We are also required to collect certain personal information to meet our obligations under the National VET Data Collection (AVETMISS). This includes reporting your training activity and outcomes to the National Centre for Vocational Education Research (NCVER) and other authorised government bodies. The information collected may include personal details, demographic information, training participation, and completion data. This information is used for statistical, regulatory, and research purposes, and to support the administration, monitoring, and improvement of the VET system.

In line with Standard 10 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, International Paramedic College Pty Ltd will retain records of all AQF certification documentation issued to VET students for a period of thirty years. International Paramedic College Pty Ltd will also retain records of all assessments submitted by students for a period of 2 years after the student has completed the training product

HOW WE USE AND KEEP 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.

All student records are stored securely within the organisation's Student Management System (SMS). Access to these records is restricted to authorised staff only, with each user allocated an individual login and password. Access permissions are controlled based on staff roles to ensure individuals can only view or manage information necessary for their duties. International Paramedic College Pty maintains these appropriate system security measures to protect personal information from unauthorised access or misuse.

HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (referred to herein as the NVR 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 NVR Act) to disclose your personal information to the relevant state or territory training authority.

PRIVACY POLICY

HOW NCVER AND OTHER BODIES HANDLE YOUR PERSONAL

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.

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.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

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

If you would like to seek access to or correct your information, in the first instance, please contact International Paramedic College Pty Ltd . To meet obligations under the Compliance Standards 2025, the Student Identifiers Act 2014, and the National VET Data Collection (AVETMISS), International Paramedic College Pty Ltd will ensure that student information is accurate and current. Students are required to notify the RTO of any changes to their personal details as soon as practicable.

DEWR is authorised by law, including the Privacy Act and the NVR 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 Privacy Notice at https://www.dewr.gov.au/national-vet-data/resources/national-vet-data-policy.

SURVEYS

You may receive a student survey which may be run by a government department or an NCVER (National Centre for Vocational Education Research) employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. During your course, you will be invited to complete a feedback form to provide input on your training experience and support the ongoing improvement of our services. This feedback supports compliance with Standard 4.4 of the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025, which requires RTOs to implement feedback and continuous improvement mechanisms to support quality delivery and the ongoing improvement of services.

PRIVACY POLICY

CONTACT INFORMATION

At any time, you may contact International Paramedic College Pty Ltd to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled, as per the Feedback, Complaints and Appeals Policy
- ask a question about this Privacy Notice

NATIONAL VOCATIONAL EDUCATION AND TRAINING ACTS 2011

The three associated acts are named in the legislative listing and define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTOs in most states of Australia and any RTOs that operate in more than one State in Australia.

This includes the right of ASQA to audit International Paramedic College Pty Ltd, apply penalties for non-compliance and define the requirements to retain records and other administrative and operational requirements of a functioning RTO.

International Paramedic College Pty Ltd is answerable to ASQA for their operations.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on privacy and data protection requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

PRIVACY POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Chief Executive Officer	• Oversee the implementation and resourcing of privacy compliance initiatives • Approve significant changes related to data protection • Ensure strategic alignment with regulatory obligations
Training Manager	• Monitor compliance with privacy legislation and the Outcome Standards for NVR RTOs 2025 • Maintain the Continuous Improvement Register • Analyse and act on audit findings and privacy complaints
Trainers & Assessors	• Promote privacy awareness among learners • Ensure personal data in assessments is appropriately managed • Report breaches or risks to compliance staff • Handle student information in line with privacy protocols • Report any data handling concerns • Support privacy assurance in assessment and feedback activities
Administration team	• Maintain secure student records • Support accurate and confidential data collection processes • Escalate privacy risks or breaches to management
Third Party Providers and subcontractors	• Adhere to International Paramedic College Pty Ltd's privacy policy and contractual obligations • Report issues or risks promptly • Implement improvement actions where relevant

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer		Compliance Team
Date Effective	Review Date	Version Number
21/05/2026	21/05/2031	V1.0

PRIVACY POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Qualifications Issuance Policy
- Competition and Consumer Act 2010
- Copyright Act 1968
- Corporations Act 2001
- 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
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- National VET Data Policy
- Privacy Act 1988
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

ACADEMIC INTEGRITY POLICY

PURPOSE

International Paramedic College Pty Ltd is committed to providing quality assessment in accordance with Standards 1.3 - 1.5 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards). As such, International Paramedic College Pty Ltd is required to implement an assessment system that ensures assessments (including Recognition of Prior Learning) comply with the assessment requirements of National Training Packages and VET Accredited courses within its scope of registration.

The purpose of this policy is to safeguard the credibility of AQF qualifications issued and maintain the academic integrity of the learning and assessment process, by establishing International Paramedic College Pty Ltd's position on academic misconduct, including plagiarism, collusion, cheating, and the unauthorised or undisclosed use of artificial intelligence (AI) tools. It also provides assessors with guidance on evidence requirements and reinforces the shared responsibility of students, trainers, assessors, workplace supervisors, employers, or others who are engaged in any form of educational training and assessment activity, in maintaining academic and assessment standards.

SCOPE

This policy applies to all staff, students, trainers, assessors, and third-party providers involved in the delivery, participation, or administration of nationally recognised training and assessment within International Paramedic College Pty Ltd. It governs:

- the expectations for ethical behaviour in all learning, teaching, and assessment activities;
- the identification, prevention, and management of academic misconduct, including plagiarism, collusion, cheating, falsification of evidence, and the unauthorised use of artificial intelligence AI tools;
- the roles and responsibilities of staff and students in upholding academic integrity;
- the reporting, investigation, and resolution of suspected breaches of academic integrity; and
- the promotion of a culture of honesty, fairness, and accountability across all educational and assessment practices.

This policy supports the integrity and credibility of qualifications issued by International Paramedic College Pty Ltd and forms part of the organisation's broader commitment to quality and compliance under the Outcome Standards.

POLICY STATEMENT

The National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards) outlines the critical role of integrity in training and assessment practices. International Paramedic College Pty Ltd implements an assessment system that ensures that assessment (including Recognition of Prior Learning):

ACADEMIC INTEGRITY POLICY

POLICY STATEMENT CONT.

- complies with the assessment requirements of the relevant training package or VET-accredited course; and
- is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Standard 1.4 of the Outcome Standards requires that the assessment system ensures assessment is conducted in a manner that is fair, appropriate, and supports accurate assessment judgements of a student's competency. Assessors must make individual assessment judgements that are justified based on the Rules of Evidence, which require that assessment evidence is:

- Valid – the evidence demonstrates the skills and knowledge described in the training product;
- Sufficient– there is enough quality and quantity of evidence to support a well-informed decision about competency;
- Authentic – the assessor is assured that the assessment evidence is the original and genuine work of the VET student; and
- Current – the evidence reflects the student's present-day skills and knowledge.

The implementation of "Authenticity" is interpreted by International Paramedic College Pty Ltd as:

- validating that the evidence gathered is the student's own work (e.g. has not been plagiarised or generated with artificial intelligence (AI) tools) and provides evidence of that person's skills and knowledge. for example, group assessments may not provide authentic evidence for each student involved in the group assessment.
- verifying that the student being enrolled, trained and assessed is the same person who will be issued with a qualification or statement of attainment. This can be particularly challenging when delivering distance training, including through online methods, where there are more opportunities for students to submit the work of others than there are in a 'traditional' classroom setting. this does not remove the organisational responsibility to verify the identity of a student enrolled in a face-to-face course; however, it is notably simpler to do so through direct interaction with the student. Regardless of the delivery method, International Paramedic College Pty Ltd can demonstrate how it verifies the identity of the student.
- where portions of the evidence submitted are gathered through independent study (e.g., assignments or projects) rather than through direct observation, International Paramedic College Pty Ltd completes verifications, to check work submissions for plagiarism and identical content in other submissions.

International Paramedic College Pty Ltd is committed to creating a culture of academic integrity by:

- cultivating an environment where honesty, integrity, and ethical behaviour are celebrated and valued.
- setting clear expectations through policies, procedures, communication, and leading by exam
- providing proper guidance to avoid unintentional plagiarism and clarifying any doubts students might have.
- acknowledging the importance of professional development and support for staff to identify signs of cheating, promoting fair assessment practices, and effectively addressing cases of academic misconduct.
- encouraging regular open discussions about academic ethics and integrity to reinforce their importance.

ACADEMIC INTEGRITY POLICY

POLICY STATEMENT CONT.

- applying diverse assessment methods, such as open questioning, role play, projects, workplace supervisor verification, practical observation and demonstration, to reduce the likelihood of students and assessors relying on dishonest practices.
- consistently applying disciplinary actions outlined in this Academic Integrity (and other relevant) Policy when cases of misconduct are confirmed.
- investigating thoroughly, following established procedures, and ensuring a fair and unbiased process for all parties involved when misconduct is identified or reported.
- providing timely and constructive feedback that helps students improve their work and understand areas where they might have inadvertently or directly deviated from academic integrity.
- where approved and applicable, providing clear guidance to students on whether AI or AI-assisted tools can be used, and if so, under what conditions. for example, citing ai-generated information where it has been used to assist the student, or adding the use of AI to the assessment instructions.
- training staff to recognise indicators of ai misuse and distinguish between legitimate learning support and misconduct.

Procedures for monitoring the above practices include:

- random auditing of assessments using AI detection tools.
- checking for the use of AI at the moderation stage of student assessments.
- mandatory student declarations confirming the originality of submitted work, including disclosure of AI assistance.
- assessors to validate assessments through oral questioning or practical tasks where there is reason to suspect AI use or other misconduct.

This staged process promotes learner engagement and allows trainers to track the development of student work over time, reducing the likelihood of AI-generated content being submitted at the final stage.

At a Certificate III level or higher, students may source and cite websites and student materials. It is recommended that students quote or cite sources of information in their responses.

AI ACCEPTABILITY

To support transparency and uphold academic integrity, International Paramedic College Pty Ltd provides the following guidance regarding the use of AI and AI-assisted tools in learning and assessment contexts. Any use of AI must be explicitly authorised or acknowledged in accordance with the expectations set out below:

ACADEMIC INTEGRITY POLICY

AI ACCEPTABILITY CONT.

USE CASE	PERMITTED	CONDITIONS/ NOTESW
Generating full or partial assessment responses using AI (e.g. ChatGPT)	Prohibited	Considered academic misconduct unless explicitly approved and cited.
Using AI to brainstorm or assist with research ideas	Permitted with citation	Student must acknowledge AI assistance within their submission (e.g. “This work was supported using ChatGPT for research purposes”).
Using AI tools to check grammar, spelling, or read-ability	Permitted	No citation required, provided content remains the student’s original work.
Using AI-powered translation tools (e.g. Google Translate, DeepL)	Context-specific	Must be discussed with the Assessor. Student must demonstrate understanding of translated content.
AI-generated diagrams, visuals or charts	Permitted with citation	Permissible if used to illustrate student understand-ing and appropriately referenced.
Submitting AI-created con-tent as original work	Prohibited	Considered plagiarism and a breach of this policy.
Referencing AI-generated content in assessments (e.g., quoting AI output)	Permitted with citation	Must clearly attribute the source (e.g., “ChatGPT, OpenAI, July 2025”).
Use of AI in open-book exams or invigilated assessments	Context-specific	Subject to the conditions set by the Trainer/Assessor and assessment instructions.

Any uncertainty regarding the appropriate use of AI must be clarified with the assigned Trainer or Assessor prior to submission. Students who fail to disclose AI use when required, or who misuse AI tools to gain an unfair advan-tage, may be subject to disciplinary action under this Academic Integrity Policy.

BREACHES

What constitutes a breach of academic integrity?

Breaches of academic integrity regarding courses of study include, but are not limited to:

- failure to correctly acknowledge/reference sources within submitted assessments.
- contracting or paying for another person to prepare or undertake an assignment.
- submitting (for assessment or review) work prepared by another person

ACADEMIC INTEGRITY POLICY

BREACHES CONT.

- offering or accepting bribes or gifts (e.g. money or sexual or other favours) for enrolment or other International Paramedic College Pty Ltd - related outcomes.
- fabrication or falsification of information or student identity.
- copying someone else's work, answers, or signatures and submitting them as the student's own, without proper attribution or authorisation.
- collaborating on an assignment or assessment when it is explicitly prohibited, resulting in work that does not reflect an individual's understanding or effort.
- using notes, textbooks, websites, or other materials that are not allowed during an assessment.
- presenting someone else's ideas, words, or work as the student's own without proper citation or acknowledgment.
- seeking help or assistance from others during assessment when it is expressly prohibited.
- impersonation by:
  - having someone else take an assessment or complete an assignment on the student's behalf, or by logging into another student's online educational platform, with or without their permission.
  - pretending to be another student by using their login credentials to access their accounts or systems.
- inventing or falsifying data, research findings, or sources to support the student's work.
- AI-specific breaches, including but not limited to:
  - use of ai tools without permission or citation
  - falsifying evidence using ai-generated outputs.

Other considerations

Language Translation Tools – where a student might use translation tools, either AI-supported or not, to convert the content of their assessment piece from one language to another, International Paramedic College Pty Ltd considers what the student claims to be the extent of their original work, and to what extent the student understands the translated content that has been submitted.

Any of these practices undermine the integrity of assessment of students' work and thus place the credentialing authority of International Paramedic College Pty Ltd at risk.

IDENTIFICATION

In alignment with Standard 4.1 (Governance) and Standard 4.3 (Risk Management) of the Outcome Standards, International Paramedic College Pty Ltd maintains robust systems to actively manage integrity-related risks and ensure effective oversight and continuous improvement.

To uphold academic quality and mitigate risk, International Paramedic College Pty Ltd implements structured processes to monitor and identify potential breaches of academic conduct. These processes form part of a broader continuous improvement framework aimed at detecting early indicators of actual or emerging systemic issues, enabling timely intervention and response.

ACADEMIC INTEGRITY POLICY

IDENTIFICATION CONT.

These measures ensure the organisation maintains high standards of educational delivery, regulatory compliance, and public trust.

Formal identification processes will include:

- audits; random but regular internal and external audits.
- verification of qualifications and statements of attainment from other institutions.
- moderation of assessments aimed to bring assessment judgments into alignment.
- validation of the assessment process to ensure that the training package requirements are met.
- validation of assessment judgements to gain feedback for improving processes, outcomes, and assessor practices.
- monitoring online portals and timelines for inconsistent or suspicious misuse of individual logins.
- trainer & assessor observation:
  - when reviewing written questions, assignments, and projects of student work they may identify inconsistencies, irregularities, or suspicious similarities in students' work.
  - peer comparison, in cases where multiple students submit similar or identical work, the assessor may compare these submissions to determine if academic misconduct has occurred.

Informal identification may look like:

other students, supervisors, employers, or team members reporting suspected cases of academic misconduct to International Paramedic College Pty Ltd.

REPORTING

If any of the previously mentioned breaches of academic misconduct are identified or suspected, they are to be treated as a serious matter and will be reviewed and acted on a case-by-case basis.

To report a concern, the following steps will be followed to ensure that a fair and unbiased approach is taken:

- review of International Paramedic College Pty Ltd's Academic Integrity Policy, Code of Conduct and Assessment Policy to understand the reporting process, responsibilities, and potential outcomes.
- informing the appropriate individuals or departments.
- collection of all relevant evidence of the misconduct or any documentation that supports the claim.
- documenting a detailed account of the observed misconduct, including dates, times, locations, individuals involved, and a description of the offence.
- ensuring that the information is handled confidentially and with sensitivity, respecting the privacy of all parties involved.
- the Training Manager initiating an investigation into the reported misconduct. This involves reviewing evidence, interviewing parties, and conducting a thorough analysis.
- if the investigation finds evidence of misconduct, the student accused of the misconduct is informed of the allegations and provided with an opportunity to respond.

ACADEMIC INTEGRITY POLICY

REPORTING CONT.

- depending on the severity of the misconduct, resolution of the matter may occur through a meeting with the assessor or the employer/supervisor, to reach a suitable determination that appropriately addresses the integrity findings and collective expectations. (i.e. in cases where the student is an apprentice or trainee, and their employment is dependent on the progress of studying.)
- after reviewing the evidence and hearing from all parties, a decision is made regarding the student's responsibility for the misconduct. appropriate consequences, as outlined in the corresponding section of this policy, are determined.
- the student is informed of the outcome of the investigation, including any consequences that will be imposed as deemed appropriate to their conduct.

DISCIPLINARY ACTION

When cases of misconduct are identified or reported, International Paramedic College Pty Ltd conducts an investigation and students will be assumed as innocent until the investigation has reached an outcome following the relevant procedures to ensure a fair and unbiased process for all relevant stakeholders.

- Depending on severity and circumstances, penalties of academic misconduct may include one or more of the following (i.e. sanctions may not be excluded):
- completion and resubmission of a new assessment task;
- all relevant students receiving a "not yet satisfactory" result for the assessment piece;
- verbal or written warning; and/or
- suspension or expulsion from the course.

Student records will be noted with all investigated and proven incidents.
All incidents will be reviewed in a timely manner by the Training Manager.

ONGOING MONITORING

Students or staff who have been found to engage in academic misconduct will be subject to intermittent monitoring to prevent future instances of dishonesty and ensure the integrity of the learning environment. The monitoring procedure varies depending on the determined severity of the misconduct.

Depending on severity and circumstances, monitoring of academic misconduct includes one or more of the following:

- helping the student understand the importance of honest academic practices and the consequences of future or ongoing misconduct.
- developing a monitoring plan for the student. this plan will outline specific expectations, goals, and actions the student needs to take to demonstrate improved conduct.
- implementing an intervention, such as a workshop or professional development session on academic integrity.

ACADEMIC INTEGRITY POLICY

ONGOING MONITORING CONT.

- scheduling check-in meetings with the student to monitor their progress and adherence to the monitoring plan and Academic Integrity Policy.
- if the student has demonstrated improved conduct, work on transitioning them off the monitoring plan with continued support.
- maintaining open communication with the student about their progress and any concerns that arise.
- periodically assessing the student's work to ensure that they are adhering to this Academic Integrity Policy and making progress.

Meaningful records are kept of all meetings, communication, progress, and outcomes related to the student's monitoring.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on academic integrity requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
All Staff	Employ correct acknowledgement practices in their training and assessment material when they are using text, images, videos and other sourced information. Such acknowledgement practices are accommodated in or modified by prevailing citation, copyright, licensing and intellectual property requirements, accessible to staff and students as relevant to course content.
Students	Expected to adhere to this Academic Integrity Policy by submitting their own work, properly attributing sources, and following the rules and guidelines set for assessment, tasks, and projects.

ACADEMIC INTEGRITY POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Trainers and Assessors	Must uphold the Academic Integrity Policy by clearly communicating expectations for assignments, providing proper guidance on citation and referencing, and ensuring fair assessment. Responsibility also extends to identifying and addressing instances of academic misconduct, while also being subject to the policy itself.
Management	Must contribute to a culture of academic integrity that benefits both students and International Paramedic College Pty Ltd.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Acts Interpretation Act 1901
- AQF Glossary of Terminology
- AQF Qualifications Issuance Policy

ACADEMIC INTEGRITY POLICY

REGULATORY FRAMEWORK CONT.

- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010
- Copyright Act 1968
- Credential Policy - Standards for Registered Training Organisations
- Fair Work Act 2009
- Family Law Act 1975
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Data Provision Requirements)
- Instrument 2020
- National Vocational Education and Training Regulator (Outcome Standards for Registered
- Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- Privacy Act 1988
- Student Identifiers Act 2014
- The Australian Qualifications Framework
- Australian Core Skills Framework (ACSF)
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklists - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

FEES AND REFUNDS POLICY

PURPOSE

The purpose of this policy is to outline the performance standards and expectations of International Paramedic College Pty Ltd in ensuring compliance with relevant regulatory requirements. Specifically, this policy supports alignment with:

- Standard 2.1 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), by ensuring that students are provided with clear, accurate, and current information regarding all fees, costs, charges payable and payment terms and conditions and ;
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (referred to herein as the Compliance Requirements), which set out broader obligations for organisational integrity and responsible conduct in relation to prepaid fees.

This policy underpins the organisation's commitment to transparency, accountability, and regulatory compliance in all student-related financial matters.

SCOPE

This policy applies to:

- All prospective students looking to enrol in a course delivered by International Paramedic College Pty Ltd;
- All current students enrolled in any course delivered by International Paramedic College Pty Ltd; and
- All International Paramedic College Pty Ltd staff involved in the marketing, recruitment, enrolment, training & assessment of students.

POLICY STATEMENT

International Paramedic College Pty Ltd is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges include course fees directly related to training and assessment, as well as items such as course materials, textbooks and student services. International Paramedic College Pty Ltd may discontinue training if fees are not paid in accordance with the agreed Schedule of Fees. Students are entitled to refunds in circumstances outlined within this policy, and International Paramedic College Pty Ltd will ensure fair and equitable refund procedures are carried out at all times.

PAYMENT OF FEES

Fee for Service Training and Assessment

Fees may be invoiced directly to the student or, where requested, to a company. All fees are payable once confirmation of enrolment has been issued.

FEES AND REFUNDS POLICY

PAYMENT OF FEES CONT.

Students may choose to:

- Pay in full at the time of enrolment*
- Request that an invoice be issued to their employer
- Arrange for a company invoice in the case of group bookings
- Enter into a payment plan for selected courses

Opportunities are available for students to pay fees through instalments, by applying for and entering into a payment plan with International Paramedic College Pty Ltd. For selected courses, payment plans may be available. Where a payment plan is approved, a non-refundable $295 registration fee is required upfront, with the remaining balance payable in agreed fortnightly instalments. Payment plans are available to students aged 18 and over and are subject to IPC's terms and conditions.

* For enrolments where the total course fees exceed the threshold prepaid fee amount of $1,500, students may elect to pay their fees via a structured two payment arrangement. Under this option:

- An initial payment of $1,499 is payable at the time of enrolment; and
- The remaining balance is invoiced after the commencement of service delivery beyond the initial prepaid fee threshold and must be paid within 14 days of invoice issue.

This arrangement is designed for students who prefer to manage their fees in two transactions rather than through ongoing instalments.

Where a course includes a mandatory practical workshop component (for example, a five day face-to-face practical workshop), students are required to have paid a minimum of seventy percent (70%) of the total course fees prior to attending the practical workshop. This requirement applies to all students and is particularly relevant for those on a payment plan. The purpose of this requirement is to ensure that the fees collected remain proportionate to the services delivered up to the point of the practical workshop.

International Paramedic College Pty Ltd may cancel enrolment or discontinue training and assessment services if fees are not paid. Current fees and charges for International Paramedic College Pty Ltd are published on the website and within the Course Information for each course offering.

In compliance with the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, AQF certification documentation will only be issued provided that the VET student has met all assessment requirements and paid to the organisation all agreed fees associated with the training product. This means that International Paramedic College Pty Ltd may withhold any Certificate or Statement of Attainment if fees are unpaid on completion or withdrawal from enrolment.

FEES AND REFUNDS POLICY

PROTECTING PRE-PAID FEES OF STUDENTS

Legislative requirements
International Paramedic College Pty Ltd does not collect prepaid fees exceeding the threshold prepaid fee amount prescribed under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 prior to the delivery of services to which those fees relate.

For the purpose of this policy, services include training and assessment, training support services, and activities related to the recruitment, enrolment, induction, or administration of VET students.

As part of its internal risk management practices, International Paramedic College Pty Ltd limits prepaid fees collected from individual students prior to service delivery to no more than $1,499 per student enrolment. This requirement applies to fees collected directly by the organisation or collected on its behalf. The $1,499 limit applied by International Paramedic College Pty Ltd is an internal compliance control to ensure alignment with prepaid fee protection requirements under Standard 18.

Application of the legislative requirements
For enrolments where the total course fees exceed the threshold prepaid fee amount of $1,500, students may elect to pay their fees via a structured two payment arrangement. Under this option:

- An initial payment of $1,499 is payable at the time of enrolment; and
- The remaining balance is invoiced after the commencement of service delivery beyond the initial prepaid fee threshold and must be paid within 14 days of invoice issue.

This arrangement is designed for students who prefer to manage their fees in two transactions rather than through ongoing instalments.

International Paramedic College Pty Ltd ensures that prepaid fees do not exceed $1,499 prior to the delivery of services, in accordance with Standard 18 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.

For the purposes of this policy, services are considered to commence from the point at which International Paramedic College Pty Ltd begins delivering activities related to the student's enrolment and participation, not solely from the point of formal training delivery.
Services include, but are not limited to:

- processing enrolment applications;
- conducting suitability assessments, including:
  - pre-training reviews (PTR) for full qualification courses; or
  - self-declarations of skills for short courses or standalone units;

FEES AND REFUNDS POLICY

PROTECTING PRE-PAID FEES OF STUDENTS CONT.

» assessing outcomes of suitability assessments and confirming enrolment;
» student onboarding and administrative processing;
» induction activities; and
» provision of training support services.

The initial payment of $1,499 supports the delivery of the enrolment, onboarding, administration and student support services that commence prior to formal training and assessment delivery.

Formal training and assessment commence once the student has completed all enrolment and onboarding requirements and International Paramedic College Pty Ltd provides access to the relevant learning systems and resources. Access to the Learning Management System (LMS) and course materials:

- is granted only after all enrolment requirements have been met and enrolment is confirmed; and
- may involve progressive release of learning and assessment materials throughout the duration of the course, rather than full access at a single point in time

Any remaining course fees become payable after services have commenced and in accordance with the staged invoicing arrangement. The balance is invoiced following commencement of formal training and must be paid within 14 days of the invoice date.

Note: The $295 payment plan registration fee does not apply to this payment option.

PAYMENT PLANS AND DIRECT DEBIT (QUALIFICATIONS)

This section applies to students who pay the fees for a nationally recognised qualification through a payment plan. It does not apply to short courses or standalone units of competency.

Direct debit through Stripe

- Payment plan instalments are collected by direct debit from the student's nominated bank account or card, processed through Stripe.
- Before the first debit, the student must complete a Direct Debit Request (DDR) and accept Stripe's DDR Service Agreement. Students will also sign the IPC fee schedule agreement. A copy of the signed fee schedule agreement will be provided to the student.
- Students are responsible for ensuring their nominated account can accept direct debits and has sufficient funds available on each debit date.
- Where a debit date falls on a weekend or public holiday, the debit will be processed on the next business day.

Payment plan term

- Payment plans must be paid in full within the nominal duration of the qualification, as set out in the student's fees schedule agreement.

FEES AND REFUNDS POLICY

PAYMENT PLANS AND DIRECT DEBIT (QUALIFICATIONS) CONT.

- Where a student is granted a credit transfer or Recognition of Prior Learning, the instalment amount stays the same and the payment plan term is reduced accordingly.

Changing or pausing payments

- Students may request a change to their debit date or payment frequency by contacting International Paramedic College Pty Ltd at least two (3) business days before the next scheduled debit. Changes do not reduce the total amount payable.

Requests to defer or suspend payments are considered on a case-by-case basis at the discretion of International Paramedic College Pty Ltd. Any period of suspension is added to the end of the payment plan term.

Failed or dishonoured payments

- If a debit fails or is dishonoured, the student will be notified and the missed payment fee listed under Other Applicable Fees applies.
- Unless the student arranges another way to pay, the overdue amount may be debited again together with the next scheduled instalment.

Cancelling a direct debit

Students may cancel their direct debit authority at any time by contacting International Paramedic College Pty Ltd or their financial institution. Cancelling the direct debit does not cancel the payment plan or the student's obligation to pay the outstanding fees, which must then be paid by another approved method.

Disputed debits

Students who believe a debit is incorrect should contact International Paramedic College Pty Ltd immediately. International Paramedic College Pty Ltd will respond within seven (7) business days and will promptly refund any amount debited in error. Students may also raise a dispute with their financial institution.

Overdue payments

- If an instalment remains unpaid for more than [14] days, International Paramedic College Pty Ltd may suspend the student's enrolment, after giving written notice, until all overdue amounts are paid.
- While an enrolment is suspended, International Paramedic College Pty Ltd may withhold learning materials, suspend access to the Learning Management System and pause the marking of submitted assessments.
- If overdue amounts remain unpaid, International Paramedic College Pty Ltd may cancel the student's enrolment in accordance with this policy and may refer the outstanding debt to a debt collection agency. Where the payment plan terms provide for it, the student may be liable for reasonable collection costs actually incurred

Privacy

Payment details are collected and stored securely by Stripe for the purpose of processing payments, in accordance with International Paramedic College Pty Ltd's Privacy Policy.

FEES AND REFUNDS POLICY

SCHEDULE OF FEES AND CHARGES

Fees are payable when a student has received a confirmation of enrolment. The Training Manager is responsible for approving the International Paramedic College Pty Ltd fee charges and payment plan schedules.

Schedule of fees refers to all fees, charges, and costs associated with a training product, including their amounts and when they are payable.

Information provided to prospective students during the pre-enrolment process and as published in the relevant upfront material, such as the Course Information, website, Student Handbook and brochures will outline:

- The total amount of all fees, including course fees, administration fees, material fees and any other charges for enrolling in a qualification/training program.
- Payment terms, including the timing and amount of fees to be paid and any nonrefundable administration fees.
- The nature of the guarantee given by International Paramedic College Pty Ltd to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- Any fee reductions or exemptions available to students.
- The fees and charges for additional services, including such items as the issuance of a replacement qualification parchment or statement of results.
- Additional costs that may incur from Training and Assessment such as equipment, IT, materials or licencing applications.
- The payment methods accepted: credit or debit card, direct debit through Stripe (payment plans only), electronic funds transfer (EFT) and employer invoice.

Mandatory learning resources required to complete the training product are included in the course fee. Recommended or optional resources are not included and are at the student's own cost.

Any changes to fees, charges or payment terms will be published and communicated to prospective and current students before they take effect. Fees agreed at enrolment will not increase for currently enrolled students for the duration of their enrolment.

All fees are quoted in Australian dollars. Course fees for nationally recognised training are GST-free. Other fees and charges include GST where applicable.

FEES AND REFUNDS POLICY

REFUNDS

International Paramedic College Pty Ltd will ensure we have a fair and equitable Fees and Refunds Policy in place, containing guidelines guaranteeing the refund of fees to students under reasonable circumstances. Refunds are assessed on a case-by-case basis and in accordance with the Fees and Refund Policy.

The following principles underpin this policy:

- International Paramedic College Pty Ltd Fees and Refunds Policy must be publicly available for students.
- Approved refunds will be processed within 14 days of the refund decision
- With regard to all withdrawals, International Paramedic College Pty Ltd will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided in writing by a student to apply for a refund for a course. This may be via letter or email. Eligibility will be assessed based on the date such notice is receive
- There is no refund applicable where a student has commenced their short course/unit (refunds for qualifications are set out in the Qualifications table).
- No refund will be issued where a student has completed the learning and assessment activities but is deemed Not Yet Competent and therefore does not achieve the qualification or statement of attainment.
- No refund will be issued for Recognition of Prior Learning assessments undertaken after enrolment, especially where Recognition resources and services have been supplied to the student.
- International Paramedic College Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- International Paramedic College Pty Ltd will provide a full refund to all students, should there be a need for International Paramedic College Pty Ltd to cancel a course. This is inclusive of the circumstance where International Paramedic College Pty Ltd or the third party providing on behalf of International Paramedic College Pty Ltd ceases to deliver the training product. If only part of the training product has been ceased, the refund will be calculated according to the proportion of delivery time of the part in relation to the whole training product. In this instance, International Paramedic College Pty Ltd will (where possible) provide an opportunity for the student to attend another scheduled course.
- Where fees are collected by a third-party delivering services on behalf of International Paramedic College Pty Ltd, refund requests must initially be directed to the third party. The third party must administer refunds in accordance with this policy. International Paramedic College Pty Ltd retains ultimate responsibility for ensuring compliance with all regulatory requirements'

FEES AND REFUNDS POLICY

REFUNDS CONT.

Refunds for cancellation of enrolments are granted on a sliding scale

- Student credits will be given for future courses for participants who are booked but are unable to attend on the day for reasons of health or other unavoidable extenuating circumstances.
- International Paramedic College Pty Ltd reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the Participant can provide a medical certificate or show extreme personal hardship. In this case, Transfer to another date may be possible at the discretion of International Paramedic College Pty Ltd management.
- International Paramedic College Pty Ltd cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.

NOTE: If the student wishes to apply for a refund in writing, the letter should be addressed to: International Paramedic College Pty Ltd via email training@internationalparamediccollege.com.au. Refunds for enrolments in individual classroom-based courses will be calculated in accordance with the sliding scale as set out in the table below.

Short Courses or Standalone Units of Competency

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Student withdraws (Except group bookings)	In writing to training@internationalparamedic-college.com.au, seven (7) business days or more prior to the course commencement	100% of the course fee is refunded (paid by the student) LESS $35 non-refundable administration fee. Students will also be invited to reschedule.
Student withdraws (Except group bookings)	In writing to training@internationalparamed-iccollege.com.au, less than seven (7) business days prior to the course commencement	Nil refund
Group bookings withdraw	In writing to training@internationalparamedic-college.com.au, ten (10) business days or more prior to the course delivery	100% of the course fee is refunded (paid by the student) LESS $35 non-refundable administration fee. Group will also be invited to reschedule delivery date.

FEES AND REFUNDS POLICY

REFUNDS CONT.

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Group bookings withdraw	In writing to training@internationalparamediccollege.com.au, less than ten (10) business days prior to the course delivery	Nil refund
Student withdrawn from the course by International Paramedic College Pty Ltd	After course commencement, due to inappropriate behaviour	Nil refund
Course cancelled by International Paramedic College Pty Ltd	Notification will be provided to the student in writing. International Paramedic College Pty Ltd will require the student's bank account details to facilitate payment of the approved refund.	100% of the course fee (paid by student)

Qualifications

Refunds for enrolments on nationally recognised qualifications are subject to the following refund formula:

FEE TYPE	NOTIFICATION REQUIREMENTS	REFUND
Before commencing training	Written request to withdraw within the 10-day cooling off period	100% refund of all fees paid, less an administration fee 5% of Full Tuition Fee
After commencing training, refunds are determined on a sliding scale based on the commencement of training of units.	Written request to withdraw from a Training Product outside of the 10-day Cooling-off Period but within 30 days from the agreed intake date.	Refund of any fees paid in excess of 25% of the Full Tuition Fee, less an administration fee 5% of Full Tuition Fee.
	Written request to withdraw from a Training Product between 31-60 days from commencement of the agreed intake date	Refund of any fees paid in excess of 50% of the Full Tuition Fee, less an administration fee 5% of Full Tuition Fee.
	Written request to withdraw from a Training Product between 61-90 days from commencement of the agreed intake date	Refund of any fees paid in excess of 75% of the Full Tuition Fee, less an administration fee 5% of Full Tuition Fee.

FEES AND REFUNDS POLICY

FEE TYPE	NOTIFICATION REQUIREMENTS	REFUND
	Written request to withdraw from a Training Product greater than 90 days from commencement of the agreed intake date	No Refund

Where a student withdraws before training commences and within the Cooling-off Period, the "Withdrawal before training commences" refund applies

OTHER APPLICABLE FEES

- Payment plan registration fee – varies based on payment plan duration
- Payment plan missed payments - $35.00 per missed payment
- Hard copy Statement of Attainment / Certificate - $35.00 including standard postage.
- Training rescheduling- $35
- Additional assessment attempts beyond the 3 attempts included in the course fee - $150 per unit of competency.
- An administration fee of $50.00 applies per Credit Transfer request, covering up to three units. This fee must be paid prior to the application being reviewed.
- RPL assessment fee - $295.
- RPL fee per unit (following RPL assessment) - quoted on request.
- Extension of the study period - $25.00 per week of extension.
- Additional one-on-one training (where required or requested) - quoted on request.
- Replacement certificate, statement of attainment or record of results - $35.00
- Training or assessment delivered outside the requirements of the agreed training product - quoted and agreed with the student before delivery.
- Non-payment of invoices by the due date without prior agreement - $35 will be charged for each additional contact to the supplier seeking payment.

Refunds and Statutory Cooling off Period
Under this policy, the following will apply for enrolments in full qualifications, in circumstances where the enrolment has been unsolicited:

- For enrolments in full qualifications, unsolicited students who give notice to cancel their enrolment within ten (10) business days from the date of completion of their enrolment checklist with International Paramedic College Pty Ltd, will be entitled to a full refund of fees paid.
- In line with the Australian Consumer Law, International Paramedic College Pty Ltd will not require or accept payment from a student under an unsolicited enrolment, or begin delivering services, until the ten (10) business day cooling-off period has ended.
- This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services.
- Nothing in this policy removes or limits a student's rights under the Australian Consumer Law. International Paramedic College Pty Ltd's refund, complaints and appeals processes do not limit a student's right to pursue other legal remedies.

FEES AND REFUNDS POLICY

- It is a requirement under the Compliance Requirements to comply with all applicable Commonwealth, State and Territory laws, including the Australian Consumer Law.
- Unsolicited students who cancel their enrolment more than ten (10) business days after the signing of their enrolment checklist with International Paramedic College Pty Ltd will not be entitled to a refund of their fees.
- An exception to this policy is where International Paramedic College Pty Ltd fails to fulfil its service agreement and fees are refunded under our guarantee to students.
- Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.
- The Chief Executive Officer may authorise a refund of tuition fees if the circumstances are appropriate.

Refunds will not be issued to students after qualification commencement in the case of:

- Change in employment status
- Moving away from the Campus
- Change of mind outside of the statutory cooling off period
- Lack of progress towards qualification completion.
- Where International Paramedic College Pty Ltd cancels a student's enrolment in a qualification due to a breach of policy or the Student Code of Conduct, no refund is applicable.
- Students are liable for the full fee for their training product, less any refund they are entitled to under this policy, plus any applicable administration fees. This applies whether fees are paid in full upfront or through a payment plan.
- Approved refunds will be paid to the original card or bank account used to make the payment, unless the original account holder provides written instructions to pay a different account.
- Enrolments and fees paid are not transferable to another person or training organisation.
- Fees for learning resources or materials already supplied to the student are non-refundable, where applicable
- Where a training product is changed or superseded due to regulatory changes, International Paramedic College Pty Ltd will support affected students to transition. If International Paramedic College Pty Ltd can no longer deliv

PROCEDURE

Information Disclosure

Prior to enrolment, students receive clear, accessible information regarding fees, refund conditions, and protection mechanisms via Course Information Guides, the fees and refund policy, website, and Student Handbook.

Fee Payment

- Upon enrolment confirmation, an invoice is issued to the student detailing the required initial payment and subsequent instalments.
- Students must make the initial payment within 7 days of invoice issue.

Pre-Paid Fees Protection

- International Paramedic College Pty Ltd will not collect more than $1,499 in advance of services commencing.
- Following commencement, fees are invoiced according to the method of payment selected (Upfront or Payment plan). For payment plans, fees are invoiced according to the proportion of training delivered, in line with the Scheduled Payment Plan.

FEES AND REFUNDS POLICY

Refund Applications

- Students requesting refunds must submit a written notification (email or letter).
- Administration staff will process refund requests in accordance with the refund criteria and notify the student of the decision within 7 days.
- Students who are dissatisfied with a refund decision may lodge an appeal within ten (10) business days of receiving the decision, in accordance with International Paramedic College Pty Ltd's Complaints and Appeals Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on fees, payment and refund requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd 's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Chief Executive Officer	• Ensure overall compliance with legislative requirements and the Outcome Standards. • Authorise the final approval of the Schedule of Fees and this Fees and Refund Policy. • Oversee the financial security of student prepaid fees.
Training Manager	• Develop, maintain, and publish fee schedules, payment plans, and refund processes. • Manage enrolment fee collection, instalment arrangements, and refunds. • Monitor compliance with pre-paid fee protection requirements. • Approve payment plans and refunds based on policy.
Training Team	• Invoice students accurately according to the Schedule of Fees. • Track payments, payment plans, and trigger follow-up communications where payments are overdue. • Process refund applications within designated timeframes.

FEES AND REFUNDS POLICY

Partners / Sales Team	• Provide students with accurate fee information during enrolment discussions. • Direct students with fee or refund inquiries to the Administration team.
Students	• Ensure timely payment of fees in accordance with agreed terms. • Submit refund applications in writing by email or letter • Follow feedback, complaint and appeal processes if dissatisfied with decisions relating to fees or refunds.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	13/11/2026
Review Date	13/11/2031
Version Number	V2.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Qualifications Issuance Policy
- Competition and Consumer Act 2010
- Corporations Act 2001
- Education and Training Reform Act 2006
- National Vocational Education and Training Regulator (Outcome Standards for 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

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- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- Privacy Act 1988
- Student Identifiers Act 2014

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

TERMS USED IN THIS POLICY

- **Agreed Intake Date** – the course start date stated in the student's enrolment confirmation.
- **Cooling-off Period** – a ten (10) calendar day period from the confirmed enrolment date, during which a student may withdraw from a qualification and receive a refund as set out in the Qualifications table. This is separate from, and does not limit, the statutory ten (10) business day cooling-off period that applies to unsolicited enrolments under the Australian Consumer Law.
- **Full Tuition Fee** – the total fee invoiced for enrolment in a training product, including the initial payment, any payment plan balance and associated fees.
- **Training Product** – any nationally recognised training and assessment International Paramedic College Pty Ltd is approved to deliver, resulting in a full qualification, course or individual unit of competency.

PRE-TRAINING REVIEW POLICY

PURPOSE

This policy has been developed in line with the requirements of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), especially with the Quality Area 2 Standard 2.2. The purpose of this policy is to enable International Paramedic College Pty Ltd to assess the suitability of training products for students by considering any existing skills and competencies including, but not limited to, language, literacy, numeracy and digital (LLN&D) literacy skills, prior qualification, etc.

The policy is set up to ensure that all applicants seeking entry into a nationally recognised training products with International Paramedic College Pty Ltd have the appropriate level of foundation and LLN&D skills to achieve the competencies of their chosen training product . It further ensures that the staff and prospective students make informed decisions about the suitability and relevance of the training product students undertake and ensures adequate support services are available to those in need.

International Paramedic College Pty Ltd recognises that individuals have diverse levels of ability in reading, writing, numeracy and digital literacy. This policy ensures mechanisms are in place to assess these skills, identify support requirements, provide assistance, and where necessary, refer students to external specialist services.

SCOPE

This policy applies:

- All prospective students of International Paramedic College Pty Ltd wishing to enrol and undertake courses with International Paramedic College Pty Ltd
- Staff involved in enrolment, training, assessment, support, and administration.

POLICY STATEMENT

International Paramedic College Pty Ltd will:

- Ensure all students who wish to enrol into a course have the appropriate skills and ability to successfully complete their studies.
- Provide information to prospective Students to ensure that they make informed decisions of suitable and appropriate training program prior to enrolment
- Provide accurate and ethical marketing through its pre-enrolment information.
- Inform prospective Students about pre-requisites, entry requirements, eligibility requirements, course requirements, fees and material fees for the training program in which they are seeking to enrol.
- Provide advice to the prospective Students about the training product appropriate to meeting the learner's needs, considering the individual's existing skills, aspirations, interests, educational capabilities, LLN&D and competencies.
- Provide advice to the prospective Students with current and accurate information to enable an informed decision in relation to undertake training and information regarding fees and charges for agreed services, according to the Fees and Refund Policy and Schedule of Fees.

PRE-TRAINING REVIEW POLICY

POLICY STATEMENT CONT.

- Inform prospective Students about the requirement for a Unique Student Identifier (USI) and other necessary information required to undertake training and assessment.
- Objectively screen Students to identify eligibility requirements, identify any additional needs or support and opportunities for recognition.
- Assess LLN&D levels to ensure prospective students have the necessary skills to meet qualification requirements and determine additional support needs if required.
- Identify any competencies previously acquired by potential Students (e.g. Recognition of Prior Learning (RPL, RCC) or Credit Transfer (CT)).
- Determine the need for reasonable adjustment, assistance and/or referral.
- Inform Students about alternate pathways to training (e.g. direct credit transfer/recognition).
- Ensure students can enter a training pathway that is suitable and free from discriminatory barriers.

The Pre-enrolment process enables prospective Students to make informed decisions about their training and assessment requirements and the suitability and appropriateness of the qualification for that individual, allowing that Student to ascertain the most suitable course to enrol in.

POLICY

Pre-training review is conducted for all students enrolling into any International Paramedic College Pty Ltd courses to capture current skills and competencies including language, literacy, numeracy and digital literacy. The outcome is recorded to establish eligibility and suitability for training as well as development of appropriate strategies as required for each student.

This policy ensures International Paramedic College Pty Ltd is compliant with the Outcome Standards 2025 and potential VET Funding Contracts. Pre-training review enables the student as well as International Paramedic College Pty Ltd to understand the requirements of the training product and to ensure that the proposed course is relevant to student's current competencies, skills, experience and future requirements.

For each student wishing to enrol in a course at International Paramedic College Pty Ltd, will a Pre-Training Review will be conducted as part of enrolment, to ascertain suitability to the training and assessment, and the most suitable course for that student to enrol in. International Paramedic College Pty Ltd requires that any student wishing to enrol into a full qualification course is deemed successful at the Pre-Training review to gain a place into the course.

International Paramedic College Pty Ltd may require students undertaking a short course, skill set or standalone unit to complete the pre-training review if it is identified that additional supports may be required for the student to complete the course.

PRE-TRAINING REVIEW POLICY

ENTRY REQUIREMENTS

- As part of the entry requirements in the chosen course students will need to undertake the pre-training review including the LLN&D assessment.
- The purpose of the Pre-Training Review is to determine if the selected course or qualification is appropriate to the students' needs and that they can be anticipated to achieve success in.
- The acceptance into the chosen course is based on:
  - » the student's performance in LLN&D Test
  - » the student's needs and goals,
  - » the information gathered through Enrolment Form and Pre-Training Review.
  - » Highest qualification gained in Australia or overseas, which has been assessed and deemed equivalent to Australian qualifications.

- Students are encouraged however not obligated to declare any learning disabilities/ language requirements as a part of the enrolment process. Once such requirements are identified, relevant staff is alerted to the students' requirements and reasonable adjustment processes can be implemented.

INITIAL STAGE

- Student enquires about the course through website, walk in and other modes of Marketing.
- Course information is provided to the students through website or on request by the student via email.
- Student undertakes the Pre-Training Review including the Language, Literacy, Numeracy & Digital Literacy assessment (LLN&D). It allows International Paramedic College Pty Ltd O to make a judgment on the students' core skills and current experience.
- The Pre-Training Review is conducted either via face to face or completion of an online form.
- Students are informed to provide any previous certificate, statement of attainment to determine course suitability and any applicable course credits or RPL pathway options.

DURING THE PRE-TRAINING REVIEW

- Pre-Training Review is completed before the students' enrolment is accepted. For the purposes of the definition of Enrolment at International Paramedic College Pty Ltd – This is when International Paramedic College Pty Ltd has assessed and confirmed the eligibility, Student has completed the enrolment form and provided the relevant documentation, and student has signed their enrolment form.
- While completing the Pre-Training Review:
  - » International Paramedic College Pty Ltd will advise the student of how to complete the PTR and LLN&D to ensure the student understands why a PTR is necessary including the need for LLN&D assessment that was completed by the student.
  - » Give instructions (either via written instruction or verbally) on how to fill in the forms and assessment items. Where required provide necessary clarification and assistance.

- The Pre-Training Review and Language, Literacy, Numeracy & Digital (LLN&D) assessment is a diagnostic tool used solely to identify the current skills, knowledge, and abilities of prospective students. It is not a formal assessment and does not contribute to the student's competency outcomes.

PRE-TRAINING REVIEW POLICY

DURING THE PRE-TRAINING REVIEW CONT.

- Students are provided with one (1) opportunity to complete the LLN&D assessment as part of the enrolment process.
  - » Should a student wish to reattempt the LLN&D assessment, they must contact International Paramedic College Pty Ltd to formally request a reattempt. The RTO will assess the request on a case-by-case basis to determine:
    - * The necessity of a reattempt,
    - * The grounds on which the request is made, and
    - * Any additional support required.

- Approval for a reattempt is at the discretion of the RTO and may involve further consultation, support, or intervention to ensure that the student is appropriately placed within the training program.

PROVIDING COURSE INFORMATION TO THE STUDENT PRIOR TO ENROLMENT

Prior to enrolment International Paramedic College Pty Ltd will provide current, sufficient and accurate course information to enable the student to make an informed decision. This will be issued by providing the Course information Guide and website https://www.internationalparamediccollege.com.au/

At a minimum, the Course information Guide will contain:

- Course information, and related educational and support services provided by International Paramedic College Pty Ltd;
- The commencement date of the course;
- The estimated duration of the course;
- The expected locations at which the course will be provided (physical location, online, workplace etc);
- The expected modes of delivery (online, face to face, distance, workplace etc);
- The support services available for the student;
- Any work/vocational placement arrangements;
- Fees and charges summary;
- Any entry requirements required to enrol in the qualification

ASSESSING THE PRE-TRAINING REVIEWS

The pre-training review process ensures the course students are enrolling into is suitable to their current skill levels and competency level. The pre-training review assessment takes into consideration that:

- Student understands the objectives of the course they are undertaking;
- In instances where a student's performance indicates they are not at the required ACSF level to complete the proposed training successfully; International Paramedic College Pty Ltd will recommend support to the student. This may be by utilising services available within International Paramedic College Pty Ltd otherwise the student will be referred to other providers or support material.

PRE-TRAINING REVIEW POLICY

ASSESSING THE PRE-TRAINING REVIEWS CONT.

- International Paramedic College Pty Ltd explores the students' existing competencies and provides them with the opportunity for these to be assessed through Recognition of Prior Learning (RPL) or Credit is offered
- International Paramedic College Pty Ltd identifies the support the student may require to successfully undertake the course
- International Paramedic College Pty Ltd will discuss prior qualification and any formal equivalency evidence gathered.
- Most appropriate course for the student is identified and student is provided access to Student Handbook and the website for details of the additional support services available.

OUTCOMES THE PRE-TRAINING REVIEWS AND LLN&D TEST

The trainer and assessor evaluate student's LLN&D levels, current skills and knowledge and learning strategy to determine if reasonable adjustments are required to meet any learning needs.

The PTR (including the LLN&D Assessment) is evaluated by an approved person within International Paramedic College Pty Ltd using the LLN&D Marking Guide.

- Students are rated as:
  - » Requiring no assistance,
  - » Requiring some support,
  - » Requiring major support.

Where RPL/CT is offered all the required documents for application is collected and the student is asked to fill in a Credit Transfer Application Form, if required. The process for this is addressed separately in the Recognition Policy.

The proposed course structure will take into consideration any RPL/CT offered, any previous qualifications or competencies achieved through transcripts collected from the student. After the student has completed the PTR, the outcome of the process is informed to the student. Successful student is informed of confirmation of enrolment and provided the necessary course information including Course Information Guide.

If a student is unsuccessful and has been determined that the course they are wishing to enrol into is not suitable they will be informed of this outcome in writing using the template Pre-Training Review Outcome Notification. A record of this will be kept on their file.

PRE-TRAINING REVIEW POLICY

SUPPORT AND REFERRALS

Where assistance is International Paramedic College Pty Ltd will implement the Reasonable Adjustment Policy and as required:

- International Paramedic College Pty Ltd will provide internal assistance through:
  - Modified resources
  - Additional trainer contact time
  - Use of assistive technology
  - Flexible delivery arrangements.

- If the student's support needs exceed what International Paramedic College Pty Ltd can reasonably offer, they will be referred to external agencies (e.g., TAFE literacy programs or community adult learning centres).
- Where assistance is required and available within the RTO, International Paramedic College Pty Ltd will implement the Reasonable Adjustment Policy, and as required:
  - An Individual Support Plan will be developed and housed in the student file.
  - Trainers and relevant staff will be advised of required reasonable adjustments.
  - Progress will be monitored, and strategies will be reviewed regularly.

COMPLAINTS, APPEALS AND FEEDBACK

International Paramedic College Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding the Pre-Training Review as detailed in our Feedback, Complaints and Appeals Policy.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Enrolment team	• Ensure full compliance with the Pre-Training Review Policy and Procedure.
Trainers and Assessors	• Assess the LLN&D, identify needs, and apply support strategies.
Student Support team	• Provide or coordinate support services and maintain relevant documentation.

PRE-TRAINING REVIEW POLICY

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Australian Core Skills Framework (ACSF)
- Australian Human Rights Commission Act 1986
- Core Skills for Work Developmental Framework
- Digital Capability Frameworks for the Australian Workforce
- Digital Literacy Skills Framework
- 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 (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- Preparing Secondary School Students for Work Framework
- Privacy Act 1988
- The Australian Qualifications Framework Second Edition January 2013
- VET Workforce Blueprint

PRE-TRAINING REVIEW POLICY

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

MARKETING AND INFORMATION POLICY

PURPOSE

The purpose of this policy is to ensure that all marketing, advertisements and information disseminated by International Paramedic College Pty Ltd is compliant with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (referred to herein as the Compliance Requirements), and the NRT Logo Conditions of Use Policy. This ensures that prospective and current students receive clear, accurate, accessible, and timely information to make informed training decisions about International Paramedic College Pty Ltd.

SCOPE

This policy applies to:

- All prospective students looking to enrol in a training product delivered by International Paramedic College Pty Ltd
- All staff involved in marketing, enrolment, or information dissemination.
- Third-party providers and representatives.
- All marketing channels including online advertisements, printed material, social media, digital platforms, and verbal communications.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to honest, accurate, and ethical marketing and provision of information about its services and training products. All information, regardless of the medium, will clearly distinguish between accredited and non-accredited training and outline any third-party arrangements. This policy aligns with legal and regulatory standards, especially with the requirements of Division 1 sections 7 and 8 and Schedule 2 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025. Misleading or deceptive information will not be tolerated.

CONSUMER PROTECTION LAWS

International Paramedic College Pty Ltd is also subject to all relevant consumer protection law that applies in any jurisdiction where we operate. International Paramedic College Pty Ltd will honour all commitments it makes in all marketing and advertisements materials. International Paramedic College Pty Ltd will only promote training or assessment for training products that are currently on its scope of registration.

Solicited marketing involves a consumer explicitly requesting or consenting to receive marketing materials or communications, while unsolicited marketing occurs without such explicit consent. Unsolicited marketing, especially door-to-door and telemarketing sales, often receives heightened legal scrutiny and consumer protections.

MARKETING AND INFORMATION POLICY

SOLICITED MARKETING

- A consumer provides their contact information or otherwise consents to receiving marketing materials for a specific product or service.
- A consumer submits an enquiry, contacts us by phone and provides their details, or enrols in a course with us, resulting in their contact information being collected and stored in our marketing database for follow-up and communication purposes.
- Examples include opting into email newsletters, agreeing to receive promotional materials when purchasing a product, or providing contact information in a contest.

UNSOLICITED MARKETING

- A business contacts a consumer without their prior invitation or consent.
- Examples include door-to-door sales, unsolicited phone calls (telemarketing), and unsolicited emails or SMS messages.
- Unsolicited consumer agreements may trigger additional consumer protections, including the right to a cooling-off period, refer to Fees and Refund Policy
- International Paramedic College Pty Ltd will ensure that marketing practices do not involve coercion, undue harassment, or misrepresentation, as these are also against the Consumer law.

CONSUMER PROTECTION FOR UNSOLICITED MARKETING

- In cases of unsolicited agreements, prospective students will have a cooling-off period to cancel the agreement without penalty.
- International Paramedic College Pty Ltd will comply with specific rules when engaging in door-to-door or telemarketing sales, including those regarding contact rules, consumer consent, and the provision of information.

Prospective students can report businesses that break the rules about unsolicited supplies to the ACCC or relevant consumer protection authorities.

MARKETING MATERIAL AND ADVERTISEMENT REQUIREMENTS

All marketing material and advertisements used to promote course offerings of International Paramedic College Pty Ltd are publicly available to prospective students and meet the following requirements:

- The full RTO name is provided as International Paramedic College Pty Ltd
- The RTO code of International Paramedic College Pty Ltd is included as 45284
- Accurate contact details and RTO logo are included.
- Code and full title of the training products are provided (As per training.gov.au)
- There is an accurate list of all units of competency offered within the training product and the information is reflective of the Training and Assessment Strategy for the course.
- Training mode, location, start date, duration are provided

MARKETING AND INFORMATION POLICY

MARKETING MATERIAL AND ADVERTISEMENT REQUIREMENTS CONT.

- Mode of delivery is stated.
- All fees, subsidies, and co-contribution fees are clearly advertised
- Any entry requirements, licensing outcomes and/or work placements are clearly advertised
- Provide upfront and comprehensive course information prior to enrolment or payment.
- Clearly outline non-accredited versus accredited offerings.
- Licensing and course outcomes are explained.
- Marketing and advertisements only promote training products which are on International Paramedic College Pty Ltd's current scope of registration
- Where a third party is engaged to recruit prospective VET students and/or deliver training on behalf of International Paramedic College Pty Ltd, the arrangement is clearly identified and communicated.
- International Paramedic College Pty Ltd does not make any verbal or written guarantees that students will successfully complete a training product
- International Paramedic College Pty Ltd does not make any verbal or written guarantees that students will obtain a particular employment outcome where it is not within the RTO's control.
- Spelling, grammar, and content of all marketing and advertisement materials are correct.
- The use of NRT and AQF logos complies with conditions of use outlined in Schedule 2 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- If superseded training products and/or units are displayed, the marketing materials and advertisements clearly state that they are superseded but still current on the RTO's scope of registration.Ensure consent is obtained where others are referenced or used within promotional material (including testimonies, photos or logos of other organisations).

ETHICAL MARKETING PRACTICES

International Paramedic College Pty Ltd is committed to ethical, responsible, and compliant marketing practices that reflect the values of access, equity, and integrity. All marketing activities and advertisements will:

- Be truthful, accurate, and not misleading, providing prospective students with clear, current, and complete information about training products and services.
- Uphold access and equity principles, ensuring that marketing materials do not discriminate based on race, age, gender, disability, language, cultural background, or socioeconomic status.
- Respect and protect the rights of students by representing the RTO's offerings fairly, particularly in relation to eligibility for funding, support services, entry requirements, and licensing outcomes.
- Promote integrity by not engaging in coercive, deceptive, or high-pressure tactics, and by avoiding inducements or promises that cannot be substantiated (e.g., guaranteed employment or qualification completion).
- Maintain transparency about fee structures, support availability, delivery modes, third-party arrangements, and potential learner obligations.
- Clearly differentiate between nationally recognised training and non-accredited offerings.
- Ensure that all promotional efforts align with the RTO's scope of registration and support informed learner decision-making.

MARKETING AND INFORMATION POLICY

USE OF NRT & AQF LOGOS

International Paramedic College Pty Ltd will ensure the use of the NRT Logo complies with the requirements of Schedule 2 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025. This includes to use the NRT logo only:

- With nationally recognised training products within International Paramedic College Pty Ltd's scope of registration.
- Where there is a direct relationship to an AQF qualification or unit of competency as specified within training packages or VET accredited courses.
- On appropriate certification documents.
- With no alterations in format, size, or colour.
- The NRT logo will not be used
- In a way that creates misleading impressions
- Where the training is accredited outside International Paramedic College Pty Ltd's scope of the registration.

REVIEW AND APPROVAL OF MARKETING MATERIALS AND ADVERTISEMENTS

All marketing materials and advertisements produced in-house or externally for the promotion of any course offering for International Paramedic College Pty Ltd are reviewed and approved prior to publication and circulation.

THIRD PARTY MARKETING MATERIALS AND ADVERTISEMENTS

All marketing materials and advertisements used by an approved third-party provider are submitted to International Paramedic College Pty Ltd prior to publication for review and approval.
Third parties will only market under the International Paramedic College Pty Ltd name.
All third-party marketing materials and advertisements are required to comply with the requirements of this policy, including those outlined on page 2 and 3. They will also:

- Clearly identify International Paramedic College Pty Ltd as the issuing RTO, including its name, registration code, and scope of registration.
- Ensure all information provided is accurate and consistent with that that published on International Paramedic College Pty Ltd's website
- Clearly disclose the nature of the third-party relationship with International Paramedic College Pty Ltd
- International Paramedic College Pty Ltd retains full responsibility for all marketing conducted on its behalf, including that undertaken by third parties.

MONITORING AND QUALITY ASSURANCE

International Paramedic College Pty Ltd will undertake ongoing monitoring and reviews of all current marketing materials and advertisements to ensure compliance with regulatory requirements and this policy. Monitoring applies to both internally managed marketing and marketing conducted by third parties on behalf of International Paramedic College Pty Ltd.

MARKETING AND INFORMATION POLICY

MONITORING AND QUALITY ASSURANCE CONT.

Internal Marketing Monitoring (IPC):

- Marketing materials developed and published directly by International Paramedic College Pty Ltd are subject to regular review as part of business-as-usual operations including, but not limited to:
- Advertising (Newspaper, radio, television)
- Hard copy and electronic course flyers and brochures
- Banners and signage
- Online advertising (Google etc)
- International Paramedic College Pty Ltd website
- International Paramedic College Pty Ltd social media pages
- Emails and written communication used to provide upfront information to prospective students

Any changes or updates to training products, scope of registration, or regulatory requirements will trigger a review of relevant marketing materials.

Third-Party Marketing Monitoring:
International Paramedic College Pty Ltd will conduct annual reviews of third-party marketing materials and advertisements to ensure ongoing compliance with regulatory requirements and this policy. These reviews are undertaken once a year using the 'Audit: Website and Social Media' digital report template available on the iAuditor platform. All third-party websites and social media platforms will be audited at least once annually. These reviews are conducted in the second half of each calendar year, prior to the annual renewal of third-party agreements in December. The review process will include:

- A clearly defined scope outlining the areas of marketing and communication to be reviewed
- Detailed guidelines and instructions to guide the reviewer through the review process
- Clear and measurable assessment criteria
- Documentation of review findings
- Identification of required corrective actions to address any compliance gaps
- Formal sign-off to confirm completion and accountability

Note: International Paramedic College Pty Ltd may conduct additional and more frequent reviews if it identifies changes or risks within a third-party arrangement, such as expansion of delivery locations, changes in leadership, or the addition of new training products. All identified issues will be tracked through the organisation's continuous improvement processes to ensure timely resolution and ongoing compliance.

If any marketing materials and advertisements of the third party is found to be non-compliant with the requirements set out within this policy, International Paramedic College Pty Ltd.' partners Support Team will instruct the relevant third party to immediately remove the non-compliant material from circulation, with reasons for the non-compliance and ensure the material is corrected prior to any further publication.

MARKETING AND INFORMATION POLICY

THIRD PARTY BREACH OF MARKETING CONDITIONS

Ongoing or repeated non-compliance with this policy may result in corrective actions and this may constitute a breach of the third-party agreement and could lead to a decision not to renew the agreement.

COMPLAINTS, APPEALS AND FEEDBACK TO DECISIONS

International Paramedic College Pty Ltd values stakeholder feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding the 'Marketing and Information Policy'.

POLICY IMPLEMENTATION

International Paramedic College Pty Ltd will implement and monitor the Marketing and Information Policy through an integrated approach involving structured approval processes, ongoing audits, staff training, and the enforcement of corrective actions where necessary. The organisation recognises that clear oversight and proactive monitoring are essential to ensure ongoing compliance with regulatory obligations and to maintain the trust of prospective and current students.

IMPLEMENTATION MEASURES

The implementation of this policy is supported by:

Staff Induction and Training:
All employees involved in marketing, communication, and enrolment will receive induction and ongoing training on the requirements of this policy, the Outcome Standards for NVR RTOs 2025, and the NRT Logo Conditions of Use Policy. Training will include identifying compliant marketing content, use of approved templates, and third-party marketing obligations.

Marketing Material Approval Workflow:
All marketing and promotional materials must be submitted to the Compliance Manager for approval prior to use or distribution. Materials will be assessed against a Marketing Compliance Checklist to ensure alignment with policy and legislative requirements.

Third-Party Oversight:
Third-party providers must submit their marketing materials to International Paramedic College Pty Ltd for review and approval before publication. Contracts with third parties will include specific clauses on compliance obligations and consequences for breaches.

Use of Templates and Branding Guidelines:
Only approved templates that adhere to AQF and NRT branding policies may be used. These templates will be centrally maintained and regularly updated to reflect regulatory changes.

MARKETING AND INFORMATION POLICY

IMPLEMENTATION MEASURES CONT.

Internal audits and validation activities
Stakeholder feedback
Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training and compliance team	• Ensure overall compliance with legislative requirements and the Outcome Standards for NVR RTOs 2025. • Authorise the final approval of the Marketing and Information Policy. • Review and approve all prospective marketing material used by International Paramedic College Pty Ltd • Oversee ongoing monitoring and review of all current and active marketing material and publications
Marketing Team	• Develop marketing material • Submit content for approval prior to publication
Third Party Providers	• Follow all marketing guidelines set out in this policy and procedure and the Marketing Checklist • Submit all marketing material prior to publication • Do not utilise any marketing material until approved by International Paramedic College Pty Ltd • Comply with all directives to rectify non-compliant marketing material

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

MARKETING AND INFORMATION POLICY

MONITORING CONT.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

Recordkeeping and Version Control
All marketing approvals and related correspondence will be logged in the Quality Management System. A register of all current and historical marketing materials will be maintained for audit purposes, including version history and approval dates.

Internal Reporting:
Outcomes from monitoring activities, including instances of non-compliance, rectifications, and improvements, will be discussed at monthly compliance or quality assurance meetings and documented in continuous improvement logs.

REGULATORY FRAMEWORK

- Age Discrimination Act 2004
- AQF Glossary of Terminology
- AQF Qualifications Issuance Policy
- Australian Core Skills Framework (ACSF)
- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010
- Core Skills for Work Developmental Framework
- Digital Capability Frameworks for the Australian Workforce
- Digital Literacy Skills Framework
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- 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 (Outcome Standards for Registered Training Organisations) Instrument 2025
- National VET Data Policy
- Preparing Secondary School Students for Work Framework
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995

MARKETING AND INFORMATION POLICY

REGULATORY FRAMEWORK CONT.

- Sex Discrimination Act 1984
- Student Identifiers Act 2014
- The Australian Qualifications Framework
- The Australian Qualifications Framework Second Edition January 2013
- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- VET Workforce Blueprint

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

CODE OF CONDUCT

PURPOSE

The purpose of this Code of Conduct is to establish a clear framework of ethical, professional, and compliant behaviour expected of all individuals associated with International Paramedic College Pty Ltd and its third party providers). This includes aligning with broader organisational goals, Commonwealth, State, and Territory legislation and the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards). This Code of Conduct supports the International Paramedic College Pty Ltd 's compliance with the Outcome Standards, especially with standard 2.5, by promoting a learning environment that respects, values, and supports the diversity of students; and with standard 2.6, by ensuring that the wellbeing needs of students are recognised, supported, and safeguarded The Code ensures that all stakeholders uphold integrity, fairness, accountability, and respect in their roles Through this Code, International Paramedic College Pty Ltd seeks to foster a safe, inclusive, and high-quality learning and working environment by clearly outlining the behavioural expectations, responsibilities, and professional obligations across various roles. Adherence to this Code ensures that all stakeholders uphold the principles of fairness, transparency, student-centred practice, and continuous improvement in accordance with regulatory and ethical standards.

The purpose of this Code of Conduct is to establish a unified standard of ethical, professional, safe and lawful behaviour expected of all individuals engaged by, or representing, International Paramedic College Pty Ltd This includes but is not limited to trainers, assessors, administrative personnel, resource developers, marketing and enrolment officers, and members of the senior leadership team.

ASSESSOR CODE OF CONDUCT

All International Paramedic College Pty Ltd assessors are required to comply with the following standards, aligned with ethical assessment practices and the Principles of Assessment and Rules of Evidence:

- Comply with all International Paramedic College Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner.
- Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
- Adhere to all assessment practices as outlined in the Assessment Policy and Procedure.
- Address individual student needs with professionalism, sensitivity, and equity.
- Prevent and respond appropriately to all forms of discrimination or harassment throughout the assessment process, in line with the Equal Opportunity and Inclusion Policy and Procedure and Cultural Safety Policy and Procedure.
- Uphold student rights during and after the assessment process.

CODE OF CONDUCT

ASSESSOR CODE OF CONDUCT CONT.

- Maintain objectivity and avoid personal bias or irrelevant factors influencing assessment outcomes.
- Clearly inform students of their right to appeal and the process involved.
- Ensure all evidence gathered is valid, reliable, authentic, sufficient, and current.
- Upholding the principles of assessment of Fairness, Flexibility, Validity and reliability during all assessment activities.
- Make assessment decisions based solely on verifiable and accessible evidence.
- Operate strictly within the RTO's 'Assessment Policy and Procedure'.
- Ensure consent from the student has been given before assessment and confirm their understanding of the assessment process prior to commencing the assessment activity.
- Develop and use assessment tools that align with training product requirements and Outcome Standards for RTOs 2025.
- Inform students about the reporting process and any implications of assessment outcomes.
- Maintain confidentiality of all assessment results, only sharing with written student consent.
- Use assessment outcomes only for their stated and intended purposes.
- Maintain updated industry and VET currency documents as outlined in the Trainer Assessor Policy and Procedure.
- Seek ongoing professional development in assessment practices.
- Engage in networking and collaborative review of assessment practices.
- Identify and manage any conflicts of interest in a transparent and ethical manner.
- Do not accept gifts, incentives, or any form of inducement related to assessment decisions.
- Promote a supportive, inclusive and safe environment during assessment.

TRAINER CODE OF CONDUCT

All International Paramedic College Pty Ltd trainers are expected to demonstrate high standards of professionalism, integrity, and educational excellence including:

- Comply with all International Paramedic College Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
- Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner.
- Adhere to the Trainer Code of Conduct and act with honesty and integrity in all training activities.
- Demonstrate courtesy, respect, and fairness in interactions with students, colleagues, and stakeholders.
- Maintain industry and VET currency as outlined in the Trainer Assessor Policy and Procedure.
- Provide a safe, inclusive, and engaging learning environment for all students.

CODE OF CONDUCT

TRAINER CODE OF CONDUCT CONT.

- Maintain confidentiality of student information unless disclosure is legally required or in the student's interest.
- Identify and manage any conflicts of interest in a transparent and ethical manner.
- Prevent and respond appropriately to all forms of discrimination or harassment during training, in line with the Equal Opportunity and Inclusion Policy and Procedure and Cultural Safety Policy and Procedure.
- Use only validated and approved training resources and tools.
- Maintain appropriate professional boundaries and avoid any form of inappropriate relationship with students.
- Promote student wellbeing and report concerns where safety may be at risk.
- Fulfil responsibilities related to student supervision and classroom safety.
- Seek professional development opportunities to enhance instructional capabilities and enhance training delivery skills.
- Encourage student engagement and provide timely, constructive feedback.

THIRD PARTY CODE OF CONDUCT

All third parties engaged by International Paramedic College Pty Ltd must comply with this Code of Conduct and operate in accordance with the Outcome Standards for RTOs 2025, particularly requirements relating to third-party arrangements, oversight, and student protection.

Third parties must:

- Comply with the Assessor and Trainer Code of Conduct.
- Comply with all International Paramedic College Pty Ltd policies, procedures, and the signed Third-Party Agreement.
- Operate in accordance with relevant Commonwealth, State, and Territory legislation.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner
- Participate in monitoring, audits, validations, and compliance reviews conducted by the RTO.
- Provide accurate and timely information for reporting and regulatory purposes.
- Immediately notify the RTO of any complaints, incidents, or regulatory issues that may impact compliance or student outcomes.
- Ensure all marketing material is approved by International Paramedic College Pty Ltd prior to publication. Provide a safe, inclusive, and engaging learning environment for all students.
- Clearly identify International Paramedic College Pty Ltd as the issuing RTO where applicable.
- Accurately represent training products, fees, funding, and outcomes.
- Provide a safe, respectful, and inclusive environment.
- Maintain confidentiality of student information

CODE OF CONDUCT

THIRD PARTY CODE OF CONDUCT CONT.

- Inform students of their rights, including complaints and appeals processes by referencing International Paramedic College Pty Ltd policies/student handbook.
- Avoid conflicts of interest and not accept inducements that may influence outcomes.

STUDENTS CODE OF CONDUCT

All students enrolled with the International Paramedic College Pty Ltd are expected to:

- Comply with all relevant International Paramedic College Pty Ltd policies & procedures outlined within the student handbook and available on the website https://www.internationalparamediccollege.com.au/
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Treat all trainers, assessors, staff, and fellow students with respect, courtesy, and fairness.
- Attend scheduled training and assessment sessions punctually and participate actively.
- Refrain from any behaviour that disrupts the learning of others.
- Submit all assessments on time, honestly and without plagiarism, collusion or cheating in line with the Academic Integrity Policy and Procedure.
- Respect intellectual property, copyright, and confidentiality.
- Take responsibility for own learning and seek support when needed.
- Use RTO facilities and resources responsibly.
- International Paramedic College Pty Ltd has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises. Anybody found to be under the influence of drugs or alcohol will be asked to leave the premises.
- Maintain appropriate behaviour in face-to-face and online environments.
- Advise International Paramedic College Pty Ltd of any changes of contact details within 7 days such as residential address, mobile number, email address and next of kin.
- Respect the cultural, religious, and gender diversity of others.
- Comply with WHS requirements, follow the safety instructions and advise of the Trainer and Assessor and report any hazards or risks.
- Use IT systems and LMS platforms only for learning purposes and in accordance with usage policies.
- Keep mobile devices on silent during sessions unless authorised.
- Provide feedback and raise complaints or appeals through the appropriate internal processes outlined within the Feedback, complaints and appeals policy and procedure.
- Protect the integrity of assessments by not sharing answers or materials or engaging in forms of plagiarism or cheating
- Accept and act upon trainer feedback constructively.
- Refrain from bullying, harassment, or discriminatory behaviour towards other students, the trainers, assessors or other personnel within International Paramedic College Pty Ltd.
- Seek support where required. International Paramedic College Pty Ltd provides access to appropriate support services, and all reasonable efforts will be made to accommodate individual learning and wellbeing needs.

CODE OF CONDUCT

ADMINISTRATION CODE OF CONDUCT

Administrative staff must:

- Comply with all International Paramedic College Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
- Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner.
- Provide accurate and timely information to students, trainers, and stakeholders.
- Maintain confidentiality of student and staff records.
- Process enrolments, results, and documentation with accuracy and integrity.
- Be courteous, respectful, and professional in all communications.
- Uphold data protection and privacy policies.
- Maintain secure storage of student information and records.
- Ensure timely follow-up on queries, complaints, and compliance actions.
- Support students with administrative needs and information access.
- Communicate clearly and transparently with all stakeholders.
- Manage workloads efficiently and avoid unnecessary delays.
- Use organisational systems and platforms appropriately.
- Refrain from disclosing any confidential information unless legally required.
- Assist in internal audits and compliance checks where required.
- Treat others equitably, without discrimination or bias.
- Identify and escalate any risks or breaches of compliance.
- Participate in ongoing administrative training as needed.

RESOURCE DEVELOPMENT CODE OF CONDUCT

Resource developers must:

- Comply with all International Paramedic College Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
- Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
- Design training materials that align with current Training Package requirements.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.

CODE OF CONDUCT

RESOURCE DEVELOPMENT CODE OF CONDUCT CONT.

- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner.
- Avoid conflicts of interest in administrative decision-making.
- Ensure all assessments provide clear guidance that the assessment evidence required meets the Rules of Evidence, for: valid, reliable, authentic, sufficient, and current.
- Provide guidance on how the principles of assessment of Fairness, Flexibility, Validity and reliability are met during all assessment activities.
- Ensure content is accurate, up-to-date, and validated.
- Respect copyright and intellectual property laws.
- Incorporate inclusive and accessible design principles.
- Develop resources that support diverse learning needs and styles.
- Reference all third-party sources and data appropriately.
- Collaborate with trainers, assessors, and industry experts to ensure relevance.
- Maintain confidentiality of draft and finalised resources.
- Use language that is clear, professional, and aligned to AQF levels.
- Avoid bias, cultural insensitivity or racism in content.
- Regularly review and update learning and assessment materials.
- Secure all digital files and backups in line with data protection policies.
- Avoid including unnecessary or excessive content not aligned to outcomes.
- Document all version changes and maintain accurate version control.
- Contribute to validation and moderation processes as required.
- Ensure WHS and industry standards are reflected in content.
- Uphold RTO branding and formatting guidelines.
- Use feedback to improve future resource development.
- Declare any conflicts of interest related to external publishers or sources.

ENROLMENT, RECRUITING AND MARKETING CODE OF CONDUCT

Staff involved in these areas must:

- Comply with all International Paramedic College Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
- Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner.

CODE OF CONDUCT

ENROLMENT, RECRUITING AND MARKETING CODE OF CONDUCT CONT.

- Provide accurate and ethical marketing and course information.
- Never mislead or make false claims about course outcomes or job opportunities.
- Represent the RTO in a professional, transparent manner.
- Use only approved and authorised marketing materials.
- Explain fees, refunds, and course obligations clearly to prospective students.
- Accurately document all enrolment decisions and processes.
- Avoid coercive or aggressive recruitment tactics.
- Verify student eligibility for funding or concession schemes.
- Maintain records of all marketing activities and responses.
- Ensure enrolment forms and agreements meet compliance standards.
- Avoid any personal gain or benefit from enrolling students.
- Provide pre-enrolment information that meets legislative requirements.
- Respect student privacy during marketing and enrolment processes.
- Disclose third-party involvement where applicable.
- Act in the best interest of students and the RTO at all times.
- Respond promptly and professionally to enrolment enquiries.
- Avoid discrimination in student selection processes.
- Adhere to CRICOS standards when marketing to international students.
- Undertake training in ethical marketing and compliance requirements.

MANAGEMENT CODE OF CONDUCT

RTO managers and senior staff must:

- Comply with all International Paramedic College Pty Ltd policies, procedures, and the Outcome Standards for RTOs 2025.
- Abide by relevant Commonwealth, State, and Territory legislation and frameworks.
- Demonstrate cultural awareness, sensitivity, and respect when interacting with students, staff, third party providers and all members of the community. This includes recognising and valuing diversity in culture, language, identity, beliefs, and lived experience, and adapting behaviours and communication to support inclusive and culturally safe environments.
- Support student wellbeing, including recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns, or refer students to available support services in a timely and appropriate manner.
- Lead by example in integrity, professionalism, and ethical behaviour.
- Provide clear direction and support to staff and students.
- Promote a positive and inclusive organisational culture.
- Manage financial and physical resources responsibly.
- Maintain confidentiality in sensitive organisational matters.
- Encourage innovation and continuous improvement.
- Oversee risk management processes proactively.

CODE OF CONDUCT

MANAGEMENT CODE OF CONDUCT

- Promote a safe working and learning environment.
- Ensure adequate systems are in place for quality assurance.
- Foster transparency in leadership and decision-making.
- Delegate responsibilities effectively and fairly.
- Monitor compliance with training and assessment strategies.
- Support ongoing professional development for all staff.
- Uphold equitable treatment of all staff, students, and stakeholders.
- Respond swiftly to complaints and appeals with fairness and objectivity.
- Engage stakeholders in consultation and collaboration.
- Protect the RTO's reputation and uphold its strategic goals.
- Ensure data security and integrity in management systems.
- Review and act upon internal audits and compliance outcomes.

BREACH

Any individual associated with International Paramedic College Pty Ltd (IPC) who fails to comply with this Code of Conduct may be subject to review and appropriate action. Breaches may include unsafe, unlawful, unethical, discriminatory, or unprofessional behaviour, including conduct that impacts the safety, wellbeing, or cultural safety of others. All concerns will be managed in a fair and timely manner, with consideration given to the wellbeing and circumstances of those involved. Outcomes may range from guidance and support through to formal disciplinary action. This may include, but not limited to, removal from placement, suspension from training or activities, cancellation of enrolment, disciplinary actions, or termination of third-party or placement agreements and any engagement with International Paramedic College Pty Ltd, where necessary

WELLBEING AND SUPPORT SERVICES POLICY

PURPOSE

This policy outlines International Paramedic College Pty Ltd's commitment to ensuring that all students have access to timely, inclusive, and appropriate support services, including crisis and mental health resources, in alignment with Quality Area 2 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards). It establishes processes for accessing support services and outlines a communication plan to promote wellbeing and service awareness.

SCOPE

This policy applies to all students enrolled with International Paramedic College Pty Ltd and to all staff, contractors, and third parties engaged by the RTO, including those experiencing personal, emotional, mental health, or other wellbeing-related challenges that may impact learning or service delivery. International Paramedic College Pty Ltd recognises that student wellbeing directly impacts learning outcomes. We are committed to providing supportive and inclusive services to all students, including those facing personal, emotional, or mental health challenges. Support services are communicated clearly, accessed confidentially, and delivered with respect and care.

POLICY STATEMENT

International Paramedic College Pty Ltd recognises that student wellbeing directly impacts learning outcomes. We are committed to providing supportive and inclusive services to all students, including those facing personal, emotional, or mental health challenges. Support services are communicated clearly, accessed confidentially, and delivered with respect and care.

- **Accessibility:** All support services are available to every student regardless of age, background, gender, ability, or location.
- **Confidentiality:** Student information shared during support access is kept private and disclosed only with consent or in circumstances where there is a duty of care.
- **Inclusivity:** Services are designed to accommodate diverse needs and encourage participation by students from all walks of life.
- **Proactivity:** International Paramedic College Pty Ltd identifies emerging support needs early and responds with timely, effective interventions.
- **Partnership:** Students, trainers, and support officers collaborate to ensure student support is personalised and effective.
- **Compliance:** All services align with current legislation and the Outcome Standards.

WELLBEING AND SUPPORT SERVICES POLICY

ACCESSING SUPPORT SERVICES

- At enrolment and orientation, students receive information about available support services.
- Students can self-refer to support services via:
- The Student Support Team via email or phone
- The student handbook
- Support needs may also be identified by trainers or staff and referred (with consent) to the appropriate personnel.

INTERNAL SUPPORT SERVICES

International Paramedic College Pty Ltd provides the following internal support services:

- **Enrolment Support:** Assistance with the enrolment process, including understanding course requirements and accessing relevant forms.
- **Pre-Training Reviews:** Language, Literacy, Numeracy and Digital Literacy and suitability of course selection are determined during the Pre-training review process
- Academic Support throughout the entire course duration, including help with course content, study planning, time management, and access to additional learning materials.
- **Assessment Support:** Guidance on understanding assessment criteria, preparing for assessments, and applying for reasonable adjustments.
- **Wellbeing Support:** Access to the dedicated Student Support team for personal issues affecting wellbeing or study, including referrals to external professionals. Student Support staff regularly communicate with students throughout their course to monitor progress, identify emerging support needs, and provide timely assistance, including referrals to appropriate internal or external professionals where required.
- International Paramedic College Pty Ltd has a dedicated Work Health and Safety (WHS) Officer responsible for supporting a safe learning environment and responding to health and safety-related concerns.
- **Access to Staff:** Students are provided with clear contact details for trainers, assessors, and support staff through the RTO Personnel Availability and Response Policy. Regular availability and drop-in times are communicated.
- **Individual Support Plans:** Created and maintained for students requiring ongoing support, monitored and reviewed by the Student Support.

SUPPORT SERVICES

REFERRAL SERVICE AVAILABLE

Lifeline
Phone: 13 11 14
www.lifeline.org.au
Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.

WELLBEING AND SUPPORT SERVICES POLICY

SUPPORT SERVICES CONT.

REFERRAL SERVICE AVAILABLE
Kids Helpline Phone: 1800 551 800 If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies, personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).
Drug Info Phone: 1300 85 85 84 Drug Info is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms. www.druginfo.adf.org.au/contact-numbers/help-and-support
Beyond Blue Phone: 1300 22 4636 Website: https://www.beyondblue.org.au Support for anxiety, depression, and mental health concerns, including phone counselling and online chat.
1800RESPECT Phone: 1800 737 732 Website: https://www.1800respect.org.au 24/7 confidential counselling and support for domestic, family, and sexual violence.
JobAccess - Disability Employment & Support Service Phone: 1800 464 800 Website: https://www.jobaccess.gov.au Advice on reasonable adjustments, workplace supports, and disability-related assistance.
National Disability Insurance Scheme (NDIS) Phone: 1800 800 110 Website: https://www.ndis.gov.au Support services for eligible students with disability.
Services Australia (Centrelink Student Support) Website: https://www.servicesaustralia.gov.au Information on student payments, financial hardship assistance, and crisis support.
Headspace – Indigenous Support **Website: https://headspace.org.au** **Headspace centres offer youth mental health services (ages 12–25), including culturally inclusive and Aboriginal and Torres Strait Islander-friendly support services in many locations.**

WELLBEING AND SUPPORT SERVICES POLICY

SUPPORT SERVICES CONT.

REFERRAL SERVICE AVAILABLE
13YARN – National Aboriginal and Torres Strait Islander Crisis Support Phone: 13 92 76 Website: https://www.13yarn.org.au 13YARN is a 24/7 national crisis support line for Aboriginal and Torres Strait Islander peoples, staffed by Aboriginal and Torres Strait Islander counsellors. It provides culturally safe support for emotional distress, mental health concerns, and crisis situations
Reading and Writing Hotline Phone: 1300 655 506 www.readingwritinghotline.edu.au

SUPPORT SERVICES ACCESS PROCEDURE

- The student is informed of available support services during enrolment and throughout training.
- Student self-refers or is referred by a staff member.
- Student Support assesses the need and refers or provides appropriate support.
- Records are kept confidential (with consent) and reviewed where ongoing support is required.
- Progress is monitored, and adjustments are made as necessary.

WELLBEING SERVICES COMMUNICATION PLAN

Key contacts and service access points are published in:

- Student Handbook
- Website
- Course Information Guides
- Enrolment Information
- During enrolment, support services are introduced through either of the following:
- Induction and orientation information
- Digital wellbeing resources
- Trainers and assessors receive training to:
- Recognise signs of distress
- Refer students appropriately
- Regular student surveys collect feedback on support service effectiveness and awareness.

WELLBEING AND SUPPORT SERVICES POLICY

FEEDBACK, COMPLAINTS, AND APPEALS

International Paramedic College Pty Ltd values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding this Wellbeing Support Services Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on wellbeing and support service requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training team	• Ensure implementation of this policy in line with Quality Area 2 and Outcome Standards 2025 • Ensure adequate resourcing of student support services (staff, systems) • Oversee the effectiveness, accessibility, and continuous improvement of wellbeing and support services • Ensure staff are trained to recognise and respond to student wellbeing needs • Ensure confidentiality, duty of care, and legislative obligations are consistently met
Trainers and Assessors	• Identify students who may require wellbeing or academic support through regular interaction • Respond appropriately to signs of distress and maintain a supportive learning environment • Refer students (with consent) to the Student Support Team or appropriate services • Provide academic and assessment support within their role (e.g. guidance, clarification)

WELLBEING AND SUPPORT SERVICES POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Trainers and Assessors	• Promote awareness of available support services • Maintain confidentiality and act in line with duty of care responsibilities • Develop, implement, and monitor Individual Support Plans where required
Student Support Team	• Coordinate and deliver all student wellbeing and support services • Assess student needs and provide appropriate internal support or external referrals • Maintain accurate, confidential records of support interactions and referrals • Monitor student progress and adjust support strategies as needed • Act as the key point of contact for student wellbeing concerns and crisis support
WHS Officer	• Support a safe learning and working environment • Respond to health and safety concerns impacting student wellbeing • Escalate risks and contribute to preventative wellbeing strategies
Students	• Engage with available support services as needed • Communicate support needs where comfortable to do so • Participate in agreed support strategies and plans • Provide feedback on support services to support continuous improvement

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

WELLBEING AND SUPPORT SERVICES POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Education and Training Reform Act 2006
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

PERSONNEL AVAILABITY AND RESPONSE POLICY

PURPOSE

This policy outlines International Paramedic College Pty Ltd's commitment to ensuring all students have adequate and suitable access to trainers, assessors, support staff, and relevant personnel throughout the duration of their course. The policy provides a framework for maintaining consistent communication, offering responsive support services, and ensuring student progress is supported through effective personnel engagement, in accordance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards).

SCOPE

This policy applies to:

- All current and prospective students enrolled in any course delivered by International Paramedic College Pty Ltd, whether on campus, online, or via third-party arrangements.
- All International Paramedic College Pty Ltd personnel involved in delivering training and/or providing academic, administrative, or welfare-related support services, including contractors and third-party staff.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to providing high-quality support services by ensuring that all students can access trainers, assessors, enrolment staff, and other key personnel in a timely and structured manner. This policy ensures that students are informed of how and when they can contact relevant staff and that their queries are addressed promptly and professionally.

The organisation recognises that effective access to personnel is a critical factor in supporting student retention, progression, and course completion. As part of our self-assurance and continuous improvement framework, we actively monitor personnel responsiveness and student satisfaction to strengthen our support service delivery.

RTO PERSONNEL AVAILABILITY

International Paramedic College Pty Ltd ensures that all students are informed of, and can access, personnel relevant to their study journey. Availability refers to the scheduled presence and accessibility of trainers, assessors, support officers, and administrative staff. This includes communication through face-to-face online meetings, telephone, email, the learning management system (LMS), or other approved platforms.

Staff are responsible for clearly communicating their contact hours, availability windows, and channels for support during orientation and throughout the course. These details are documented in the Student Handbook, course overview materials, and posted on the LMS.

International Paramedic College Pty Ltd's Student Support Team undertakes scheduled monthly progress contact with all students throughout the duration of their course to monitor progress, identify support needs, and ensure appropriate interventions or referrals are provided in a timely manner.

PERSONNEL AVAILABITY AND RESPONSE POLICY

TRAINER / ASSESSOR AVAILABILITY

All trainers and assessors are required to:

- To provide students with appropriate contact information (contact number, email, LMS access procedure etc)
- Be present and available during scheduled face-to-face or online classes.
- For Qualification students, provide students with a minimum of 2 hours per week outside scheduled training time for consultation or academic support.
- Communicate their availability, contact details, and preferred communication methods (e.g., LMS messaging, email, mobile) clearly at course commencement and in writing.
- Respond to student academic enquiries within 2 business days.

Trainer availability must be consistent and documented. Any changes (e.g., periods of unavailability or leave) must be communicated to students in advance, and alternative support arrangements must be put in place.

ENROLMENT AND SUPPORT STAFF

Enrolment officers and student support staff are available during business hours to assist students with:

- Enrolment queries
- Administrative processes
- Fee and payment enquiries
- Accessing learning resources and additional support services

Students will be informed of how to contact these staff through welcome emails, orientation sessions, and the Student Handbook. Response timeframes for general enquiries are within two business days, with urgent matters triaged accordingly.

MANAGEMENT

The CEO or delegated officer is responsible for:

- Ensuring systems are in place to monitor and maintain staff availability and responsiveness.
- Managing unresolved or escalated student concerns relating to personnel access.
- Reviewing feedback and engagement metrics to assess the effectiveness of student support processes.
- Ensuring adequate staffing levels and training so all personnel can meet student needs within published timeframes.

Management is also accountable for ensuring that procedural fairness and natural justice are embedded in student communications and any decisions affecting student support.

PERSONNEL AVAILABITY AND RESPONSE POLICY

TIMELY RESPONSE TO STUDENT ENQUIRIES

International Paramedic College Pty Ltd recognises that timely communication is critical to student engagement and satisfaction. The following standards apply to all staff:

- General enquiries: Responses are provided within two business days.
- Urgent matters: Responses (or at least acknowledgements) are made within 24 hours. These include issues relating to safety, mental health, or technical access barriers.
- Where more time is needed, students will be informed of the expected resolution timeframe and kept updated until finalisation.

Response times are monitored as part of internal quality assurance processes, and trends are reviewed quarterly.

PROCEDURE

Orientation & Induction (Qualification enrolment):
All students are informed of key personnel and contact protocols at the beginning of their training.

Publishing Availability:
Staff publish and update their contact hours in LMS course shells (where possible) and handbooks.

Logging and Monitoring:
Staff must maintain communication logs through the LMS or CRM system to track responsiveness and student interactions.

Escalation Pathways:
Students may escalate unresolved issues to Student Support or the CEO via written request or online forms.

Quality Review:
Feedback about staff availability is gathered via surveys and feedback channels and used to improve internal processes.

FEEDBACK, COMPLAINTS AND APPEALS

International Paramedic College Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students, staff and other stakeholders to share their feedback, make appeals, and raise any complaints they may have regarding this RTO Personnel Availability Policy.

PERSONNEL AVAILABITY AND RESPONSE POLICY

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on communication requirements
- Internal audits and validation activities
- Stakeholder feedback

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training manager	• Oversee the implementation and resourcing of continuous improvement practices. • Approve major changes resulting from continuous improvement actions. • Ensure alignment of improvements with strategic direction and compliance requirements.
Product team	• Lead the evaluation and refinement of training and assessment strategies, tools, and resources. • Coordinate validation and moderation activities. • Gather and act on feedback from trainers and students.
Trainers and Assessors	• Identify opportunities for improvement through learner interaction, delivery experiences, and validation outcomes. • Submit feedback and recommendations to management.
Support Team	• Identify process inefficiencies and report them to relevant managers. • Support data collection efforts related to student feedback and compliance reporting.
Third Party Providers	• Participate in continuous improvement initiatives. • Provide timely feedback and implement improvement actions as directed by International Paramedic College Pty Ltd.

PERSONNEL AVAILABITY AND RESPONSE POLICY

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Corporations Act 2001
- Credential Policy - Standards for Registered Training Organisations
- 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 (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- Work Health and Safety Act 2011
- VET Workforce Blueprint

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

PERSONNEL AVAILABITY AND RESPONSE POLICY

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

CHILD SAFETY POLICY

PURPOSE

The purpose of this policy is to articulate International Paramedic College Pty Ltd's commitment to upholding the safety, wellbeing, and rights of children and young people who engage with the organisation. This policy ensures alignment with the National Principles for Child Safe Organisations (2019), which have been adopted across all Australian states and territories, and supports compliance with relevant state -based child protection legislati on and vocational education obligations.

The policy outlines the standards of conduct, procedures, and responsibilities required to create and maintain child -safe environments across all International Paramedic College Pty Ltd's operations, including at delivery sites, during online learning, and at external events where the organisation is the lead provider. It establishes clear expectations for staff and representatives to proactively prevent harm, respond appropriately to concerns or allegations, and ensure that children and young people feel s afe, supported, included, and heard.

By embedding child safety into its governance, culture, and daily practices, International Paramedic College Pty Ltd demonstrates its commitment to providing equitable, respectful, and protective environments for all children, including those from Aborigin al and Torres Strait Islander backgrounds, culturally and linguistically diverse communities, and children with disability.

SCOPE

This policy applies to all persons employed by or representing International Paramedic College Pty Ltd, at delivery locations and at events on external premises where International Paramedic College Pty Ltd is the lead organisation. This policy aligns wit h the National Principles for Child Safe Organisations, introduced in 2019, which have been and continue to be adopted by each state and territory. The principles include:

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved in promoting child safety and wellbeing.
4. Equity is upheld, and diverse needs are respected in policy and practice.
5. People working with children and young people are suitable and supported to reflect child safety and well being values in practice.
6. Processes to respond to complaints and concerns are child -focused.
7. Through ongoing education and training, staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe.
8. Physical and online environments promote safety and well -being while minimising the opportunity for children and young people to be harmed.
9. Implementation of the national child safe principles is regularly reviewed and improved.
10. Policies and procedures document how the organisation is safe for children and young people.

CHILD SAFETY POLICY

POLICY STATEMENT

All persons employed by or representing International Paramedic College Pty Ltd observe the National Principles for Child Safe Organisations when in the company of children. The organisation seeks to maintain an environment that allows children to be safe and uninterrupted in their growth by:

- Being informed on indicators of child abuse and effective actions to take all reasonable steps to protect children from abuse.
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another child.
- Promoting the cultural safety, participation and empowerment of First Nations children.
- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting the safety, participation and empowerment of children with a disability.
- Ensuring, as far as practicable, that adults are not left alone with a child.
- Reporting any allegations of child abuse or safety concerns to International Paramedic College Pty Ltd Training Manager & management and ensure any allegation to reported to the police or child protection.
- If an allegation of child abuse is made, ensure as quickly as possible that the child or children are safe.
- Encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.

All persons employed by or representing International Paramedic College Pty Ltd must not:

- Initiate or maintain 'particular' relationships, that can be perceived as favouritism, with any of the children who come within their care.
- Use physical force with children, particularly in a manner that may be considered 'rough' or unnecessary.
- Cause or be complicit in the abuse of a child.
- Ignore suspected or reported instances of child abuse.
- Perform personal tasks for a child that they can do for themselves.
- Have conversations or communications containing content that is unsuitable for children, that can be seen or heard – this includes using vulgar language, to or in the presence of children.
- Promote personal beliefs on themes such as race, sexuality or cultures in the presence of children.
- Discriminate against any child, including because of culture, race, ethnicity or disability.
- Conduct organised contact with a child or their family outside of our organisation without our Training Manager's knowledge and/or consent.
- Have inappropriate online interactions with a child or their family.

By observing these standards, all staff acknowledge individual responsibility to immediately report any breach of this code to International Paramedic College Pty Ltd Training Manager & management.

CHILD SAFETY POLICY

POLICY STATEMENT

As part of International Paramedic College Pty Ltd's enrolment process, all students under the age of 18 must Students under 18 must provide a completed parent/guardian consent form prior to participating in training. After successful enrolment, this form is provided by email within the Key Student Information, Policies and Assessment Practices documents. This consent process ensures that:

- Parents/guardians are informed of the student's participation
- The parent/guardian approves the student's participation in training, including participation in environments where other students may be adults, and activities that may involve physical contact (e.g. First Aid/CPR).
- Appropriate permissions are granted for involvement in training activities, including practical components
- Relevant medical, safety, and emergency contact information is obtained

STAFF AND VOLUNTEER SCREENING AND TRAINING

All staff, volunteers, and contractors who work with children and young people will undergo thorough background checks, including Working with Children Checks (WWCC) (or equivalent), and thorough Reference checks. All staff and volunteers will receive child safety training, which discusses understanding and identifying signs of abuse and neglect, reporting procedures and mandatory reporting obligations and ensuring appropriate interactions with children and young people.

REPORTING AND REPORTING TO CONCERNS

International Paramedic College Pty Ltd encourages staff and students to report any concerns they have about the safety or wellbeing of children and young people, whether it is related to a student, staff member, or external party. All concerns will be treated seriously, investigated promptly, and handled with confidentiality. Reports will be escalated to the appropriate authorities, including child protection services or law enforcement, if necessary. A dedicated Training Manager will be available to guide staff, students, and others in reporting any incidents or concerns, and to take appropriate action in a timely manner.

- Support or sensitivity needs will be ascertained and provided to the appropriate level, should persons involved require assistance due to language barrier, disability (physical or intellectual), Aboriginal/Torres Strait Islander background or other cultural background factors
- Specialised assistance may need to be sourced externally. Psychologists, for example, could prove of great value, depending on the ascertained support needs of the child, in relation to the incident.

CHILD SAFETY POLICY

RESPONSE PLAN

"Children are to be seen AND heard."

In all care, support or education spaces, children or young people must be valued. The following actions are to be actioned by persons who fall within the scope of responsibility for this policy, in circumstances where there is reasonable suspicion or observation of abuse. An accurate record must be kept of the incident and the response taken.

RESPONSE 1: Urgent Action

If the circumstances do not pose an urgent risk, RESPONSE 2 should be the starting point.

If there is an urgent risk of harm:

- **Secure the alleged victim of abuse by calmly separating them from others**
- **Calling 000 for medical/police assistance**
- **Alerting the Child Safety Officer to be present to liaise with emergency response staff.**

RESPONSE 2: Securing Support

Once urgent support has been provided and the environment is secure, proper reporting must take place. This may be the opportune time to engage with the relevant Child Protection authority.

RESPONSE 3: Contacting Responsible Persons

Child Protection Services should be consulted for guidance as to what information can be relayed to parents/guardians of the affected. It may even be that their professional advice would exclude notifying the parents/guardians. The best interest of the child and their protection is a priority.

RESPONSE 4: Ongoing Support

Ongoing support in the form of Individual Support Plans, with sourced counselling/psychological services, should be set up for the child. Further steps may need to be enforced for the child's physical safety, as part of a safety plan.

SUPERVISION AND SAFETY DURING ACTIVITIES

Children and young people will be supervised at all times during training and other related activities. Sufficient staff or responsible adults are present during face-to-face training sessions. Appropriate online supervision will be provided for students involved in online courses or webinars. Clear boundaries for interactions, both online and face-to-face, must be established to ensure students are not exposed to inappropriate or unsafe environments.

CHILD SAFETY POLICY

PHYSICAL AND EMOTIONAL SAFETY

International Paramedic College Pty Ltd is committed to ensuring that training and learning environments, both physical and online, are safe and respectful. A zero-tolerance policy exists for bullying, harassment, or any other forms of abuse or discrimination. Conflicts or challenging behaviour will be managed to ensure that any issues related to bullying or harassment are addressed immediately. Where necessary, accommodations will be made for students with disabilities or other special needs to ensure they are able to participate fully and safely in training.

ONLINE AND MEDIA SAFETY

International Paramedic College Pty Ltd is committed to ensuring that training and learning environments, both physical and online, will ensure that all online platforms used for training and communication with students are secure and comply with privacy and safety standards. Clear guidelines will be provided to students about appropriate online behaviour, and staff will monitor interactions to ensure no inappropriate contact takes place. Online delivery will be structured to minimise risks related to online abuse or exploitation, with clear communication and student engagement protocols.

FAIRNESS IN INVESTIGATION

During the organisation's internal investigations into impropriety or abuse, International Paramedic College Pty Ltd staff or representatives subject to the investigation will be afforded fair and just treatment. The primary concern must be surrounding the child or children.

LEADERSHIP AND ACCOUNTABILITY

International Paramedic College Pty Ltd's Training Manager allows students, trainers, assessors, parents, caregivers and concerned persons to have a point of contact to provide information and receive advice in regard to any situations of concern that may arise.

International Paramedic College Pty Ltd's 's Child Safety Officer can be contacted on training@internationalparamediccollege.com.au

GOVERNANCE REVIEW

This policy will be reviewed annually, or as needed, to ensure it reflects any legislative changes, feedback from staff and students, or incidents that may arise. Staff and student feedback will be actively sought regarding the implementation of the Child Safety Policy and any concerns they may have about its effectiveness.

CONTINUOUS IMPROVEMENT

International Paramedic College Pty Ltd will continually improve its child safety practices, ensuring that all training and learning environments remain safe and supportive.

CHILD SAFETY POLICY

RISK MANAGEMENT

International Paramedic College Pty Ltd will conduct regular risk assessments to identify potential hazards related to child safety within training environments (including face-to-face and online delivery). Control measures will be implemented to minimise risks, including ensuring safe and appropriate training venues, clear policies on staff-student interactions, and strict access control measures to prevent any unauthorised individuals from interacting with children or young people.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on child safety requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Chief Executive Officer	• Is the Accountable Officer. Oversees compliance with certification requirements and this Policy. • Oversee the implementation and resourcing of continuous improvement practices. • Approve major changes resulting from continuous improvement actions. • Ensure alignment of improvements with strategic direction and compliance requirements.
Training Manager	• Leading and promoting a child-safe culture across the organisation • Ensuring compliance with the Child Safety Policy, National Principles, and legislation • Receiving, assessing, and managing all child safety concerns and reports • Making or overseeing mandatory reports to external authorities where required • Providing guidance to staff on child-safe practices and reporting obligations • Ensuring all staff and volunteers complete required screening and child safety training

CHILD SAFETY POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Training Manager	• Maintaining confidential records of incidents and actions taken • Identifying and managing child safety risks in training environments • Acting as the key contact for staff, students, and external agencies
Compliance team	• Monitor compliance with Outcome Standards for NVR RTOs 2025. • Ensures the certification process is aligned to the AQF Issuance Policy, Outcome Standards 2025, and regulatory instruments. • Collect, analyse, and report on internal audit outcomes, complaints, feedback, and survey data. • Initiate improvement processes based on compliance breaches or audit findings.
Administration team	• Identify process inefficiencies and report them to relevant managers. • Support data collection efforts related to student feedback and compliance reporting. • Responsible for processing, issuing, and filing AQF documentation. The Student File Completion Checklist must be utilised during issuance.
Trainer and assessor	• Lead the evaluation and refinement of training and assessment strategies, tools, and resources. • Coordinate validation and moderation activities. • Gather and act on feedback from trainers and students. • Ensure all assessment outcomes are recorded accurately and meet national competency requirements prior to certification.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

CHILD SAFETY POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010
- Disability Discrimination Act 1992 Disability Standards for Education 2005
- Education and Training Reform Act 2006
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

EQUAL OPPORTUNITY AND INCLUSION POLICY

PURPOSE

The purpose of this policy is to affirm International Paramedic College Pty Ltd's commitment to fostering a fair, inclusive, non-discriminatory and respectful environment for all personnel and clients. This policy outlines the roles, responsibilities, and procedures that support the organisation's compliance with relevant Commonwealth legislation and the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), with particular reference to:

- Standard 2.5 – Diversity and Inclusion, and
- Standard 2.6 – Wellbeing.

Through this policy, International Paramedic College Pty Ltd promotes equity, prevents discrimination, harassment, and vilification, and ensures inclusive practice across all areas of operation. It also outlines procedures for disability disclosure, and the provision of support and reasonable adjustments, ensuring all students and staff are treated with dignity, respect and provided with the opportunity to succeed.

SCOPE

This policy applies to:

- All current and prospective students of International Paramedic College Pty Ltd.
- All International Paramedic College Pty Ltd staff involved in marketing, recruitment, enrolment, training, assessment, and student support.

POLICY STATEMENT

International Paramedic College Pty Ltd equal opportunity and inclusion policy and approaches are aimed at ensuring that our courses are responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

International Paramedic College Pty Ltd is committed to fostering a fair, inclusive, and supportive learning and working environment. This includes proactively eliminating discrimination, harassment, and victimisation on the basis of disability and ensuring equitable access to training, services, and facilities for all students and staff. Access and Equity principles include:

- Equity for all individuals through the fair and appropriate allocation of resources;
- Equality of opportunity for all individuals without discrimination;
- Access for all individuals to appropriate quality training and assessment services;
- Increased opportunity for individuals to participate in training.

EQUAL OPPORTUNITY AND INCLUSION POLICY

PURPOSE

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- Individuals with a disability;
- First Nations People including Aboriginals and Torres Strait Islanders;
- Women;
- Individuals from non-English speaking backgrounds;
- Individuals in rural and remote areas; and
- Long-term unemployed.

INCLUSIVE LEARNING

Inclusive learning is about a fair go for everyone. Everyone has a right to learn, and everyone can learn, but many people do not get fair access to learning opportunities.

International Paramedic College Pty Ltd recognises that everyone learns differently. Inclusive learning is supported through flexible, student-centred approaches that recognise individual strengths, needs, and circumstances. In accordance with the Reasonable Adjustment Policy, reasonable adjustments are made where appropriate to ensure students can access and participate in education and training on the same basis as others, without compromising competency requirements. Good trainers' partner with Students to empower them to achieve to their potential. International Paramedic College Pty Ltd trainers ensure Students feel connected, supported, and valued as individuals and as part of a community of Students.

BEING INCLUSIVE IS EVERYONE'S RESPONSIBILITY

International Paramedic College Pty Ltd trainers use a variety of training methods, encourage respectful interaction, seek feedback from Students, collaborate with specialists when they need extra help and continually update their skills.

STUDENTS BRING EXISTING KNOWLEDGE AND SKILLS

International Paramedic College Pty Ltd trainers ensure teaching and learning activities have contextual application and relevance. Learning is productive, meaningful, and engaging, and builds on the student's existing capabilities.

FIVE CORE SKILLS UNDERPIN ALL LEARNING

The skills of oral communication, reading, writing, numeracy, technology, and learning need special attention. International Paramedic College Pty Ltd trainers actively recognise the need for Students to continually update and build core skills for new contexts and are supported to identify and action Student skills gaps.

EQUAL OPPORTUNITY AND INCLUSION POLICY

KEY INCLUSIVE LEARNING ACTIONS

AREA	ACTIONS
Understand differences in the student cohort	International Paramedic College Pty Ltd ensures it understands the vocational aspirations and support needs of Students prior to enrolment to ensure they are enrolled in the right level course and have the right mix of supports available to help them succeed. This includes the use of pre-enrolment reviews and guidance to Students. All International Paramedic College Pty Ltd trainers have access to information on Student diversity.
Access skills and expertise in addressing difference	Introductory inclusive learning skills in embedded in International Paramedic College Pty Ltd personnel induction programs and ongoing professional development on inclusive learning is supported.
Listen to the student	International Paramedic College Pty Ltd ensures it is collecting the perspectives of Students, considering Student views in the way courses are organised and support is provided.
Help students choose an appropriate learning pathway	International Paramedic College Pty Ltd provides Students with flexible options, advice, and guidance on the best pathway towards their vocational outcome and allows a diverse range of Students to access the training. All Students are provided with information and guidance on course requirements and outcomes prior to enrolment.
Develop the core skills of students	All International Paramedic College Pty Ltd trainers have the basic knowledge they need to identify and respond to language, literacy, numeracy and digital needs.

SUPPORT FOR STUDENTS WITH ADDITIONAL NEEDS

International Paramedic College Pty Ltd is committed to complying with Commonwealth and State legislation and policies regarding access, equity, and cultural diversity.

International Paramedic College Pty Ltd also maintains compliance with the Disability Standards for Education 2005 (Cth), including processes relating to:

- Enrolment;
- Participation;
- Curriculum development, accreditation and delivery;
- Student support services; and
- Elimination of harassment and victimisation.

EQUAL OPPORTUNITY AND INCLUSION POLICY

SUPPORT FOR STUDENTS WITH ADDITIONAL NEEDS CONT.

International Paramedic College Pty Ltd strives to maximise opportunities for access, participation, and outcomes for all students within the vocational education, training, and employment system.

International Paramedic College Pty Ltd undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. International Paramedic College Pty Ltd is committed to treating all prospective and actual students on the same basis.

More information on support for student with additional needs can be found in the Reasonable Adjustment policy, supported by the individual support plan document.

ON THE SAME BASIS

A person with a disability can seek admission to, or apply for enrolment in, an institution on the same basis as a prospective student without a disability if the person has opportunities and choices in admission or enrolment that are comparable with those offered to other prospective students without disabilities.

International Paramedic College Pty Ltd ensures it treats prospective students with a disability on the same basis as prospective students without a disability as it makes any decisions about admission or enrolment on the basis that reasonable adjustments will be provided. An adjustment is a measure or action (or a group of measures or actions) taken by International Paramedic College Pty Ltd that has the effect of assisting a student with a disability:

- In relation to an admission or enrolment — to apply for the admission or enrolment;●
- In relation to a course or program — to participate in the course or program; and
- In relation to facilities or services — to use the facilities or services;

On the same basis as a student without a disability, and includes an aid, a facility, or a service that the student requires because of his or her disability.

More information on 'On the same basis' can be found in the Reasonable Adjustment policy

REASONABLE ADJUSTMENTS

An adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a student is reasonable, International Paramedic College Pty Ltd has regard to all the relevant circumstances and interests, including the following:

- The student's disability;
- The views of the student or the student's associate;
- The effect of the adjustment on the student, including the effect on the students:
  - » Ability to achieve learning outcomes; and
  - » Ability to participate in courses or programs; and
  - » Independence;

EQUAL OPPORTUNITY AND INCLUSION POLICY

REASONABLE ADJUSTMENTS CONT.

- The effect of the proposed adjustment on anyone else affected, including International Paramedic College Pty Ltd, personnel and other students; and
- The costs and benefits of making the adjustment.

More information on reasonable adjustments can be found in the Reasonable Adjustment policy

STUDENT RIGHTS AND INTERNATIONAL PARAMEDIC COLLEGE PTY LTD'S RESPONSIBILITIES

STUDENTS RIGHTS	International Paramedic College Pty Ltd RESPONSIBILITIES
ENROLMENT	
Right to choose whether to disclose any disabilities	• Respect the student's right to privacy and confidentiality regarding disclosure. • Provide inclusive enrolment processes that are non-discriminatory and accessible.
Right to seek admission and enrol on the same basis as prospective students without disability including the right to reasonable adjustments.	• Take reasonable steps to ensure that the enrolment process is accessible. • Consider students with disability in the same way as students without disability when deciding to offer a place. • Consult with the prospective students or their associates about the effect of the disability on their ability to seek enrolment, and any reasonable adjustments necessary.
Right to be treated with dignity, respect, and fairness in all RTO interactions.	• Foster an inclusive and supportive culture. • Promptly address any complaints, bullying, discrimination, or harassment under the Complaints and Appeals Policy.
PARTICIPATION	
Right to access courses and programs; use services and facilities; and have reasonable adjustments, to ensure students with disability can participate in education and training on the same basis as students without disability	• Take reasonable steps to ensure participation. • Consult with the student or their associate about the effect of the disability on their ability to participate. • Make a reasonable adjustment if necessary. • Repeating this process over time as necessary.

EQUAL OPPORTUNITY AND INCLUSION POLICY

STUDENT RIGHTS AND INTERNATIONAL PARAMEDIC COLLEGE PTY LTD'S RESPONSIBILITIES CONT.

STUDENTS RIGHTS	International Paramedic College Pty Ltd RESPONSIBILITIES
CURRICULUM DEVELOPMENT, ACCREDITATION AND DELIVERY	
Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge and understanding, on the same basis as students without disability and to have reasonable adjustments to ensure they can participate in education and training.	• Enable students with disability to participate in learning experiences (including assessment and certification). • Consult with the student or their associate. • Take into consideration whether the disability affects the student's ability to participate in the learning experiences.
CONFIDENTIALITY	
Right to have their information kept confidential, unless consent is provided or disclosure is required by law.	• Ensure that students with disability can use general support services. • Ensure that students have access to specialised support services. • Facilitate the provision of specialised support services.
STUDENT SUPPORT SERVICES	
Right to access student support services provided by education institutions on the same basis as students without disability. Students with disability have the right to specialised services needed to participate in the educational activities they are enrolled in.	• Ensure that students with disability can use general support services. • Ensure that students have access to specialised support services. • Facilitate the provision of specialised support services.
Right to request reasonable adjustments for their learning needs at any time.	• Ensure all students are informed about the availability of learning and assessment support. • Offer reasonable adjustments to training and assessment, consistent with training package rules and without compromising assessment integrity. • Consult with the student (and/or support persons if appropriate) to develop and document a support plan.

EQUAL OPPORTUNITY AND INCLUSION POLICY

STUDENT RIGHTS AND INTERNATIONAL PARAMEDIC COLLEGE PTY LTD'S RESPONSIBILITIES CONT.

STUDENTS RIGHTS	International Paramedic College Pty Ltd RESPONSIBILITIES
HARASSMENT & VICTIMISATION	
Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability.	• Implement strategies to prevent harassment or victimisation. • Take reasonable steps to ensure that personnel and students are informed about their obligation not to harass or victimise students with disability. • Take appropriate action if harassment or victimisation occurs.

DISCRIMINATION, BULLYING AND HARASSMENT

International Paramedic College Pty Ltd is committed to providing a workplace, learning environment and client services which are free from bullying, harassment, and unlawful discrimination. International Paramedic College Pty Ltd aims to ensure all those participating in the workplace, training and services are treated with respect, dignity, and fairness with an aim of creating an environment which promotes positive relationships.

International Paramedic College Pty Ltd ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents, students, and other clients engaging in International Paramedic College Pty Ltd's services.

DISCRIMINATION

Discrimination can be direct, indirect, or systemic.

Direct discrimination is any action which specifically excludes a person or group of Individuals from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between Individuals.

Indirect discrimination is the outcome of rules, practices and decisions which treat Individuals equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination.

EQUAL OPPORTUNITY AND INCLUSION POLICY

DISCRIMINATION CONT.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of Individuals because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

BULLYING AND HARASSMENT

Bullying is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating intimidating, or threatening. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individuals, including, but not limited to, bullying or intimidation; forcing an individual to participate in an “initiation” process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone’s back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;
- A manager or trainer setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person’s skill level; and/or
- Continuously and deliberately excluding someone from workplace or classroom activities including ignoring or keeping individuals isolated from relevant communications about work issues.

International Paramedic College Pty Ltd expectations are not limited to the workplace or working hours and/or Training facilities and class hours and will include all work and training related events which includes but is not limited to; lunches, client functions, class functions, meetings and conferences as well as social events.

International Paramedic College Pty Ltd expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;

EQUAL OPPORTUNITY AND INCLUSION POLICY

BULLYING AND HARASSMENT CONT.

- Internal and external electronic communication including:
  - » Email;
  - » Instant messaging services;
  - » Internal intranet;
  - » Social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media; and
  - » Communications via text message.

In line with International Paramedic College Pty Ltd's commitment to creating a place which is free from WHS risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between Individuals and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and include termination of employment or enrolment. If a contractor of International Paramedic College Pty Ltd is found to have breached these expectations, their contract stands to be terminated or may not be renewed in the future.

PRE-ENROLMENT

- Prospective students are invited to disclose any additional support needs through the enrolment form or student support declaration.
- Staff provide information about available supports and encourage voluntary disclosure.

EQUAL OPPORTUNITY AND INCLUSION POLICY

PRE-ENROLMENT

- International Paramedic College Pty Ltd provides equitable access to all required educational and support services, so that no student is disadvantaged regardless of their mode of study or location. Where there may be limitations regarding access to these resources, International Paramedic College Pty Ltd provides clear advice in pre-enrolment information so all clients can make an informed choice about which RTO and course of study best meet their needs.
- International Paramedic College Pty Ltd embraces the responsibility of ensuring that all personnel acquire the knowledge and skills to relate to students without direct or indirect discrimination. All personnel are aware of and know how to use available International Paramedic College Pty Ltd or external resources or be able to confidently refer students to appropriate tutoring and community support services.
- All personnel continue to expand their knowledge or access and equity issues through induction processes when joining International Paramedic College Pty Ltd and in structured professional development on a regular basis in access and equity issues and resources.
- International Paramedic College Pty Ltd personnel have access to a range of access and equity materials designed to assist students in undertaking and completing courses and qualifications.
- In assessing whether an adjustment to the course of the course or program in which the student is enrolled, or proposes to be enrolled, is reasonable, International Paramedic College Pty Ltd is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature and are outlined in detail within the Reasonable Adjustment Policy.

POST-ENROLMENT CONSULTATION

- Upon disclosure, a Student Support Team Member meets with the student to:
  - » Understand the disability and its potential impact on learning.
  - » Identify reasonable adjustments and support strategies.
  - » Develop and document an Individual Support Plan.

- Consulting the student
  - » Before International Paramedic College Pty Ltd makes an adjustment for the student, the student or their associate is consulted about:

- Whether the adjustment is reasonable;
- The extent to which the adjustment would achieve the aims in relation to the student; and
- Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the student.

More information can be found in the Reasonable Adjustment policy

- Implementation of Adjustments
  - » Adjustments may include but are not limited to:
  - » Modified assessments
  - » Assistive technology

EQUAL OPPORTUNITY AND INCLUSION POLICY

POST-ENROLMENT CONSULTATION

- » Extended time
- » Note-takers or interpreters

- Trainers are informed of relevant adjustments without breaching confidentiality.
- International Paramedic College Pty Ltd will abide by the Reasonable Adjustment Policy.
- Monitoring and Review
- Individual Support Plans are reviewed at regular intervals suitable to the course duration and study mode.
- Adjustments are revised as necessary in collaboration with the student.

FEEDBACK, COMPLAINTS AND APPEALS

International Paramedic College Pty Ltd is committed to ensuring that all students have the right to raise concerns or complaints regarding Equal Employment Opportunity (EEO) and Inclusion practices during enrolment, training, and assessment. Students are also encouraged to provide feedback on the Equal Opportunity and Inclusion Policy to support continuous improvement.

Any individual who believes that they have been subject to actions or words that may constitute discrimination or bullying should act upon such bullying as soon as possible by following the procedure set out within the Feedback, Complaints and Appeals Policy. Individuals who believe they have witnessed discriminatory or bullying behaviour by another individual in the workplace are also able to make complaints.

All concerns, complaints, and feedback will be handled fairly, promptly, and in accordance with International Paramedic College Pty Ltd Feedback, Complaints and Appeals Policy.

Feedback on reasonable adjustments from students and other stakeholders is particularly important for International Paramedic College Pty Ltd to gauge a healthy balance between the integrity of training and assessment tools and outcomes against a suitable estimation of the range of abilities that are presented.

The following external bodies can also provide further information:

JURISDICTION	CONTACT DETAILS
New South Wales	Anti-Discrimination Board of NSW 02 9268 5544 http://www.antidiscrimination.lawlink.nsw.gov.au
Queensland	Queensland Human Rights Commission 1300 130 670 www.qhrc.qld.gov.au

EQUAL OPPORTUNITY AND INCLUSION POLICY

FEEDBACK, COMPLAINTS AND APPEALS CONT.

JURISDICTION	CONTACT DETAILS
Victoria	Victorian Equal Opportunity and Human Rights Commission 1300 292 153 www.humanrights.vic.gov.au
Tasmania	Equal Opportunity Tasmania 1300 305 062 www.equalopportunity.tas.gov.au
South Australia	Equal Opportunity Commission SA (08) 7322 7070 www.eoc.sa.gov.au
Western Australia	Equal Opportunity Commission WA (08) 9216 3900 www.eoc.wa.gov.au
Nothern Territory	NT Anti-Discrimination Commission 1800 813 846 adc.nt.gov.au
National	Australian Human Rights Commission 1800 620 241 https://www.humanrights.gov.au

SUPPORT SERVICES

The following support services are available and accessible for all students studying with International Paramedic College Pty Ltd. International Paramedic College Pty Ltd will provide students with contact details to refer any matters that require further follow up with relevant professionals.

REFERRAL SERVICE AVAILABLE

Lifeline
Phone: 13 11 14
www.lifeline.org.au
Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.

EQUAL OPPORTUNITY AND INCLUSION POLICY

SUPPORT SERVICES CONT.

REFERRAL SERVICE AVAILABLE
Kids Helpline Phone: 1800 551 800 If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies, personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).
Drug Info Phone: 1300 85 85 84 Drug Info is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms. www.druginfo.adf.org.au/contact-numbers/help-and-support
Beyond Blue Phone: 1300 22 4636 Website: https://www.beyondblue.org.au Support for anxiety, depression, and mental health concerns, including phone counselling and online chat.
1800RESPECT Phone: 1800 737 732 Website: https://www.1800respect.org.au 24/7 confidential counselling and support for domestic, family, and sexual violence.
JobAccess - Disability Employment & Support Service Phone: 1800 464 800 Website: https://www.jobaccess.gov.au Advice on reasonable adjustments, workplace supports, and disability-related assistance.
National Disability Insurance Scheme (NDIS) Phone: 1800 800 110 Website: https://www.ndis.gov.au Support services for eligible students with disability.
Services Australia (Centrelink Student Support) Website: https://www.servicesaustralia.gov.au Information on student payments, financial hardship assistance, and crisis support.

EQUAL OPPORTUNITY AND INCLUSION POLICY

POLICY IMPLEMENTATON

The implementation of this policy is supported by:

- Staff induction and training on inclusion, equal opportunity and student rights requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training Manager	• Ensure policy implementation, legal compliance, and continual improvement of inclusive practices • Promote a culture of inclusion, fairness, and respect • Ensure staff are trained and supported in access, equity, and inclusion requirements • Investigate any bullying, harassment, or discrimination reports
Trainers, Assessors and third-party providers	• Coordinate and manage student support services and reasonable adjustments • Consult with students to identify needs and develop Individual Support Plans • Liaise with trainers, assessors, and external services where required • Monitor student progress and review support strategies • Ensure adjustments are implemented effectively and reviewed regularly
All Staff (including Admin and Support Staff)	• Treat all students and colleagues with dignity, fairness, and respect • Provide accurate information about support services and encourage voluntary disclosure • Identify and refer students to appropriate internal or external support services • Participate in ongoing professional development related to inclusion and equity • Comply with this policy and report any inappropriate behaviour

EQUAL OPPORTUNITY AND INCLUSION POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Students	• Treat others with respect and contribute to an inclusive learning environment • Voluntarily disclose support needs where assistance is required • Engage in the development and review of their support plans • Participate actively in training and assessment • Follow behavioural expectations and report any concerns or incidents of discrimination, bullying, or harassment

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Competition and Consumer Act 2010

EQUAL OPPORTUNITY AND INCLUSION POLICY

REGULATORY FRAMEWORK CONT.

- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Education and Training Reform Act 2006
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

CULTURAL SAFETY POLICY

PURPOSE

This policy has been developed in alignment with Standard 2.5 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), which requires RTOs to foster safe and inclusive environments that recognise and support the diversity of VET students.

The purpose of this policy is to ensure that International Paramedic College Pty Ltd maintains a culturally safe, inclusive, and respectful learning and working environments for all individuals, including staff, prospective students, current students, and other stakeholders. It outlines the organisation's commitment to upholding equity and inclusion across all areas of operation, with a specific focus on acknowledging and supporting the unique histories, cultures, and perspectives of First Nations peoples.

This policy reinforces International Paramedic College Pty Ltd's dedication to creating a learning environment where every individual feels safe, respected, and supported to succeed

SCOPE

The scope of this policy encompasses all relevant Legislative/Regulatory and Contractual requirements to ensure International Paramedic College Pty Ltd compliance.

This policy applies to all Staff, contractors, visitors, third parties and all students and encompasses all training, assessment, enrolment and student support practices at International Paramedic College Pty Ltd.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to:

- Creating and maintaining a learning environment free from racism, discrimination, and harassment.
- Promoting cultural understanding, inclusivity, and equity across all aspects of its operations.
- Fostering a culturally safe environment where First Nations people feel respected, valued, and supported.
- Actively engaging with diverse communities to improve VET participation and student outcomes.

INCLUSIVE LEARNING ENVIRONMENT

International Paramedic College Pty Ltd will:

- Maintain classrooms and virtual spaces that are inclusive, safe, non-discriminatory and accessible to all students.
- Provide flexibility to support students meeting cultural obligations or navigating cultural responsibilities.
- Ensure all course materials, communications, and assessments are accessible and inclusive.
- Seek to understand and embrace the unique diversity of the community, students and staff within International Paramedic College Pty Ltd and include this perspective within the services offered within International Paramedic College Pty Ltd

CULTURAL SAFETY POLICY

SUPPORTING FIRST NATIONS CULTURAL SAFETY

International Paramedic College Pty Ltd recognises the unique historical, social and economic factors affecting First Nations people and will:

- Speak respectfully of First Nations cultures, knowledge, systems, and people.
- Include First Nations voices in decision-making where relevant and applicable.
- Engage First Nations staff, educators, or community leaders and members to review and guide training and assessment practices.
- Include First Nations perspectives in training content and context, where appropriate.
- Build authentic relationships with local First Nations communities to understand local histories and needs.

STAFF TRAINING AND DEVELOPMENT

International Paramedic College Pty Ltd will:

- Provide ongoing cultural awareness and safety training for all staff.
- Educate staff on unconscious bias, discrimination, and inclusive practices.
- Encourage reflective practice and open dialogue about inclusivity and cultural responsiveness.
- Encourage Prevention of Discrimination and Harassment.

International Paramedic College Pty Ltd adopts a zero-tolerance stance on racism, discrimination, bullying or harassment. It will:

- Ensure students and staff can safely report concerns.
- Investigate all complaints promptly and respectfully.
- Take corrective action to address any breaches of this policy.

CONTINUOUS IMPROVEMENT

International Paramedic College Pty Ltd will:

- Regularly review student feedback, participation rates and complaint data to assess inclusivity.
- Monitor the effectiveness of strategies aimed at supporting under-represented groups.
- Evaluate perceptions of cultural safety through engagement with local First Nations communities.

CULTURAL SAFETY IN DAILY PRACTICE

- Use inclusive and respectful language at all times.
- Embed First Nations perspectives and integrating truth-telling into course materials where relevant.

CULTURAL SAFETY POLICY

CULTURAL SAFETY IN DAILY PRACTICE CONT.

- International Paramedic College Pty Ltd's Code of Conduct clearly outlines the expectations of all assessors, trainers, students, third-party providers, administrative staff, and those involved in resource development and management. This includes demonstrating cultural awareness, sensitivity, and respect when interacting with students, staff, third-party providers, and members of the community; recognising and valuing diversity in culture, language, identity, beliefs, and lived experience; and adapting behaviours and communication to support inclusive and culturally safe environments. The Code of Conduct also requires all parties to support student wellbeing by recognising signs of distress, risk, or vulnerability, and taking appropriate action to escalate concerns or refer students to available support services in a timely and appropriate manner.

RESPONDING TO CULTURAL SAFETY CONCERNS

If a student or staff member reports a concern or feedback on current practices:

- Listen respectfully and without judgment.
- Record the feedback or concern confidentially using the feedback form or complaint and appeal form.
- Notify International Paramedic College Pty Ltd within 1 working day.
- Begin a culturally appropriate review or resolution process.

STAFF EDUCATION

- All staff must complete annual cultural awareness training.
- induction of new staff will include training on this Cultural Safety Policy. This must occur within their first two weeks.
- If a niche situation arises, where in staff, or representative of International Paramedic College Pty Ltd feel that they are faced with a training gap, staff are encouraged to remain as objective and respectful as possible. Listening, acknowledgement and receptiveness are to be observed.
- As culture is a very personal matter, there may be instances where emotions are high and diffusing of tension is required. International Paramedic College Pty Ltd staff and representatives are to remain must refrain from physical involvement. Enforcing space by verbally directing participants and referring to the relevant Codes of Conduct must be done. If a greater degree of intervention is required, on-site security or police should be contacted.

COMMUNITY EDUCATION

- Engage with local First Nations organisations, community or elders at least annually.
- Involve cultural advisors in the development of course materials and assessment strategies where possible and applicable to the demographic of the courses offered.

CULTURAL SAFETY POLICY

MONITORING AND REVIEW

- Conduct annual review of cultural safety practices through methods including, but not limited to, student, community and staff feedback.
- Document actions taken in the Continuous Improvement Register.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on cultural safety requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training Manager	• Ensure this policy is effectively implemented across all operations • Promote a culture of inclusion, respect, and zero tolerance for bullying and harassment • Ensure staff are appropriately trained in access, equity, and inclusive practices Trainers and Assessors
Trainers and Assessors	• Deliver training and assessment in a fair, inclusive, and non-discriminatory manner • Create a safe, respectful, and supportive learning environment • Recognise individual learner needs and refer students for support where required • Implement reasonable adjustments in line with approved support plans and without compromising competency outcomes • Encourage participation, respect diversity, and support learner engagement • Maintain confidentiality and appropriately manage sensitive information • Identify, report, and respond to any instances of discrimination, bullying, or harassment

CULTURAL SAFETY POLICY

MONITORING AND REVIEW

ROLES	RESPONSIBILIES
Student Support team	• Lead the identification and coordination of student support needs • Consult with students to develop and document Individual Support Plans • Coordinate reasonable adjustments and liaise with trainers and relevant stakeholders • Monitor student progress and review support arrangements as required • Provide referrals to internal and external support services where appropriate
All Staff	• Uphold principles of equity, inclusion, and respect in all interactions • Provide clear information on support services and encourage voluntary disclosure of needs • Participate in ongoing professional development relating to access and equity • Identify and report inappropriate behaviour, including discrimination or bullying • Maintain confidentiality and comply with policy requirements
Students	• Treat others with respect, dignity, and fairness • Follow expected standards of behaviour and contribute to an inclusive learning environment • Voluntarily disclose support needs where assistance is required • Engage in agreed support strategies and communicate any changes in needs • Report any concerns, discrimination, bullying, or harassment through the appropriate channels

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

CULTURAL SAFETY POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Work Health and Safety Act 2011

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

PURPOSE

The purpose of this policy is to outline International Paramedic College Pty Ltd's commitment to managing feedback, complaints, and appeals in a fair, transparent, and timely manner that upholds integrity and accountability. This policy ensures that all feedback—whether positive, negative, formal, or informal - is acknowledged, responded to appropriately, and used to inform ongoing quality improvement and self-assurance processes.

This policy supports compliance with standards 2.7 and 2.8 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards) by embedding fair, accessible, and responsive feedback and complaints mechanisms for resolving concerns and promoting stakeholder engagement.

International Paramedic College Pty Ltd recognises that feedback, complaints, and appeals are not only a right of all stakeholders, but a valuable opportunity to drive continuous improvement by enhancing service delivery, training and assessment practices, and overall organisational performance.

SCOPE

This policy applies to:

- Students and prospective students
- Trainers, assessors, and staff
- Employers, industry representatives, and third-party providers
- Any other stakeholder engaged with International Paramedic College Pty Ltd

POLICY STATEMENT

International Paramedic College Pty Ltd' is committed to to providing a safe, inclusive, and responsive environment for all stakeholders. This policy aims to:

- Provide accessible, transparent and fair procedures for managing feedback, complaints, and appeals.
- Ensure timely and equitable resolution of concerns and disputes.
- Treat all feedback, complaints and appeals as opportunities to continuously improve the quality and effectiveness of services and training delivery.
- Support the RTO's self-assurance system by using all received feedback and appeals data to inform strategic decisions, mitigate risk, and drive continuous improvement across all areas of operation, including governance, training, assessment, and student support.
- Embed ethical, respectful, and evidence-based practices into all aspects of the RTO's engagement with learners, staff, employers, and third parties.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

PRINCIPLES AND DEFINITIONS

International Paramedic College Pty Ltd will ensure that this policy is publicly available and accessible to prospective and current students through the student handbook and the website https://www.internationalparamedicco-llege.com.au/

Feedback, complaints and appeals can relate to any aspect of practices and decisions of International Paramedic College Pty Ltd, any related third parties, any person employed or contracts by the organisation including Trainers and Assessors, administrative staff or Management.

Feedback refers to general comments, suggestions, or compliments about services or experiences. Complaints relate to dissatisfaction with services, conduct, or processes.

Appeals involve a formal request to review or reconsider a decision made by International Paramedic College Pty Ltd, including decision about assessment outcome.

All documentation relating to feedback, complaints and appeals will be retained for investigation and continuous improvement purposes.

Feedback, complaints and appeals can be made at any stage either formally or informally. All Feedback, complaints and appeals will be captured and recorded within the Continuous improvement Register.
Feedback, complains and appeals may be submitted via:

- Informal methods m, which such as verbal communication, general email communication, website enquiries, social media posts or comments.
- Formal methods such as formal scheduled meetings, via the Feedback Form and Complaints and Appeal Form or through submitting written communication expressly raising the feedback, complaint or appeal.

PROCEDURAL FAIRNESS AND NATURAL JUSTICE

Student confidentiality will always be maintained in accordance with Australian law. Throughout each stage of the feedback, complaint and appeal process, the principles of procedural fairness and natural justice will be upheld. These include:

- Ensuring all parties involved in a complaint or appeal are fully informed of the nature of the complaint.
- Providing both parties with a fair and reasonable opportunity to present their case, with adequate time to prepare.
- Conducting investigations and resolution processes in a timely, impartial, and transparent manner, free from bias or conflict of interest.
- Allowing the participant to continue their training without disadvantage or penalty while the complaint or appeal is being resolved.
- Stakeholders are fully informed about how their feedback, complaint or appeal will be handled.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

PROCEDURAL FAIRNESS AND NATURAL JUSTICE CONT.

- Any person named in feedback, complaint or appeal will be given an opportunity to respond (if appropriate).
- Investigations and reviews will be conducted impartially and without delay.
- No stakeholder will be penalised or disadvantaged for providing feedback, raising a complaint or making an appeal.
- Procedural fairness and natural justice ensure decisions are made equitably and respectfully. Further guidance can be obtained from the Ombudsman's office in the relevant state or territory, or online at www.ombudsman.gov.au.

COMPLAINTS AND APPEALS

International Paramedic College Pty Ltd treats complaints and appeals from staff, partner organisations, students, and other parties very seriously and will deal with these in an effective and timely manner. International Paramedic College Pty Ltd typically aims to resolve all complaints within three weeks.

International Paramedic College Pty Ltd will act upon all substantiated complaints or appeals. These will be recorded within International Paramedic College Pty Ltd's
Quality Management System and will lead where appropriate to investigation and continuous improvement activities.

In the first instance, stakeholders are encouraged to raise complaints and appeals with the relevant trainer and assessor, third-party provider (if applicable) or customer service staff of International Paramedic College Pty Ltd's Training Manager. The aim is to resolve concerns promptly at the earliest possible stage.

- Placement Provider, contractors or third parties should direct complaints to International Paramedic College Pty Ltd's Training Manager
- For students, the Trainer/Assessor or third-party provider (if applicable) should be the first point of contact. If the students' complaint relates to the trainer/assessor, or if the student is uncomfortable discussing this issue with them, the complaint should be escalated to International Paramedic College Pty Ltd's Training Manager.

Should informal complaint not be resolved in the first instance, then the complainant or appellant is encouraged to lodge a formal complaint or appeal by completing and emailing either the Complaints or Appeals Form available on our website.

The complainant can take the relevant form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated using the Complaints Investigation Checklist.

All formal complaints will be recorded in the complaints register and acknowledged within one business day in writing. A written outcome, including reasons, will be provided within three weeks.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEALS CONT.

All formal complaints and appeals will be recorded in the Complaints Register for tracking and monitoring purposes, which is maintained by the Training Manager. Receipt of the complaint or appeal will be formally acknowledged in writing within one (1) business day. Upon receipt of the formal complaint, International Paramedic College Pty Ltd's Training Manager will be responsible for resolving the issue. This will involve at least a formal interview withthe person who lodged the complaint or appeal. International Paramedic College Pty Ltd will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Should the issue still not be resolved to the student's satisfaction, International Paramedic College Pty Ltd will arrange an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 days.Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, International Paramedic College Pty Ltd will, with the permission of the person making the complaint, seek assistance from other authorities such as the police, legal representative, or other parties as appropriate.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-day period.

If the process is taking longer than 60 days from the complaint or appeal being received, the student will be notified in writing of the reason for the delay and kept informed about all progress.

FEEDBACK

International Paramedic College Pty Ltd values feedback from all stakeholders and recognises it as essential to maintaining quality training and assessment services. Feedback assists in identifying areas for improvement, celebrating success, and supporting our commitment to continuous improvement and self-assurance.

International Paramedic College Pty Ltd encourages feedback on any aspect of our service delivery, including training and assessment, enrolment, support services, facilities, marketing practices, or administrative processes.

Feedback can be submitted through multiple channels, including:

- Feedback forms (online)
- End-of-course surveys
- Email or phone communication with staff
- Verbal feedback to trainers, assessors, or administration staff
- Anonymous feedback boxes (if applicable)
- Third party reports or meetings

Students are encouraged to provide feedback at any stage of their training and assessment. Trainers and assessors will regularly remind students that their input is welcomed and valuable.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

FEEDBACK CONT.

All International Paramedic College Pty Ltd staff are responsible for promoting and facilitating a culture of open, honest, and respectful feedback. Where possible, feedback should first be provided directly to the relevant staff member (e.g., trainer or assessor) so the matter can be resolved informally and promptly. If the student or stakeholder feels uncomfortable doing so, or the feedback relates to broader RTO practices, it should be directed to the Training Manager or Student Support.

All feedback received will be:

- Logged into the Feedback Register by the Training Manager, Head of Product or delegated officer.
- Reviewed for immediate risks or improvement opportunities.
- Triaged based on significance and potential impact.
- Actioned and, where necessary, escalated for resolution and follow-up.

Where feedback indicates a need for urgent attention (e.g., related to student safety, non-compliance, or reputational risk), International Paramedic College Pty Ltd will respond immediately and may engage external authorities where appropriate.

Confidentiality will be maintained in accordance with privacy laws, and sensitive feedback will only be shared on a need-to-know basis.

Where feedback results in a decision or action by International Paramedic College Pty Ltd:

- The person providing the feedback (where identified) will receive a formal acknowledgment within one business day.
- Actions taken as a result of the feedback will be recorded in the Continuous Improvement Register.
- A written summary of outcomes will be provided within 14 days, where applicable.
- If outcomes cannot be provided within this timeframe, the stakeholder will be informed of the reason for the delay and updated regularly.

International Paramedic College Pty Ltd is committed to empowering students and all stakeholders to provide feedback by:

- Ensuring information about providing feedback is publicly available on
- website and within the Student Handbook.
- Ensuring all students know they can speak to their Trainer/Assessor, the Training Manager or Student Support at any time.
- Providing accessible, easy-to-complete feedback forms.
- Offering language, literacy or digital support if students require assistance to provide feedback.

No student will be penalised for offering feedback in good faith, and their learning or assessment progress will not be negatively affected.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

APPEAL

In rare circumstances, the participant may object to decisions made by International Paramedic College Pty Ltd, including enrolment rejections and assessment outcomes, and wish to appeal these decisions. Appeals must be lodged within 20 calendar days of the decision being made.

ENROLMENT REJECTION APPEAL

(Note: Other circumstances may also apply and be considered on a case-by-case basis)
A prospective student may appeal an enrolment rejection if they believe the decision was made unfairly, in error, or without due consideration. Possible grounds include:

- The prospective student met all published entry requirements but was incorrectly deemed ineligible.
- The prospective student's application was incomplete or misinterpreted, despite sufficient documentation being submitted.
- The decision was based on incorrect or outdated information.
- The prospective student believes reasonable adjustments or support were not considered (e.g., due to disability or LLND needs).
- The prospective student was not provided with sufficient explanation or opportunity to clarify or supply additional evidence before the rejection.
- The rejection was inconsistent with the International Paramedic College Pty Ltd's Equal Opportunity and Inclusion Policy.
- The prospective student believes the decision was influenced by bias, discrimination, or procedural error.
- All enrolment rejection appeals will be reviewed under the principles of procedural fairness and natural justice, and students will be notified of outcomes in writing.

DECISION APPEALS (INCLUDING ASSESSMENT OUTCOMES)

In rare circumstances, the participant may object to decisions made by International Paramedic College Pty Ltd, including assessment outcomes, and wish to appeal these decisions. Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided; however, the response was marked incorrect in error
- The material assessed was not covered in the learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

- Discuss the issue with your trainer and seek their opinion.
- If you are still dissatisfied, complete the appeals form and submit it to International Paramedic College Pty Ltd's Training Manager, who will:

FEEDBACK, COMPLAINTS AND APPEALS POLICY

DECISION APPEALS (INCLUDING ASSESSMENT OUTCOMES) CONT.

- » provide written receipt of your case within one business day,
- » Review your case, and if desired, you will be able to present your case to International Paramedic College Pty Ltd's Training Manager. International Paramedic College Pty Ltd's Training Manager, will review your case with you and provide you with a written response, including the reasons for the response.

- At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days, we will keep the participant informed of these reasons through written correspondence.

DISCIPLINE

If a trainer, assessor or staff member is unhappy or dissatisfied with the behaviour or performance of a student, the trainer/assessor has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class without refund or acceptance into another course, or
- Immediately cancel the class.

International Paramedic College Pty Ltd has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises. In some cases, prescription drugs will affect your performance, and students are to discuss this with their trainer/assessor prior to course commencement.

Cheating, collusion and plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed. Please refer to Academic Integrity Policy.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management, and participants. Any breach of our Code of Conduct will be discussed with the staff member and International Paramedic College Pty Ltd CEO, (or delegated to the applicable Head of Department) and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they can follow our complaints procedure.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

FEEDBACK PROCEDURE

1. **Collection Methods**

Feedback may be collected through:

- Formal Feedback Forms (available online)
- Student surveys
- Verbal feedback provided by staff
- Feedback from employers and industry partners
- Social media and online reviews (monitored for trends)
- Informal conversations logged into the feedback register

2. **Logging and Storage**

- All feedback (positive, neutral, or negative) will be logged into the International Paramedic College Pty Ltd's Feedback Register.
- Staff who receive verbal or informal feedback are required to record it using the internal feedback log.
- Feedback relating to compliance, safety, training quality, or staff conduct must be escalated to the CEO.

3. **Review Process**

- Feedback is reviewed monthly by senior management, including CEO.
- Trends or recurring issues are identified and included in the Continuous Improvement Register.
- Feedback outcomes are documented and actions tracked

COMPLAINTS AND APPEAL PROCEDURE

1. **Initial Resolution**

- Participants should first raise concerns with the relevant trainer or staff member.
- If unresolved or inappropriate to raise with that person, the issue should be directed to the Training Manager.

2. **Formal Lodgement**

- If the issue remains unresolved, a formal Complaints and Appeals Form must be completed and submitted by email to the Training manager or Student Support.
- Formal complaints will be acknowledged within one business day and resolved within three weeks.

3. **Investigation and Response**

- Investigation will be conducted by a person who was not involved in the event, circumstance or decision that is the subject of the complaint.
- The person conducting the investigation will review documentation provided and interview the person making the complaint and other relevant parties.
- For appeals, the person conducting the investigation will review the decision and evidence used to make the decision. If an assessment decision is appealed, the person conducting the investigation will interview the assessor separately.
- All parties are provided the opportunity to present their case (Natural Justice).
- If required, an independent third party will be appointed to assist resolution within 14 days.
- Participants will not be penalised or disadvantaged during the process.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEAL PROCEDURE CONT.

4. **Resolution and Recordkeeping**

- All outcomes are provided in writing and logged in the Complaints and Appeals Register.
- The complainant or appellant will be notified of the outcome and reasons for the outcome in writing within three weeks.
- If the process exceeds 60 days, participants will be informed of reasons for the delay and regularly updated on the progress of the matter.

CONTINUOUS IMPROVEMENT AND SELF-ASSURANCE INTEGRATION

All complaints, appeals, and feedback, whether resolved informally or formally, are:

- Reviewed at monthly management meetings.
- Tracked in a Continuous Improvement Register.
- Analysed for risks, non-compliance, and opportunities for improvement.
- Used to inform updates to training and assessment strategies, staff development plans, third-party arrangements, and student support services.

The Training manager is responsible for ensuring that:

- Feedback and complaint data feeds into the self-assurance system.
- Quality indicators and student feedback outcomes are monitored.
- Audit readiness is maintained through documented review cycles.

EXTERNAL AUTHORITIES AND FURTHER ESCALATION

If dissatisfied with the outcome of the complaint or appeal, students may escalate unresolved complaints to the following external authorities.

THE AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)
(www.asqa.gov.au) accepts complaints from all members of the community. about Registered Training Organisations. ASQA takes a risk-assessment approach to student complaints, but they are not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers, all complaints are used as intelligence to inform regulatory activities. ASQA only uses information from complaints to inform regulatory activities. More information on how ASQA handles complaints can be found a https://www.asqa.gov.au/about/complaints/complaints-about-training-providers

NATIONAL TRAINING COMPLAINTS HOTLINE
A further option available to students is the National Training Complaints Hotline. This can be accessed by phone on number 13 38 73 from Monday to Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at http://www.education.gov.au/NTCH.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

TRAINING OMBUDSMAN

STATES AND TERRITORIES	CONTACT DETAILS
New South Wales	Office: NSW Ombudsman (covers education and training) Website: www.ombo.nsw.gov.au Phone: 1800 451 524 Email: nswombo@ombo.nsw.gov.au
Queensland	Office: Queensland Training Ombudsman Website: www.trainingombudsman.qld.gov.au Phone: 1800 773 048 Email: info@trainingombudsman.qld.gov.au
Victoria	Office: Victorian Ombudsman (handles education complaints) Website: www.ombudsman.vic.gov.au Phone: 1800 806 314 Email: enquiries@ombudsman.vic.gov.au
South Australia	Office: Ombudsman SA Website: www.ombudsman.sa.gov.au Phone: (08) 8226 8699 or 1800 182 150 Email: ombudsman@ombudsman.sa.gov.au
Western Australia	Office: Ombudsman Western Australia Website: www.ombudsman.wa.gov.au Phone: (08) 9220 7555 or 1800 117 000 Email: mail@ombudsman.wa.gov.au
Tasmania	Office: Ombudsman Tasmania Website: www.ombudsman.tas.gov.au Phone: 1800 001 170 Email: ombudsman@ombudsman.tas.gov.au
Nothern Territory	Office: NT Ombudsman Website: www.ombudsman.nt.gov.au Phone: 1800 806 380 Email: nt.ombudsman@nt.gov.au
Australian Capital Territory (ACT)	Office: ACT Ombudsman Website: www.ombudsman.act.gov.au Phone: 1300 362 072 Email: ombudsman@ombudsman.gov.au

FEEDBACK, COMPLAINTS AND APPEALS POLICY

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on feedback, complaints and appeals requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Training Manager	• Oversee the implementation and compliance of this policy. • Acknowledge and manage all formal complaints and appeals. • Ensure timely resolution of issues and maintain records in the Feedback, Complaints and Appeals Register. • Initiate continuous improvement actions arising from feedback or complaint outcomes. • Lead review of trends and risks for self-assurance reporting.
Trainers, Assessors and third-party providers	• Act as the first point of contact for informal feedback or concerns raised by students. • Attempt to resolve issues informally where appropriate. • Record and escalate unresolved feedback or complaints to the Training Manager • Encourage and promote a safe and supportive environment for open feedback.
Compliance team	• Maintain the Feedback, Complaints and Appeals Registers. • Monitor trends and ensure follow-through on actions in the Continuous Improvement Register. • Support internal audits and data analysis for self-assurance purposes
Administration team	• Provide access to Feedback and Complaint and Appeal Forms. • Assist students in lodging formal complaints or appeals. • Maintain confidentiality and support procedural fairness. • Notify the Training Manager of complaints received and assist in case management if required.

FEEDBACK, COMPLAINTS AND APPEALS POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Students and Stakeholders	• Provide honest and constructive feedback. • Raise concerns respectfully and follow the procedures outlined. • Submit complaints or appeals promptly and engage with resolution processes in good faith. • Follow the Code of Conduct.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Qualifications Issuance Policy
- Competition and Consumer Act 2010
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- Privacy Act 1988
- Work Health and Safety Act 2011

FEEDBACK, COMPLAINTS AND APPEALS POLICY

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

REASONABLE ADJUSTMENT POLICY

PURPOSE

This policy outlines International Paramedic College Pty Ltd's commitment to providing an inclusive, culturally safe, and supportive learning environment for all students, in line with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards), and relevant Commonwealth and State legislation as detailed throughout this policy. This policy supports compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, including:

- Standard 1.1, ensuring assessment is fair, valid, and flexible.
- Standard 2.2, ensuring equitable access for all students
- Standard 2.5, promoting inclusive learning environments
- Standard 2.6, ensuring student's individual needs are identified and appropriately supported.

It ensures that all students, regardless of background, ability, or cultural identity, are supported to participate in training and assessment on an equal and respectful basis, including through the provision of reasonable adjustments and specialised support services.

SCOPE

This policy applies to:

- All current and prospective students enrolled in any course delivered by International Paramedic College Pty Ltd.
- All International Paramedic College Pty Ltd staff involved in the delivery of training and assessment and support services.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to complying with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, Commonwealth and State legislation and policies regarding access, equity, and cultural diversity. Legislations include the Disability Discrimination Act 1992 (Cth), the Anti-discrimination Act 1998 (Cth) and the Anti-Discrimination Act 1977 (NSW).

International Paramedic College Pty Ltd also maintains compliance with the Disability Standards for Education 2005 (Cth), including processes relating to:

- Enrolment;
- Participation;
- Curriculum development, accreditation and delivery;
- Student support services; and
- Elimination of harassment and victimisation

REASONABLE ADJUSTMENT POLICY

POLICY STATEMENT CONT.

International Paramedic College Pty Ltd commits to:

- Providing equitable access to training and assessment.
- Ensuring every student can participate and succeed, regardless of disability, cultural background, gender, sexuality, age, socioeconomic status, or educational history.
- Offering reasonable adjustments where needed.
- Supporting students from priority cohorts, including First Nations students, people with disabilities, culturally and linguistically diverse (CALD) learners, and those facing disadvantage.
- Promoting cultural safety and actively removing barriers to participation and inclusion.

GUIDING PRINCIPLES

- Access and Equity: Ensuring that systemic barriers are identified and minimised so all students are offered fair opportunities to achieve.
- Continuous Consultation: Students are consulted on reasonable adjustments and appropriate support strategies.
- Cultural Safety: Creating a learning environment free from racism, discrimination, unconscious bias, or cultural insensitivity, particularly for First Nations learners.
- On the Same Basis: Students with additional needs will be treated comparably to those without, including through reasonable adjustments that support equitable participation.
- Reasonable Adjustment: Changes to the learning environment, teaching methods, assessments, or access to materials that enable students to fully participate without compromising course integrity.

International Paramedic College Pty Ltd strives to maximise opportunities for access, participation, and outcomes for all students within the vocational education, training, and employment system.

ON THE SAME BASIS

A person with a disability can apply for enrolment at International Paramedic College Pty Ltd, on the same basis as a prospective student without a disability if the person has opportunities and choices in enrolments that are comparable with those offered to other prospective students without disabilities.

International Paramedic College Pty Ltd ensures it treats prospective students with a disability on the same basis as prospective students without a disability as it makes any decisions about enrolment on the basis that reasonable adjustments will be provided.

A reasonable adjustment is a measure or action (or a group of measures or actions) taken by International Paramedic College Pty Ltd that can assist a student with a disability:

- In relation to an enrolment
- In relation to participation to a course or program
- In relation to using facilities or services

REASONABLE ADJUSTMENT POLICY

REASONABLE ADJUSTMENTS

International Paramedic College Pty Ltd recognises that not all participants learn in the same manner and that with an amount of "reasonable adjustment," participants who may not learn best with traditional learning and assessment methods will still achieve good results.

An adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected. In assessing whether a particular adjustment for a student is reasonable, International Paramedic College Pty Ltd has regard to all the relevant circumstances and interests, including the following:

- The participant's disability;
- The views of the participant
- The effect of the adjustment on the participant, including the effect on the participants:
  - » Ability to achieve learning outcomes; and
  - » Ability to participate in courses or programs; and
  - » Independence;

- The effect of the proposed adjustment on anyone else affected, including International Paramedic College Pty Ltd, personnel and other participants; and
- The costs and benefits of making the adjustment

ACCESS AND EQUITY

Access and Equity refer to the principle that all individuals, regardless of their background or personal circumstances, have fair and equitable access to education and training.

A student is considered to have been afforded access and equity if they are able to enrol, participate in training, and attain competency on an equal footing with other students, without facing disadvantage due to factors such as disability, age, gender, sexual orientation, religion, language, race, or socioeconomic status.

International Paramedic College Pty Ltd ensures it identifies and removes systemic barriers that may impact a student's ability to access or participate in education and training. This includes reviewing and adapting policies, procedures, environments, and practices that could unintentionally disadvantage some individuals or groups.

Examples of access and equity strategies may include:

- Providing course materials in alternative formats.
- Offering flexible delivery or assessment methods.
- Ensuring physical accessibility of training venues.
- Supporting students from under-represented groups through targeted strategies.

International Paramedic College Pty Ltd continuously monitors and reviews its practices to promote an inclusive learning environment where every student has a fair opportunity to succeed.

REASONABLE ADJUSTMENT POLICY

CULTURAL SAFETY

Cultural Safety means creating an environment where students from all cultural backgrounds feel safe, respected, acknowledged, and free from racism, discrimination, unconscious bias, or cultural insensitivity. It involves more than just cultural awareness; it is about actively creating spaces where people feel their identity is valued and affirmed. A culturally safe learning environment is one in which students:

- Feel physically, emotionally, and spiritually safe.
- Do not experience challenge, denial, or assault on their cultural identity.
- Are encouraged to express their cultural values, beliefs, and practices.

International Paramedic College Pty Ltd ensures that the training environment is culturally inclusive, with particular emphasis on cultural safety for First Nations learners. This is achieved by:

- Providing cultural awareness training to all staff.
- Acknowledging the traditional custodians of the land and incorporating Aboriginal and Torres Strait Islander perspectives where appropriate.
- Consulting local First Nations communities about the design and delivery of relevant training programs.
- Respectfully engaging with students' cultural practices and obligations (e.g., Sorry Business, community responsibilities).
- Ensuring staff speak about First Nations cultures, knowledge, and systems with respect and understanding.

Cultural safety is continuously reviewed through feedback, staff training, and meaningful engagement with culturally diverse communities.

CONTINUOUS CONSULTATION

Continuous Consultation refers to the ongoing process of engaging students, and where appropriate, their associates (such as carers, parents, support workers, or advocates), in decisions that affect their learning experience and support requirements. A student is considered to have been meaningfully consulted if they have:

- Been informed of available supports and reasonable adjustments.
- Had opportunities to express their needs, preferences, and feedback.
- Been included in discussions about changes that affect their learning environment.

International Paramedic College Pty Ltd maintains a practice of open, respectful, and student-centred consultation by:

- Fostering a fair, safe and inclusive learning environment
- Supporting disclosure of disability and/or support needs that may impact their learning at enrolment, and at any time during training.
- Collaborating with the student to assess the need of reasonable adjustments

REASONABLE ADJUSTMENT POLICY

PROCESS FOR CONSIDERING

- Ensure all students have equitable access to educational and support services, regardless of their study mode or location.
- Where limitations exist in service availability, provide clear and transparent information during the pre-enrolment process so students can make informed decisions.
- Train all personnel to understand and address access and equity issues, including how to:
  - » Identify and respond to direct and indirect discrimination.
  - » Use internal and external resources effectively.
  - » Refer students to appropriate tutoring or community support services.

- Include access and equity awareness as a standard component of staff induction.
- Require all staff to participate in structured professional development on access and equity at least annually.
- Provide staff with access to up-to-date access and equity materials, tools, and resources to support student participation and success.

ASSESSMENT OF REASONABLE ADJUSTMENTS

In assessing whether to make a particular reasonable adjustment is appropriate for a student, International Paramedic College Pty Ltd will:

- Consider the nature of the student's disability
- Consider whether the adjustment is reasonable;
- Consider the extent to which the adjustment would achieve the aims in relation to the student
- Consider the student's expressed needs, preferences, and views (or those of an associate), including whether the proposed reasonable adjustment will enable the student to access and participate in education and training on the same basis as students without disability.
- Consider the impact of the adjustment on the student's participation and learning outcomes.
- Consider the effect of the proposed adjustment on the student, including the student's ability to participate in courses or programmes and achieve learning outcomes;
- Consider the potential effects on other students and staff.
- Consider the practicality, resource, cost, implications and benefits of implementing the adjustment.
- Assesses whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the student; and
- Assesses whether the adjustment may need to be changed over the period of a student's education or training.

A detailed assessment, which might include an independent expert assessment, may be required to determine what reasonable adjustments are necessary for a student. The type and extent of the reasonable adjustments may vary depending on the individual requirements of the student and other relevant circumstances. Multiple reasonable adjustments may be required and may include multiple activities.

REASONABLE ADJUSTMENT POLICY

ASSESSMENT OF REASONABLE ADJUSTMENTS CONT.

In making a reasonable adjustment, International Paramedic College Pty Ltd ensures that the integrity of the training product, training package(s)and assessment requirements and processes are maintained. In meeting its obligations to provide reasonable adjustments, International Paramedic College Pty Ltd may provide an alternative adjustment to the student's preferred form of adjustment, if the alternative is effective in achieving the desired purpose.

IMPLEMENTATION OF ADJUSTMENTS

International Paramedic College Pty Ltd takes reasonable steps to ensure that any reasonable adjustment required is made within a reasonable time. Whether the time is reasonable depends on whether and when the student, or his or her associate, has provided:

- In a timely way, any relevant information in the possession of the student or associate about how the disability affects the student in relation to education or training; and
- The student's or the associate's opinion about the matters.

Once a reasonable adjustment has been assessed, International Paramedic College Pty Ltd will communicate the outcome to the student in a timely manner. Where appropriate, reasonable adjustments will be implemented. Where a reasonable adjustment is not appropriate or not possible, the reasons for this decision will be clearly communicated in writing to the student as soon as reasonably practicable and alternatives will be explored with the student.

Where reasonable adjustments are implemented, a detailed training and assessment plan including timetables, notes regarding the required reasonable adjustments, and any related communications regarding the adjustments is maintained in the student's file. International Paramedic College Pty Ltd will:

- Develop a tailored Training and Assessment Plan outlining the adjustments.
- Ensure all adjustments are monitored and reviewed regularly.

CULTURAL INCLUSION AND SAFETY MEASURES

International Paramedic College Pty Ltd recognises the importance of fostering a learning environment that respects and values all cultures, particularly those of First Nations peoples. Cultural inclusion is not only about removing barriers to participation, but also about creating an environment where every student feels their identity is affirmed, and their learning experience is enriched by cultural understanding and respect.

To uphold these principles International Paramedic College Pty Ltd will implement the following actions:

- Ensure culturally inclusive teaching and assessment methods are applied.
- Engage with local First Nations communities and stakeholders.
- Acknowledge and respond to cultural obligations (e.g., Sorry Business, language needs).
- Provide cultural safety training to all staff.

REASONABLE ADJUSTMENT POLICY

MONITORING AND FEEDBACK

- Students are invited to provide feedback on the support and potential reasonable adjustment received.
- Reasonable adjustments are reviewed as part of course evaluations, post validation activities and internal audits.
- Complaints and appeals are in compliance with the International Paramedic College Pty Ltd Complaints and Appeals Policy.

UNJUSTIFIABLE HARDSHIP CLAUSE

International Paramedic College Pty Ltd reserves the right to determine if a reasonable adjustment would impose an unjustifiable hardship on its operations. Where this applies: All reasonable alternatives will be explored:

- The student is informed of the decision and reasoning in a timely manner, with respect to privacy and dignity.
- Financial, academic, operational and social factors are considered in line with relevant legislation.

Once a reasonable adjustment has been determined, International Paramedic College Pty Ltd adjustment may be considered if the adjustment would impose unjustifiable hardship on its operations.

In determining whether unjustifiable hardship applies, all relevant circumstances of the case are considered, including:

- The nature of the benefit or detriment likely to accrue or be suffered by any persons involved; and
- The effect of the disability of a person concerned; and
- The financial circumstances and the estimated amount of expenditure and cost associated with the adjustment.

In determining whether unjustifiable hardship applies, International Paramedic College Pty Ltd will also:

- Considers information about the nature of the student's disability, the student's preferred adjustment, any previous adjustments provided. This information may be provided by the student, an associate of the student or independent experts (or a combination of those persons);
- Ensures that timely information is available to the student or an associate of the student about the processes for determining whether the proposed adjustment would cause unjustifiable hardship; and
- Ensures that these processes maintain the dignity, respect, privacy and confidentiality of the student and the associates of the student, consistent with the rights of the rest of the community.

Where a claim of unjustifiable hardship is made, International Paramedic College Pty Ltd has taken into account all the financial and other resources that are reasonably available for the purpose of making any necessary adjustments for the student, and the impact of those adjustments on its capacity to provide education of high quality to all students while remaining financially viable.

REASONABLE ADJUSTMENT POLICY

UNJUSTIFIABLE HARDSHIP CLAUSE

International Paramedic College Pty Ltd considers all costs and benefits, both direct and indirect, that are likely to result, the student and any associates of the student, and any other persons in the learning or wider community, including:

- Costs associated with additional personnel, the provision of special resources or modification of the curriculum;
- Costs resulting from the student's participation in the learning environment, including any adverse impact on learning and social outcomes for the student, other students and teachers; and
- Benefits deriving from the student's participation in the learning environment, including positive learning and social outcomes for the student, other students and teachers, and any financial incentives, such as subsidies or grants, available to the provider as a result of the student's participation.

Where International Paramedic College Pty Ltd decides to rely on unjustifiable hardship, it ensures that a notice stating the decision and the reason for the decision is clearly given to the student, or an associate of the student, as soon as practicable after the decision is made.

EXAMPLES OF REASONABLE ADJUSTMENTS

STUDENT HAS DIFFICULTY WITH	EXAMPLE REASONABLE ADJUSTMENTS
Concentration	• Breaking the assessment into appropriate components that can be undertaken separately; • Providing rest breaks during lengthy assessment sessions; • Providing a separate assessment venue if the student is distracted by others' movements or noise; • Providing additional time; • Providing alternative assessment methods, such as recording devices for oral testing or telephone assessments; and • Allowing the Student to provide evidence of having completed the assessment task at another venue; for example, an employer could verify satisfactory demonstration of competence.
Expressing knowledge in writing	• Allowing oral assessment; • Providing a digital recorder, scribe; • Providing a sign language interpreter; and • Providing additional time. • Providing a sign language interpreter if applicable

REASONABLE ADJUSTMENT POLICY

EXAMPLES OF REASONABLE ADJUSTMENTS CONT.

STUDENT HAS DIFFICULTY WITH	EXAMPLE REASONABLE ADJUSTMENTS
Spelling and/or grammar	• Allowing oral assessment; • Providing a digital recorder, scribe; • Providing additional time; • Providing a computer with a generic spelling and grammar checker, dictionary and thesaurus (such as those included in Microsoft® Word) or specialised literacy software (such as Spell Master or Read and Write Gold); • Providing models and practical examples for the Student to demonstrate what they mean; and
Numbers and numerical concepts	• Allowing additional time; • Allowing the Student to use a calculator; and • Providing other assistive technology, such as a talking calculator.
Understanding spoken information or instructions	• Allowing additional time; • Providing written information or instructions to complement the spoken version; • Providing a sign language interpreter; • Allowing rest breaks or split sessions; • Using simple, direct language (plain English); • Providing step-by-step instructions; • Repeating information given; • Paraphrasing to check for understanding, and asking the Student to repeat what they are required to do; and • Demonstrating what is required.
Maintaining writing posture for any length of time, or writing quickly	• Providing a digital recorder or similar; • Allowing oral assessment; • Providing a personal computer (if using a keyboard is more comfortable than writing); • Allowing rest breaks; • Providing a scribe; • Providing other assistive technology or equipment; and • Allowing additional time.

REASONABLE ADJUSTMENT POLICY

EXAMPLES OF REASONABLE ADJUSTMENTS CONT.

STUDENT HAS DIFFICULTY WITH	EXAMPLE REASONABLE ADJUSTMENTS
Reading standard-sized print or handwriting	• Providing technology such as magnifying devices to enlarge print, or screen readers; • Providing Braille examination papers (with tactile diagrams, maps etc); • Providing specialised writing pens; • Providing oral assessment or recorded questions; • Providing a reader; • Allowing additional time; • Providing models, graphics or practical examples to illustrate questions; and • Providing heavily lined paper.
Physical tasks	• Allowing alternative methods of competence demonstration, such as oral assessment or third-party evidence; • Providing assistive technology or equipment; and • Allowing additional time. • Padding under knees for CPR assessments.
Certain physical environments	• Providing appropriate lighting and eliminating glare (for Students with low vision or epilepsy); • Providing suitable furniture; • Providing adequate space for equipment and support personnel; • Providing access to PowerPoints for equipment; and • Using a separate venue to eliminate distractions by others (and by

SUPPORT SERVICES AND REFERRALS

REFERRAL SERVICE AVAILABLE
Reading and Writing Hotline Phone: 1300 655 506 www.readingwritinghotline.edu.au For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

REASONABLE ADJUSTMENT POLICY

SUPPORT SERVICES AND REFERRALS

REFERRAL SERVICE AVAILABLE
Kids Helpline Phone: 1800 551 800 If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies, personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).
JobAccess - Disability Employment & Support Service Phone: 1800 464 800 Website: https://www.jobaccess.gov.au Advice on reasonable adjustments, workplace supports, and disability-related assistance.
Beyond Blue Phone: 1300 22 4636 Website: https://www.beyondblue.org.au Support for anxiety, depression, and mental health concerns, including phone counselling and online chat.

STUDENT RIGHTS AND INTERNATIONAL PARAMEDIC COLLEGE PTY LTD RESPONSIBILITIES

STUDENTS RIGHTS	International Paramedic College Pty Ltd RESPONSIBILITIES
ENROLMENT	
Right to enrol on the same basis as prospective students without disability, including the right to reasonable adjustments.	• Take reasonable steps to ensure that the enrolment process is accessible. • Consider students with disability in the same way as students without disability when deciding to offer a place. • Consult with the prospective students or their associates about the effect of the disability on their ability to seek enrolment, and any reasonable adjustments necessary.

REASONABLE ADJUSTMENT POLICY

STUDENT RIGHTS AND INTERNATIONAL PARAMEDIC COLLEGE PTY LTD RESPONSIBILITIES

STUDENTS RIGHTS	International Paramedic College Pty Ltd RESPONSIBILITIES
PARTICIPATION	
Right to access courses and programs; use services and facilities; and have reasonable adjustments, to ensure students with disability can participate in education and training on the same basis as students without disability	• Take reasonable steps to ensure participation. • Consult with the student or their associate about the effect of the disability on their ability to participate. • Make a reasonable adjustment if necessary. • Repeating this process over time as necessary.
CURRICULUM DEVELOPMENT, ACCREDITATION AND DELIVERY	
Right to participate in courses and relevant supplementary programs that are designed to develop their skills, knowledge and understanding, on the same basis as students without disability and to have reasonable adjustments to ensure they can participate in education and training.	• Enable students with disability to participate in learning experiences (including assessment and certification). • Consult with the student or their associate. • Take into consideration whether the disability affects the student's ability to participate in the learning experiences.
STUDENT SUPPORT SERVICES	
Right to access student support services provided by education institutions on the same basis as students without disability. Students with disability have the right to specialised services needed to participate in the educational activities they are enrolled in.	• Ensure that students with disability can use general support services. • Ensure that students have access to specialised support services. • Facilitate the provision of specialised support services.
HARASSMENT AND VICTIMISATION	
Right to education and training in an environment that is free from discrimination caused by harassment and victimisation on the basis of their disability.	• Implement strategies to prevent harassment or victimisation. • Take reasonable steps to ensure that personnel and students are informed about their obligation not to harass or victimise students with disability. • Take appropriate action if harassment or victimisation occurs. • Ensure complaint mechanisms are available to students.

REASONABLE ADJUSTMENT POLICY

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on reasonable adjustment requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Trainers and Assessors	• To provide students with appropriate contact information (contact number, email, LMS access procedure etc) • Be present and available during scheduled face-to-face or online classes. • Communicate their availability, contact details, and preferred communication methods (e.g., LMS messaging, email, mobile) clearly at course commencement and in writing. • Respond to student academic enquiries within two business days. • Trainer availability must be consistent and documented. Any changes (e.g., periods of unavailability or leave) must be communicated to students in advance, and alternative support arrangements must be put in place.
Administration team	• Be available during business hours to assist students with: » Enrolment queries » Administrative processes » Fee and payment enquiries » Accessing learning resources and additional support services • Inform students of how to contact staff through welcome emails, orientation sessions, and the Student Handbook. • Responding to general enquiries within two business days, with urgent matters triaged accordingly. • Assisting to identify students at risk and referring them to appropriate academic or wellbeing support.

REASONABLE ADJUSTMENT POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Training Manager	• Ensuring systems are in place to monitor and maintain staff availability and responsiveness. • Managing unresolved or escalated student concerns relating to personnel access. • Reviewing feedback and engagement metrics to assess the effectiveness of student support processes. • Ensuring adequate staffing levels and training so all personnel can meet student needs within published timeframes. • Management is also accountable for ensuring that procedural fairness and natural justice are embedded in student communications and any decisions affecting student support.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- AQF Glossary of Terminology

REASONABLE ADJUSTMENT POLICY

REGULATORY FRAMEWORK CONT.

- Australian Core Skills Framework (ACSF)
- Australian Human Rights Commission Act 1986
- Core Skills for Work Developmental Framework
- Digital Capability Frameworks for the Australian Workforce
- Digital Literacy Skills Framework
- National Principles for Child Safe Organisations 2019
- 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 (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National VET Data Policy
- Preparing Secondary School Students for Work Framework
- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- The Australian Qualifications Framework
- The Australian Qualifications Framework Second Edition January 2013
- VET Workforce Blueprint

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

CERTIFICATE ISSUANCE POLICY

PURPOSE

The purpose of this policy is to outline performance standards and expectations of International Paramedic College Pty Ltd, in relation to the issuance of Australian Qualifications Framework (AQF) certification documentation. This policy ensures compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards) and the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, specifically: Division 2 Integrity of Nationally Recognised Training Products.

SCOPE

This policy applies to all nationally recognised training delivered by International Paramedic College Pty Ltd. It governs the issuance of AQF qualifications and Statements of Attainment, including requirements for:

- Certification issuance;
- Replacement documentation;
- Retention and reporting of records;
- Student identifier compliance.

It covers:

- Initial issuance following successful completion of requirements
- Re-issuance in the case of loss or name change
- Fraud prevention measure

POLICY STATEMENT

International Paramedic College Pty Ltd is a Registered Training Organisation (RTO) authorised by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training and assessment services within the scope of its registration. This includes the delivery of training products, marketing of accredited programs, recruitment of students, and the use of facilities and resources to support vocational education and training (VET) outcomes. To uphold the integrity of the national training system, International Paramedic College Pty Ltd implements robust controls to ensure that Australian Qualifications Framework (AQF) qualifications, statements of attainment, and records of results are only issued to students following verification that all assessment requirements have been successfully met and results have been finalised in the Student Management System. . The improper or premature issuance of certification presents significant risks to both the organisation's reputation and the broader VET sector.

International Paramedic College Pty Ltd ensures the ethical, timely, and compliant issuance of AQF certification documentation in accordance with the Outcome Standards for NVR Registered Training Organisations 2025, the Student Identifiers Act 2014, and the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) (referred to herein as the Compliance Requirements). International Paramedic College Pty Ltd will ensure:

CERTIFICATE ISSUANCE POLICY

POLICY STATEMENT CONT.

- AQF certification documentation is issued within 30 calendar days of the student being assessed as meeting the requirements of the relevant training product, provided that:
  - The student has either:
    - Successfully completed the full AQF qualification; or
    - Successfully completed one or more units of competency from an AQF qualification from which they have subsequently withdrawn; and
  - All agreed fees associated with the training product have been paid in full, in accordance with the terms of enrolment.

- There is a clear distinction maintained between:
  - Nationally recognised training and non-accredited training; and
  - AQF certification documentation and any other forms of certification.

- Verify the Unique Student Identifier (USI) prior to issuing any AQF certification documentation. Under standard 12 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, AQF Certification documentation will not be issued without a verified USI, unless an exemption applies under the Student Identifiers Act 2014.
- Not include the student's USI on any qualification or statement of attainment, in accordance with the Student Identifiers Act 2014.
- Notify students of USI exemptions where applicable. If an exemption applies, students will be informed prior to the completion of enrolment or commencement of training and assessment (whichever occurs first) that:
  - Their training outcome will not be accessible through the Commonwealth, and
  - Their results will not appear on any authenticated VET transcript issued by the Registrar.

- Confirm the validity of the USI by requesting verification from the Registrar to ensure the USI provided belongs to the individual before using it for any purpose.
- Ensure certification is only issued for AQF qualifications or statements of attainment that fall within the provider's scope of registration and that accurately reflect the achievement of nationally endorsed training package qualifications or VET accredited courses.
- Apply the Nationally Recognised Training (NRT) Logo in accordance with the current NRT Logo Conditions of Use Policy and Schedule 2 of the Compliance Requirements 2025.
- Include all mandatory information as detailed below.

ISSUING AQF QUALIFICATIONS

International Paramedic College Pty Ltd will include the following information on the AQF certification documentation, in addition to the requirements of the AQF Qualifications Issuance Policy:

CERTIFICATE ISSUANCE POLICY

ISSUING AQF QUALIFICATIONS CONT.

- The name, RTO code and logo of the issuing organisation;
- The code and title of the awarded AQF qualification;
- The NRT Logo in accordance with the requirements of the NRT Logo Conditions of Use Policy;
- The signature of an individual whom the organisation has authorised to sign the AQF qualification, commonly the Chief Executive Officer
- The organisation's seal, corporate identifier or unique watermark;
- The following statement: "The qualification is recognised within the Australian Qualifications Framework", or any Australian Qualifications Framework logo authorised by the Conditions for the use of the Australian Qualifications Framework Logo Policy;
- Where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor;
- Where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product – the title of the stream in brackets after the code and title of the AQF qualification;
- Where the AQF qualification has been obtained by a VET student undertaking an Australian apprenticeship, the statement: "Achieved through Australian Apprenticeship arrangements"; and
- All AQF qualifications will be issued with an accompanying record of results listing completed units of competency.

ISSUING STATEMENTS OF ATTAINMENT

International Paramedic College Pty Ltd will include the following information on a VET Statement of Attainment:

- The name, RTO Code and logo of the issuing organisation;
- the full title and national code, as set out on the National Register, of:
  - » each unit of competency to which the statement relates; or
  - » if no units of competency exist – each module to which the statement relates;

- the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy;
- the signature of an individual whom the organisation has authorised to sign the statement; commonly the Chief Executive Officer
- the organisation's seal, corporate identifier or unique watermark;
- the statement: "A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules";
- where the units of competency form part of a VET course or qualification – the following statement: "These competencies form part of [code and full title of the relevant VET course or qualification]";

» where the units of competency have been attained in the course of completing a VET course – the following statement: "These competencies were attained in completion of [VET course code] course in [full title of the VET course]".

CERTIFICATE ISSUANCE POLICY

REISSUANCE OF CERTIFICATION DOCUMENTS

AQF certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee, as noted in International Paramedic College Pty Ltd 'Schedule of Fees'. Please note that all reissuance requests will require identity verification to ensure the requester is the original certificate holder. Also, supporting documentation is required for changes of name.

CERTIFICATION REGISTER

In accordance with Standard 10 of the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 and the AQF Qualifications register Policy, International Paramedic College Pty Ltd will:

- Use its Student Management System to maintain a register of all AQF certification documents issued;
- Retain records of all AQF certification documentation for a period of 30 years; and
- Retain records of all assessments submitted by a VET student to the organisation or a third party for a period of 2 years after the student has completed the training product;
- Ensure students, including those previously enrolled with us, can access copies of their AQF certification documentation; and
- Upon request from the National VET Regulator, International Paramedic College Pty Ltd will provide a report of all AQF qualifications and VET statements of attainment the organisation has issued during the period specified in the Regulator's request.

FRAUD PREVENTION AND VERIFICATION

International Paramedic College Pty Ltd implements security measures to prevent unauthorised reproduction of certificates, including:

- Watermarked/embossed paper (specific to printed certificated only)
- Document serial numbers
- QR code
- Public verification options via the provider website or Student Management System

International Paramedic College Pty Ltd is responsible for verifying the authenticity of documents upon request.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on certificate issuance requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

CERTIFICATE ISSUANCE POLICY

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Compliance Team	Oversees compliance with certification requirements. Ensures the certification process is aligned with the AQF Issuance Policy, Outcome Standards 2025, and regulatory instruments.
Trainers & Assessors	Ensure all assessment outcomes are recorded accurately and meet national competency requirements prior to certification.
Administration Team	Responsible for processing, issuing, and filing AQF documentation.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

CERTIFICATE ISSUANCE POLICY

REGULATORY FRAMEWORK CONT.

- AQF Qualifications Issuance Policy
- AQF Qualifications Register Policy
- 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 (Outcome Standards for Registered Training Organisations) Instrument 2025
- Student Identifiers Act 2014
- The Australian Qualifications Framework Second Edition January 2013

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

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CERTIFICATE ISSUANCE POLICY

REGULATORY FRAMEWORK CONT.

- AQF Qualifications Issuance Policy
- AQF Qualifications Register Policy
- 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 (Outcome Standards for Registered Training Organisations) Instrument 2025
- Student Identifiers Act 2014
- The Australian Qualifications Framework Second Edition January 2013

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RECOGNITION POLICY

PURPOSE

International Paramedic College Pty Ltd is committed to providing clear, fair, and supportive processes for the Recognition of Prior Learning (RPL) and Credit Transfer (CT) in accordance with Division 3, Standards 1.6 - 1.7 – Recognition of Prior Learning and Credit Transfer of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards). As such, International Paramedic College Pty Ltd is required to offer Recognition of Prior Learning and Credit Transfer opportunities to all students, and to implement an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with assessment requirements of Training Packages and VET Accredited courses, the Principles of Assessment and Rules of Evidence.

SCOPE

This policy applies to all students who seek Recognition of Prior Learning or Credit Transfer towards a training product delivered by International Paramedic College Pty Ltd within its scope of registration.

POLICY STATEMENT

International Paramedic College Pty Ltd ensures that students with prior skills, knowledge or experience are supported to apply for RPL or Credit Transfer. The policy outlines how decisions are evidence-based, fair, transparent and uphold the integrity of the training product. We are committed to providing effective processes for recognition options to all current and prospective students.

- International Paramedic College Pty Ltd will ensure that:
- An RPL assessment system is implemented in compliance with the assessment requirements of relevant Training Packages and VET Accredited Courses.
- All RPL assessments are carried out in alignment with the Principles of Assessment.
- Assessments also follow the Rules of Evidence to ensure currency, sufficiency, authenticity and validity.
- Recognition opportunities are made available to all students at the time of enrolment.
- Clear information and adequate support are provided to assist students in understanding the process and collecting suitable evidence to support their RPL application.
- All recognition applications are managed in accordance with International Paramedic College Pty Ltd's Assessment Policy.
- VET students who have completed an equivalent training product with another RTO are supported to obtain a credit transfer.

RECOGNITION OF PRIOR LEARNING (RPL)

Students with prior skills, knowledge and competencies are supported to seek Recognition of Prior Learning to progress through the relevant training product. RPL is offered to all students upon enrolment. Information about RPL, including eligibility, the application process, and evidence requirements is provided during the enrolment process.

RECOGNITION POLICY

RECOGNITION OF PRIOR LEARNING (RPL) CONT.

- Recognition of Prior Learning is made available to any person commencing a course with International Paramedic College Pty Ltd. Students are informed of this prior to enrolment and can apply for RPL at the time of enrolment.
- Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge currently held by the learner acquired through formal, non-formal and informal learning.
- The trainer/assessor will review the applications of candidates to determine suitability for the RPL pathway.
- Recognition of Prior Learning is the process of identifying and evaluating the skills and knowledge a candidate has acquired through prior training, work experience, or life experience. These existing competencies may be applied toward a course, qualification, or unit of competency, potentially resulting in credit or formal recognition.
- Recognition of Prior Learning is an alternative pathway to a qualification or Statement of Attainment.
- Recognition of Prior Learning is an assessment process, and as such, is subject to all provisions of the International Paramedic College Pty Ltd Assessment Policy.
- Recognition assessment decisions must comply with the Principles of Assessment and Rules of Evidence as outlined in the 2025 Outcome Standards and in International Paramedic College Pty Ltd Assessment Policy. (See Assessment Policy).
- The onus is upon the candidate to demonstrate competency to the satisfaction of the assessors, including the provision of certification documentation.
- Competency may be evidenced from many sources, including but not limited to:
  - » Work experiences
  - » Work product
  - » Life experience
  - » Training programs offered by industry, private or community-based providers, which may or may not have been formally recognised
  - » Training programs undertaken overseas (which may or may not be accredited in that country)
  - » Informal learning programs
  - » Certification from another RTO
  - » USI transcripts

- International Paramedic College Pty Ltd will ensure the authenticity, currency, sufficiency and validity of evidence provided through a variety of different methods, including:
  - » Verify certifications and evidence by contacting the issuing organisation
  - » Requiring the candidate to demonstrate their skills and knowledge outlined within the evidence through challenge tests/practical demonstrations/competency conversations.
  - » Contacting previous employers or third-party referees to confirm the experiences and skills documented by the candidate.

- Only accredited and approved assessors will conduct Recognition of Prior Learning assessments on behalf of International Paramedic College Pty Ltd.), in compliance with the 2025 Credential Policy
- Recognition or Prior Learning assessments must comply with the assessment requirements detailed in the relevant Training Package and VET Accredited Course.

RECOGNITION POLICY

RECOGNITION OF PRIOR LEARNING (RPL) CONT.

- Recognition of Prior Learning application and assessments are subject to fees
- Recognition of Prior Learning (RPL) cannot be granted for partial components of a unit of competency. RPL will only be awarded when a candidate can demonstrate that all requirements of the unit of competency or module have been fully met.
- AQF Certification documentation will not be issued until all relevant fees are paid in full. (See Certification Issuance Policy, Fees and Refund Policy).
- Information on Recognition of Prior Learning processes and arrangements is provided to all candidates.
- Candidates wishing to apply for RPL must submit their application within 3 months of enrolment into a course.
- International Paramedic College Pty Ltd has two pathways for RPL:

Pathway 1
RPL for pre-course online learning modules completed through International Paramedic College Pty Ltd within the last 6-months. International Paramedic College Pty Ltd will undertake a review of previous learning modules completed and will approve RPL only if the learning has been completed within the last 6-months and providing the course learning has not been updated by International Paramedic College Pty Ltd within this timeframe.

Pathway 2
RPL for skills and knowledge acquired through previous training not related to the first pathway indicated above. Students must submit a RPL application to International Paramedic College Pty Ltd by emailing training@internationalparamediccollege.com.au. A copy of the RPL Application is available on International Paramedic College Pty Ltd website. The submission of an application for RPL does not guarantee that an RPL application will be approved.



RECOGNITION POLICY

RECOGNITION OF PRIOR LEARNING (RPL) CONT.

1. The student is informed of the availability of Recognition of Prior Learning (RPL) prior to enrolment
2. The student is provided with instructions for processing RPL applications, including required evidence, units content and applicable fees.
3. The student submits their completed RPL application, supporting evidence and payment
4. A qualified assessor will review the RPL application and supporting evidence against all the requirements of the relevant training product (including knowledge evidence performance evidence and performance criteria) to determine whether the evidence provid ed by the student is valid, authentic, current and sufficient to determine whether the student meets all requirements for competency
5. Where required, a qualified assessor will arrange a competency conversation and/or a practical assessment with the student to further explore and assess their skills, knowledge, and experience against the requirements of the relevant training product for w hich Recognition of Prior Learning (RPL) is being sought.
6. A qualified assessor will make a fair, documented and consistent decision on the RPL application to ensure the integrity of the training product is maintained.
7. The student is informed of the outcome of the RPL application:

- If the RPL is granted, the student will be provided with the outcome, the outcome will be recorded in the Student Management system.
- If the RPL is not granted, the student will be provided with the outcome and the reasons for the decision. The student may be offered gap training to address identified competency gaps.

8. Students will be advised of their right to access the Complaints and Appeals Policy if they are dissatisfied with the outcome
9. All RPL evidence and assessment decisions will be retained in accordance with record -keeping requirements.

CREDIT TRANSFER

This policy outlines International Paramedic College Pty Ltd's approach to recognising prior learning through Credit Transfer (CT). It ensures that all decisions regarding Credit Transfer are fair, transparent, consistent, and compliant with the Outcome St andards 2025 while maintaining the integrity of training and assessment outcomes.

Students are informed of the opportunity to seek Credit Transfer upon enrolment and are directed to this policy via the Student Handbook.

International Paramedic College Pty Ltd recognise:

- Authenticated AQF Qualifications issued by other RTOs
- Authenticated Statements of Attainment
- Authenticated Statements of Results
- Authenticated VET transcripts issued by the Registrar (USI Transcript)

This ensures mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment awarded by other RTOs.

RECOGNITION POLICY

ELIGIBILITY FOR CREDIT TRANSFER

Credit Transfer applies where the AQF certification documentation provided demonstrates that a learner has previously completed a unit of competency that is identical to, or has been superseded and deemed equivalent to, a unit forming part of the training and assessment program delivered by International Paramedic College Pty Ltd, as evidenced by matching or equivalent unit codes and unit titles.

Credit Transfer will only be granted where equivalence between the previously attained unit and the unit being sought can be confirmed through unit code and unit name, and where applicable, official equivalence status. Where units are not equivalent or equ ivalence cannot be established, the student will be offered the opportunity to apply for Recognition of Prior Learning (RPL).

EVIDENCE REQUIREMENTS

Students applying for Credit Transfer must supply certified evidence demonstrating that the relevant unit(s) of competency have been successfully achieved.
Acceptable evidence includes:

- Authenticated Statement of Attainment
- Authenticated Statement of Results
- Authenticated AQF Qualification Certificate
- Authenticated USI Transcript

Evidence must be provided prior to course commencement and submitted as originals or certified copies. Original documentation sighted by International Paramedic College Pty Ltd will be verified by an authorised representative and returned to the student, w ith a copy retained on file.

International Paramedic College Pty Ltd will verify certification documentation with the issuing RTO and will obtain written student consent where required.

CREDIT TRANSFER APPLICATION PROCESS

1. The student is informed of the availability of Credit Transfer prior to enrolment.
2. The student requests the Credit Transfer in writing to training@internationalparamediccollege.com.au , including a completed Application for Credit Transfer Form and the required supporting documentation. Applications may be submitted to International Paramedic College Pty Ltd by the student or by an approved third -party provider on the student's behalf.by the student or by an approved third -party provider on the student's behalf. An administration fee of $50.00 applies per Credit Transfer request, covering up to three units. This fee must be paid prior to the application being reviewed. Payment may be made by the student or third party.
3. International Paramedic College Pty Ltd will review the application include the supporting documentation provided (Eg. AQF certification documentation or authenticated VET transcript) to assess whether the student has completed an equivalent training produ ct or unit of competency

RECOGNITION POLICY

CREDIT TRANSFER APPLICATION PROCESS CONT.

4. International Paramedic College Pty Ltd will verify certification documentation with the issuing RTO and will obtain written student consent where required.
5. Credit Transfer will be granted where relevant AQF certification documentation demonstrates that the unit is identical or has been deemed equivalent
6. The student is advised of the outcome of the credit transfer application within seven (7) calendar days of receiving all required documentation and payment.
7. If the Credit Transfer is granted, the outcome will be recorded in the Student Management System.
8. If the credit transfer is not granted, the student will be provided with the outcome and the reasons for the decision.
9. The students will be advised of their right to access the Complaints and Appeals process if dissatisfied with the outcome

HLTAID009 PROVIDE CARDIOPULMONARY RESUSCITATION

HLTAID009 Provide Cardiopulmonary Resuscitation (CPR) is a unit that forms part of multiple training products delivered by International Paramedic College Pty Ltd.

Where Credit Transfer is sought for HLTAID009 Provide Cardiopulmonary Resuscitation, credit will only be granted where the Statement of Attainment has been issued within the previous six (6) months.

Students who completed HLTAID009 with International Paramedic College Pty Ltd within the previous six months may receive Credit Transfer at no additional charge. Students who completed HLTAID009 with another RTO within the previous six months may receive Credit Transfer for a fee.

Students granted Credit Transfer for HLTAID009 are not required to complete CPR pre-course learning, theory, or practical assessment tasks.

If International Paramedic College Pty Ltd has released a new version of theory or practical assessment tools, students may be deemed ineligible for Credit Transfer.

Students are responsible for renewing CPR every twelve (12) months to remain current for First Aid certification, in accordance with the Safe Work Australia First Aid in the Workplace Model Code of Practice.

REGULATORY AND LICENSING REQUIREMENTS

Students must not be required to repeat any unit of competency in which they have already been assessed as competent, unless a regulatory requirement or licence condition requires refresher training or re-assessment.

Where legislative, WHS, maritime, transport, or other regulatory requirements apply, Credit Transfer may not be permitted. In these circumstances, students may be offered an Assessment Only option where appropriate.

RECOGNITION POLICY

ENROLMENT AND CERTIFICATION

Where recognised units of competency form part of another AQF qualification, students will be enrolled only in the additional units required to complete the qualification.

Depending on the training product, fees may reflect a reduced learning load.

International Paramedic College Pty Ltd is not obliged to issue an AQF qualification or Statement of Attainment that is achieved wholly through Credit Transfer. Students cannot complete all training and assessment with another RTO and request International Paramedic College Pty Ltd to issue certification under Credit Transfer.

The amount of Credit Transfer contributing toward the issuance of certification documentation is at the discretion of International Paramedic College Pty Ltd.

VOLUNTARY RE-ASSESSMENT

Where a student has previously achieved an AQF outcome but wishes to undertake the unit again, the student will be advised that completion of assessment is not required. Participation in training and/or assessment may be offered as an option.

RECORDS MANAGEMENT

All Credit Transfer decisions will be documented, retained on the student file, and recorded in the Student Management System.

International Paramedic College Pty Ltd maintains a Managing Credit Transfer Guideline to support consistent implementation of this policy.

International Paramedic College Pty Ltd has created a Managing Credit Transfer Guideline, this guideline outlines International Paramedic College Pty Ltd's approach to recognising prior learning through Credit Transfer (CT). It ensures that all decisions made regarding CT are documented, fair, transparent, and consistent, while maintaining the integrity of the training product and assessment outcomes.

FAIRNESS & TRANSPARENCY

International Paramedic College Pty Ltd ensures all RPL and CT decisions:

- Are based on sufficient and appropriate evidence;
- Follow a documented process consistently applied to all students/candidates;
- Are made by appropriately qualified staff;
- Outcomes are communicated in writing to the students/candidates;
- Include the right to appeal via the
- Feedback, Complaints and Appeals Policy.

RECOGNITION POLICY

FEEDBACK, COMPLAINTS & APPEALS

International Paramedic College Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding the Recognition Policy and its procedures for credit transfer and RPL; this process is detailed within our Feedback, Complaints and Appeals Policy.

MONITORING

RPL and CT processes are regularly reviewed as part of International Paramedic College Pty Ltd's quality assurance framework. Continuous improvement actions are identified and implemented based on feedback from students, staff and compliance monitoring activities. The following actions will be taken to ensure ongoing compliance with this policy:

- Professional development: Onboarding practices and ongoing training is provided to all staff involved in the recognition process to ensure compliance with the ongoing recognition requirements.
- Reviews: This policy will be reviewed annually or as required to maintain alignment with regulatory requirements and industry best practices.
- Documentation and record-keeping: All documentation related to RPL and CT, including applications, evidence, outcomes and assessor comments, are stored securely in accordance with the International Paramedic College Pty Ltd's Records Management Policy and retained for audit and compliance purposes.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on credit transfer and RPL requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

RECOGNITION POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Training Manager	• Oversees implementation and monitoring of this policy. • Ensures assessment tools are reviewed, contextualised, and validated; coordinates validation activities. • Monitor and evaluate the effectiveness of assessment practices, manage documentation and improvements
Assessor	• Review RPL and Credit Transfer applications and assess evidence against unit requirements and policy criteria • Verify authenticity of documentation and conduct additional assessment where required (for RPL) • Make fair, consistent, and evidence-based decisions in line with the Principles of Assessment and organisational requirements • Provide clear outcomes and feedback, including reasons where applications are not approved • Record and maintain all decisions in accordance with compliance and record-keeping requirements
Administration Team	Verify CT documentation and record decisions.
Students & Candidates	Responsible for initiating RPL or CT applications and providing evidence.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

RECOGNITION POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Glossary of Terminology
- AQF Qualifications Issuance Policy
- Copyright Act 1968
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- Credential Policy - Standards for Registered Training Organisations
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- Privacy Act 1988
- Racial Discrimination Act 1975
- Student Identifiers Act 2014
- The Australian Qualifications Framework
- Vocational Education and Training (General) Regulations 2009
- Work Health and Safety Act 2011
- Digital Literacy Skills Framework
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklists - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

RECOGNITION POLICY

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Training Manager for consideration as part of our continuous improvement practices.

MANAGING CREDIT TRANSFER GUIDELINE

PURPOSE

This guideline outlines International Paramedic College Pty Ltd's approach to recognising prior skills, knowledge and competencies through Credit Transfer (CT). International Paramedic College Pty Ltd supports students who have completed an equivalent training product to obtain a credit transfer. International Paramedic College Pty Ltd complies with Standard 1.7 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 to ensure that all decisions made regarding CT are fair, transparent, and consistent, while maintaining the integrity of training and assessment outcomes.

This document should be used in accordance with International Paramedic College Pty Ltd's Recognition Policy.

WHAT IS A CREDIT TRANSFER?

As defined by the Australian Qualifications Framework (AQF), 'Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

CREDIT TRANSFER REQUIREMENTS

International Paramedic College Pty Ltd ensures compliance with Standard 1.7 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards), which requires that:

- Students who have completed an equivalent training product are supported to obtain a credit transfer;
- Students are offered opportunities to seek credit transfer and informed about the policies and procedures International Paramedic College Pty Ltd has in place;
- All decisions regarding CT are based on sufficient evidence of prior completion of an equivalent training product demonstrated by AQF certification documentation or an authenticated VET transcript
- CT decisions are documented and made in a manner that is:
  - Fair
  - Transparent
  - Consistent across students
  - Protective of the integrity of the training product.

Note: Credit transfer may be prevented by licensing or regulatory requirements of the training product.

MANAGING CREDIT TRANSFER GUIDELINE

APPLYING FOR CREDIT

Credit transfers may occur at any time throughout the course of study from enrolment, prior to completion. The process is as follow: The student is informed of the availability of Credit Transfer prior to enrolment.

1. The student requests Credit Transfer in writing to training@internationalparamediccollege.com.au and include a completed Application for Credit Transfer Form and the required supporting documentation. Applications may be submitted to International Paramedic College Pty Ltd by the student or by an approved third - party provider on the student's behalf
2. An administration fee of $50.00 applies per Credit Transfer request, covering up to three units. This fee must be paid prior to the application being reviewed. Payment may be made by the student or third party.
3. International Paramedic College Pty Ltd will review the application include the supporting documentation provided (Eg. AQF certification documentation or authenticated VET transcript) to assess whether the student has completed an equivalent training produ ct or unit of competency.
4. International Paramedic College Pty Ltd will verify certification documentation with the issuing RTO and will obtain written student consent where required.
5. Credit Transfer will be granted where relevant AQF certification documentation demonstrates that the unit is identical or has been deemed equivalent
6. The student is advised of the outcome of the credit transfer application within seven (7) calendar days of receiving all required documentation and payment.
7. If the Credit Transfer is granted, the outcome will be recorded in the Student Management System.
8. If the credit transfer is not granted, the student will be provided with the outcome and the reasons for the decision
9. The students will be advised of their right to access the Complaints and Appeals process if dissatisfied with the outcome

ACCEPT AND PROVIDE CREDIT TO STUDENTS

International Paramedic College Pty Ltd accepts and provides credit to students by implementing the following practices:

- Before granting any credit, International Paramedic College Pty Ltd will review the supporting documentation provided (Eg. AQF certification documentation or authenticated VET transcript) to assess whether the student has completed an equivalent training product or unit of competency.
- Before providing credit on the basis of a qualification, statement of attainment or record of results, International Paramedic College Pty Ltd will verify the information by directly accessing the USI transcript online or by contacting the organisation that issued the document to confirm the content is valid and authentic.

MANAGING CREDIT TRANSFER GUIDELINE

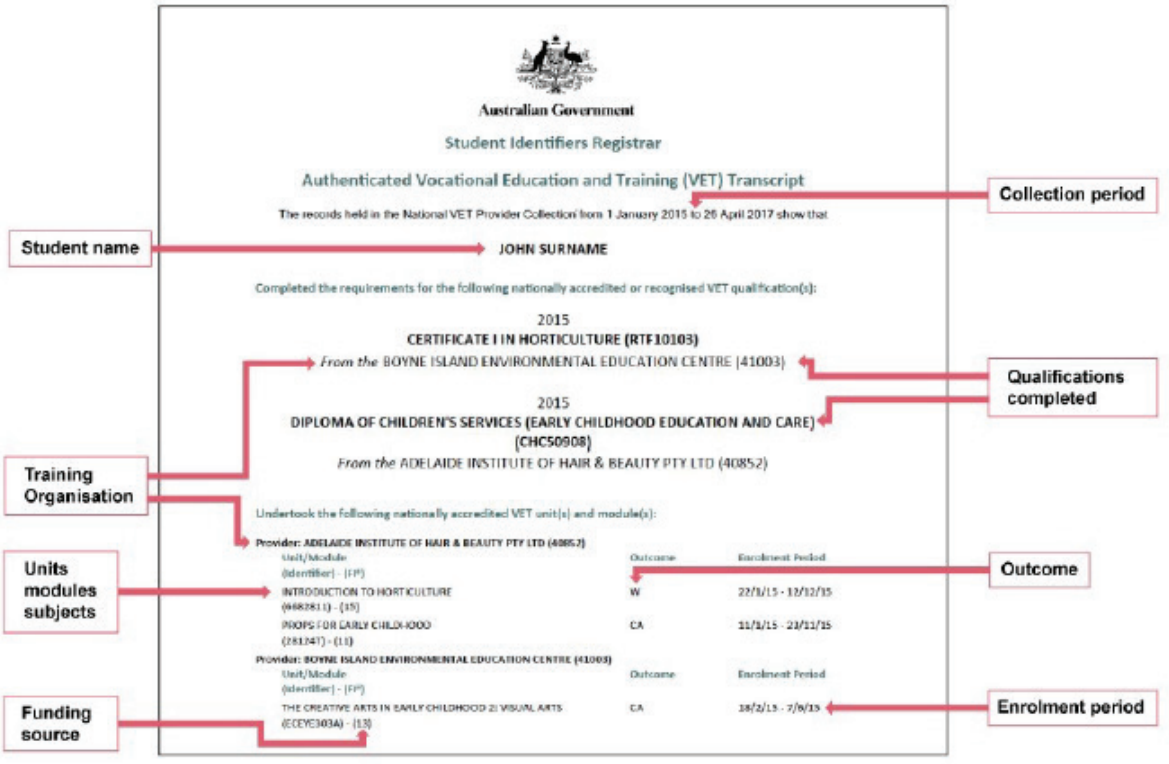
ACCEPTABLE EVIDENCE TO SUPPORT CREDIT TRANSFER

Authenticated VET Transcripts Issued by the Registrar (USI Transcript). The front page and transcript must contain the following information:

- Student's name.
- Any nationally recognised VET qualifications completed.
- Name of the training organisation that issued the qualification.
- Any nationally recognised VET units and modules completed.
- Name of the training organisation that delivered the units or modules
- Funding source for any units, modules or subjects.
- The outcome achieved fo the unit(s) of competency
- The enrolment period for the unit(s) of competency

Front page contents explained:

Example of transcript front page



MANAGING CREDIT TRANSFER GUIDELINE

ACCEPTABLE EVIDENCE TO SUPPORT CREDIT TRANSFER

Transcript page contents explained:

Example of transcript back page



Authenticated Vocational Education and Training Transcript
of the records held in the National VET Provider Collection from 1 January 2015 to 26 April 2017 for

JOHN SURNAME

Disclaimer

This transcript has been compiled using information held by the National Centre for Vocational Education Research (NCVER). The information is collated from submissions to the NCVER by the registered training organisations (RTOs) where the student was enrolled.

RTOs provide these submissions on either a quarterly or annual basis. This means that recently completed qualifications may not appear on the transcript until the next submission period falls due. In respect of any such qualifications, the USI holder should provide the testamur or statement of attainment issued by the RTO.

The Registrar does not warrant the completeness of information in this transcript. The Registrar will have no liability (including in negligence) to any person for any loss, damage, cost or expense (including reasonable legal costs and expenses) incurred or arising by reason of any person using or relying on this transcript.

For more information please visit www.usi.gov.au and www.ncver.edu.au.

Explanatory Notes

Value	Description - Unit/Module Outcome
CA	Competency achieved
NYC	Not yet Competent
W	Withdrawn/discontinued
RBL	Recognition of prior learning granted
RPLN	Recognition of prior learning not granted
CT	Credit transfer/national recognition
Cont	Continuing enrolment
SC	Non-assessable enrolment – satisfactorily completed
NC	Non-assessable enrolment – withdrawn or not satisfactorily completed
NYE	Not yet available

Value	Description - Funding source
11	Commonwealth and state general purpose recurrent
13	Commonwealth specific purpose programs
15	State specific purpose programs
20	Domestic full fee-paying client
30	International full fee-paying client
80	Revenue earned from another training organisation

[1] The National Centre for Vocational Education Research (NCVER) is the custodian of the National VET Provider Collection which includes records of completed nationally accredited VET qualifications and units/modules. RTOs provide these submissions on either a quarterly or annual basis. This means that recently completed qualifications may not appear on the transcript until the next submission period.
[2] FL - Funding identifier indicates the source of funding used to undertake the training.

Disclaimer

Explanatory Notes

Please note: The back page of the transcript alone is insufficient evidence to award credit transfer. If the back page is supplied, it must accompany the front page of the transcript.

AQF Certification Documentation Issued by any other RTO or AQF Authorised Issuing Organisation Statement of Attainment (SOA). The SOA must contain the following information:

- Student's name.
- Name of the training organisation that issued the SOA.
- Lists the nationally recognised VET units and modules completed.
- The outcome achieved for the unit of competency
- The date the unit of competency was awarded

MANAGING CREDIT TRANSFER GUIDELINE

APPLYING FOR CREDIT

VET Qualification/Record of Results (Certificate/Testamur) The transcript must contain the following information:

- Student's name.
- Lists the VET qualification completed.
- Name of the training organisation that issued the qualification.
- Lists the nationally recognised VET units and modules completed.
- The outcome achieved for the unit(s) of competency
- The date the unit of competency was awarded

DETERMINING EQUIVALENCY FOR CREDIT TRANSFER

To ensure a credit transfer can be applied to a student's course, International Paramedic College Pty Ltd must determine the equivalence of the study completed with the relevant unit of competency before granting any credit.

The following "Usages and Mapping" should be considered when determining the equivalency of a unit of competency, when using the National Register: Training.gov.au

DETERMINING EQUIVALENCY FOR CREDIT TRANSFER

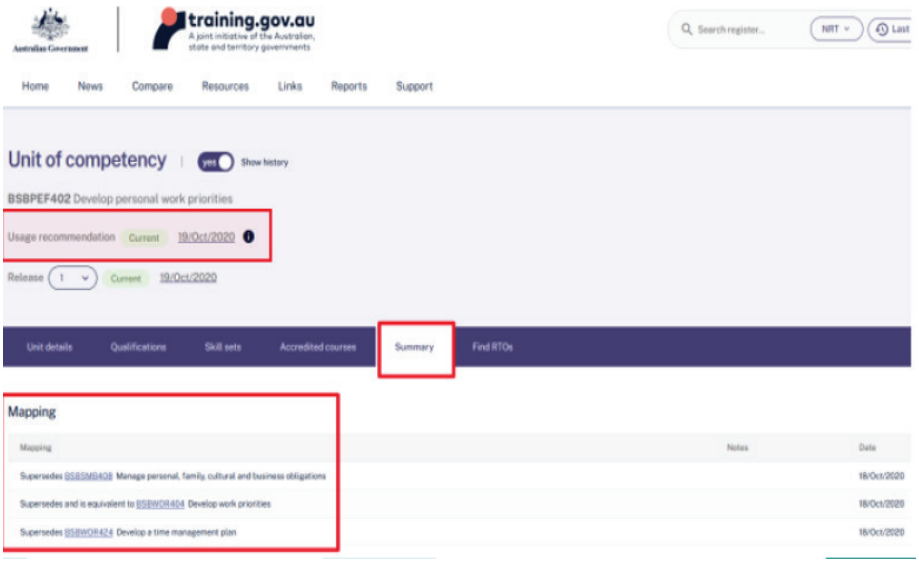
USAGE RECOMMENDATIONS:	MAPPING:
Current	Supersedes and is equivalent to
Superseded	Is superseded by and equivalent to
Deleted	Deleted

Examples of Unit Recommendations
You can locate this information under the unit of competency 'Summary' section.
Example 1:

- Usage recommendations: Current
- Mapping: Supersedes and is equivalent to

MANAGING CREDIT TRANSFER GUIDELINE

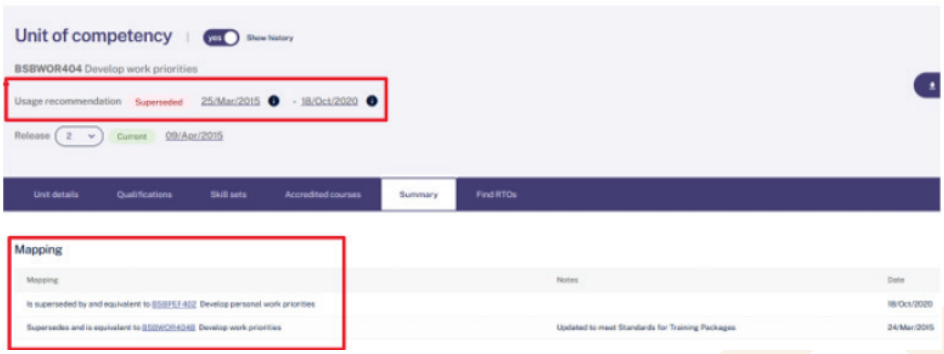
DETERMINING EQUIVALENCY FOR CREDIT TRANSFER CONT.



In the above instance, the unit of competency is determined to be EQUIVALENT, therefore, a Credit Transfer MUST be applied to the corresponding units of competency for which the student has completed a Credit Transfer Application Form. Evidence of the Training.gov.au analysis (screenshot) is NOT required to be submitted with the Credit Transfer Application Form.

Example 2:

- Usage recommendations: Superseded
- Mapping: Is superseded by and equivalent to



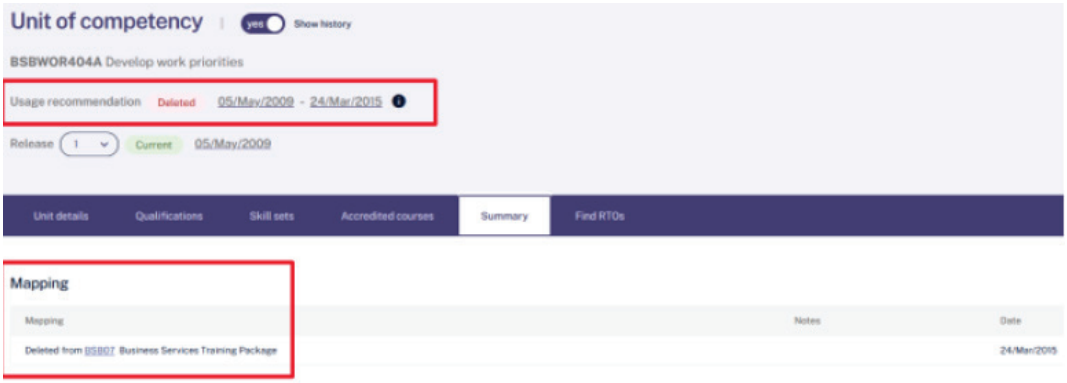
In the above instance, the unit of competency is determined to be EQUIVALENT. Therefore, a credit transfer MUST be applied to the corresponding units of competency for which the student has completed a Credit Transfer Application Form. Evidence of the Training.gov.au analysis conducted (screenshot) MUST accompany a Credit Transfer Application Form.

MANAGING CREDIT TRANSFER GUIDELINE

DETERMINING EQUIVALENCY FOR CREDIT TRANSFER CONT.

Example 3:

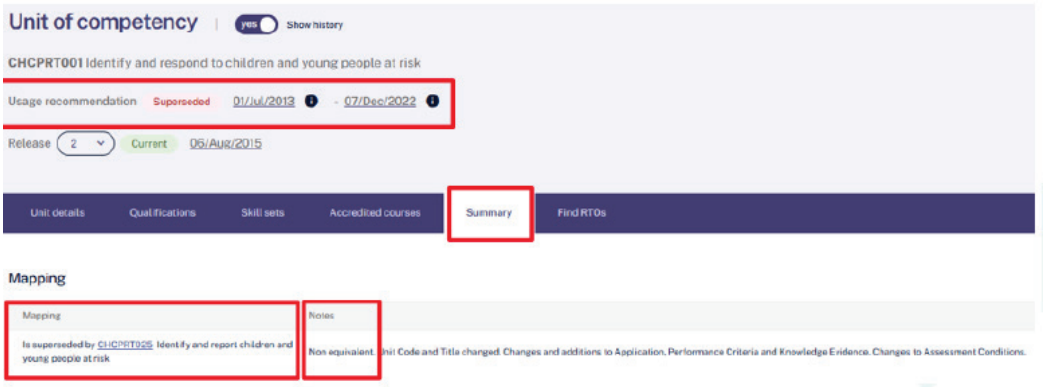
- Usage recommendations: Deleted
- Mapping: Deleted



In the above instance, the unit of competency is determined to be DELETED, a credit transfer must NOT be applied to the corresponding units of competency for which the student has completed a Credit Transfer Application Form.

Example 4:

- Usage recommendations: Superseded
- Mapping: Is superseded; non equivalent.



In the above instance the unit of competency is determined to be NON-EQUIVALENT. Therefore, a credit transfer must NOT be applied to the corresponding units of competency for which the student has completed a Credit Transfer Application Form. Evidence of the Training.gov.au analysis conducted (screenshot) MUST accompany a Credit Transfer Application Form.

MANAGING CREDIT TRANSFER GUIDELINE

DETERMINING EQUIVALENCY FOR CREDIT TRANSFER CONT.

In these cases, the RTO may choose to conduct a content analysis of the superseded and non-equivalent unit against the current unit of competency. This optional process can help determine whether any training or assessment could support the student in meeting the current unit requirements. If the RTO proceeds with this approach, gap training and/or assessment may be delivered to address any identified learning or performance gaps, allowing the student to achieve competency in the current unit.

Where this option is taken, the RTO must retain evidence of the analysis conducted, any gap training or assessment provided, and verification that the student holds the superseded and non-equivalent unit. These records must be maintained in accordance with the RTO's document control and evidence retention procedures.

Superseded Core/Elective Units in a Training Product Packaging Rules

Where the superseded and non-equivalent unit is still explicitly listed in the packaging rules of the current training product (as published on training.gov.au), the RTO must deliver and issue credit for that unit - as it continues to be an approved component of the qualification or skill set. In this scenario, the unit is still considered valid for delivery and assessment, and credit transfer must be applied provided the student holds the exact unit code/version that appears in the current packaging rules.

Where a student holds the current unit of competency but is enrolling into a qualification that still explicitly lists the superseded and non-equivalent version of that unit within its packaging rules (as per training.gov.au), the current unit cannot automatically be credited. This is because the units are not equivalent, and the superseded unit remains the endorsed requirement of the training product at that time. In such cases, the RTO is not permitted to grant a direct credit transfer, as the student does not hold the exact unit listed in the packaging rules. However, the RTO may choose to assess the current unit held by the student against the superseded and non-equivalent unit still listed in the qualification. Where the RTO determines that the learning outcomes and performance evidence substantially align, they may conduct a recognition of prior learning (RPL) assessment to determine if the student meets the requirements of the superseded unit. This must follow the RTO's RPL policy and procedure and be supported by sufficient, valid, authentic, and current evidence.

Alternatively, the RTO may Alternatively, the RTO may deliver the superseded unit, where it remains on scope and is permitted under the training package packaging rules In either case, thorough documentation must be retained, including evidence of the unit mapping, the RPL decision (if applicable), and the rationale for the approach taken, in accordance with the RTO's recordkeeping and compliance obligations.

MANAGING CREDIT TRANSFER GUIDELINE

DETERMINING EQUIVALENCY FOR CREDIT TRANSFER CONT.

Crediting Units with Licencing or Regulatory Requirements

Students will not be required to repeat any unit of competency in which they have previously been assessed as competent, and for which valid AQF certification documentation is provided, unless this is required by a regulatory, licensing, or industry condition(including an industry licensing scheme) requires this. In some cases, licensing or regulatory requirements may prevent a unit of competency being awarded through credit transfer. For example, where a unit of competency has legislative, WHS or industry requirements of refresher training, International Paramedic College Pty Ltd will not offer credit transfer and offer the student to undertake Assessment only option to complete the course.

GUIDELINE APPROVAL

This guideline ensures that all staff at International Paramedic College Pty Ltd are appropriately informed about credit transfer requirements and the Outcome Standards for NVR Registered Training Organisations (RTOs) 2025.

MANAGING TRANSITIONS POLICY

PURPOSE

International Paramedic College Pty Ltd is committed to providing quality training and assessment in accordance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards) and the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025, especially Division 2 section 14 which refers to transition of training products. As such, International Paramedic College Pty Ltd is required to transition scope of delivery and students to new Training products in a timely manner.

This policy provides guidance on managing the transition process of training products and accredited courses. By adhering to this policy, International Paramedic College Pty Ltd will provide students with the most up to date

SCOPE

This policy applies to transitioning VET training products offered by International Paramedic College Pty Ltd. International Paramedic College Pty Ltd ensures that it has effective and efficient practices in place:

- to monitor currency of training products;
- to maintain currency of its scope of registration;
- for the transition of training products
- for the transfer of students to upgraded Training Package qualifications and VET Accredited courses.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to ensuring that all training and assessment services remain current, compliant, and aligned with industry standards. This policy outlines our approach to managing the transition of training products and accredited courses. Our goal is to provide students with access to the most current qualifications and learning experiences, while minimising disruption and maintaining the integrity of their educational journey.

International Paramedic College Pty Ltd will proactively monitor changes to training packages and accredited courses and implement timely transitions to new or updated training products. All training product updates will be reviewed within 30 days of release, with a formal transition plan developed, approved, and tracked through the Continuous Improvement Register.This includes ensuring that students, staff, and stakeholders are informed and supported throughout the transition process. Stakeholders will be notified of training product changes within 30 days of the update being published on the National Register.

Our practices will reflect regulatory requirements, promote transparency, and uphold the quality of our training delivery.

MANAGING TRANSITIONS POLICY

POLICY PRINCIPLES

Industry Currency – Qualifications
An AQF Qualification or VET Accredited course being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.

Transitioning Students
The needs of students are best served by transitioning students into replacement qualifications as soon as possible:

- Where a training product on International Paramedic College Pty Ltd scope of registration is superseded, all students' training and assessment is to be completed and the relevant AQF certification documentation issued, or students transferred into the replacement qualification, within one (1) year from the date the replacement training product was released on the National Register (www.tga.gov.au). (SRTO 1.26a)
  - » Students who will successfully complete their learning and be issued an AQF qualification or statement of attainment within the one (1) year transition period do not need to be transferred to the replacement training product.
  - » Enrolments into a superseded training product will cease 12 months from the date the replacement training product is listed on the National Register.
  - » NB: Exceptions may apply when an accredited course owner determines a transition period is not appropriate.

- Where an AQF qualification is no longer current and has been removed or deleted (i.e. it has not been superseded), all students' training and assessment is completed and the relevant AQF certification documentation issued within two (2) years from the date the AQF qualification was removed or deleted from the National Register. (SRTO 1.26b)
- Where a skill set, unit of competency, accredited short course or module is no longer current and has been removed or deleted (ie it has not been superseded) all students' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one (1) year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National register. (SRTO 1.26c)
- No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the National Register. (SRTO 1.26d)

Superseded Units in Secondary Training Packages
The requirements above do not apply, where a secondary Training Package, still contains and requires the completion of a superseded unit of competency (from a "parent" Training Package). (SRTO 1.27)

Changes to Scope – Superseded training products
- If an Industry Jobs and Skills Council (JSC) deems that a replacement training product is equivalent to the superseded training product, International Paramedic College Pty Ltd scope of registration will be automatically updated by the VET Regulator to include the replacement Training product.

MANAGING TRANSITIONS POLICY

POLICY PRINCIPLES CONT.

- If replacement training product is considered "not equivalent" to the superseded training product, International Paramedic College Pty Ltd will (prior to transferring any student enrolments):
  - » Apply for the replacement product to be added to scope of registration; and
  - » Have the application approved by the regulator prior to delivering or enrolling students in the replacement training product.

- One (1) year from the date a training product was superseded, the VET Regulator will remove the superseded training product from International Paramedic College Pty Ltd scope of registration. From this date International Paramedic College Pty Ltd will not:
  - » Enrol or train students in that training product; and /or
  - » Issue AQF qualification or statement of attainment for that training product (except reprint / replacement documentation for previously issued certification).

Changes to Scope – Deleted or Removed Qualification

- From time to time, JSCs may determine that a qualification will be removed or deleted without being replaced by another qualification. There is therefore no replacement qualification into which students can be transferred.
  - » International Paramedic College Pty Ltd will determine, in consultation with the student, an alternative qualification to meet student needs.

- International Paramedic College Pty Ltd will not allow a student to commence training or assessment into a training product that has been deleted or removed, from the date the training product is removed from the National Register.
- Two (2) years after a qualification has been removed or deleted from the national register, the VET Regulator will remove the qualification from International Paramedic College Pty Ltd scope of registration. From this date International Paramedic College Pty Ltd will not:
  - » Enrol or train students in that qualification; and/or
  - » Issue a qualification for that training product (except reprint/replacement documentation for a previously issued qualification).

Changes to Scope – Deleted or Removed Skills Set, Unit of competency, Course or Module

- From time to time, Jobs and Skills Councils (JSC) may determine that skills set, unit of competency, course or module will be removed or deleted without being replaced. There is therefore no replacement into which students can be transferred.
  - » International Paramedic College Pty Ltd will determine, in consultation with the student, an alternative training product to meet student needs.

  - International Paramedic College Pty Ltd will not allow a student to commence training or assessment into a training product that has been deleted or removed from the date the training product is removed from the National Register.

MANAGING TRANSITIONS POLICY

POLICY PRINCIPLES CONT.

- One (1) year after a skill set, unit or module has been removed or deleted from the national register; the VET Regulator will remove the skill set, unit or module from International Paramedic College Pty Ltd scope of registration. From this date International Paramedic College Pty Ltd will not:
  - » Enrol or train students in that qualification; and/or
  - » Issue a Statement of Attainment for that training product (except reprint/replacement documentation for a previously issued Statement of Attainment).

Information to Prospective Students
International Paramedic College Pty Ltd will ensure that prospective students are informed at enrolment that the relevant qualification has been superseded. Where we have not yet begun accepting enrolments into the new course, the student may choose to postpone their enrolment until this has occurred, or they may choose to seek enrolment with another provider.

International Paramedic College Pty Ltd will ensure that all relevant marketing materials, advertisements. website, SMS and student information will be updated with the new Training Product/short course information once it has been approved on International Paramedic College Pty Ltd scope of registration.

Student Management
New enrolments will not be accepted in a transitioning training product if it is not feasible that the student would be able to complete the course before its expiry date.

New enrolments will not be accepted into qualifications from superseded Training Products if it is envisaged that the student would not be able to reasonably complete the qualification within twelve (12) months of the Training Product publication date. In cases where we have not yet added the new Training Product to scope and the course duration is longer than twelve (12) months, a student's enrolment will be transferred to the new Training Product qualification as soon as it is added to our Scope of Registration, with credit transfer or RPL offered for units completed from the superseded Training Product qualification.

Students enrolled in a superseded qualification at the time of a Training Product's publication on training.gov.au, will be monitored to ensure that they either complete their course within twelve (12) months or transfer their enrolment to a qualification from the new Training Product once it is listed on our Scope of Registration. Students enrolled in a superseded qualification at the time of a Training Product's publication on training.gov.au, may be offered the opportunity to update their qualification to the equivalent qualification from the new Training Product, where it is practicable to do so and does not cause either the student or International Paramedic College Pty Ltd financial or academic disadvantage.

For all qualifications and short courses that become superseded or expired, we will use the information within the Training Product or short course guidelines to develop mapping and transition tools that can be used by staff to easily advise students on the requirements of updating their enrolment to the new Training Product or course. Where students are offered the opportunity to transfer into a new qualification or course, or where it is required of the student for us to meet the requirements of this policy, we will undertake measures to minimise the impact of transition on students.

MANAGING TRANSITIONS POLICY

POLICY PRINCIPLES CONT.

Staff Management
We will undertake a skills and knowledge mapping process with all relevant trainers and assessors to ensure their current competencies, skills, and experience match with the requirements of the new qualification and/or course from a new Training Product or short course.

Where gaps are identified, staff will be given the opportunity to attend professional development sessions and/or external courses to enable their delivery under the new Training Product and/or short course. In addition, we will ensure that all relevant staff are fully informed about the new Training Product or short course through internal and/or external workshops.

All relevant trainers and assessors will be required to participate in the validation of Training and Assessment Strategies, learning and assessment materials to reflect the requirements of the replacement training product prior to delivery.

Existing Students
No student will be automatically transitioned into the new product. All students will be notified of the change to the training product and the options that are available. The student will have the right to continue in the existing training product if they wish but only until the end of the transition period. If they have not completed all training and assessment in the agreed period, they will be given the option of transitioning to the new product or withdrawing from the enrolment and receive a statement of attainment for any units of competency successfully completed.

The decision to transition existing students into the new training product will consider the following:

- Nature of the changes to the training product
- Status of the Student's progress towards completion of the existing training product
- Licensing or employment implications of the change
- Any disadvantage to either the student or us

International Paramedic College Pty Ltd will aim to evaluate all existing students within 30 days of the release of the new training product. Whilst each student will be evaluated individually for suitability for transition, the general guidelines are that students who have completed less than 25% of the training and assessment will be recommended for transition. Students who have completed more than 75% will be recommended for completion of the existing training product. All other students will be further evaluated. These thresholds are used as a general guide only, and all decisions will be based on individual student circumstances.

Where a student may feel disadvantaged by the requirement to transition to the new training product and wishes to complete the existing product, we are required to apply to ASQA for approval to continue to deliver beyond the usual twelve-month period. If approved by ASQA the superseded qualification can be delivered for up to 18 months after the endorsement date of the revised qualification (i.e. an additional 6 months of teaching out the course).

MANAGING TRANSITIONS POLICY

POLICY PRINCIPLES CONT.

Recognition against the new product will be available for all students who have completed components of the superseded product International Paramedic College Pty Ltd will continue to enrol students in the superseded training product during the transition period following the release of the replacement training product, but students will be informed prior to enrolment that the training product has been superseded. We will also provide students with information about the implications of the changes, particularly regarding licensing or employment outcomes. We will indicate the anticipated timeframe for implementation of the new training product. However, no new enrolments will be accepted after 12 months from the date the replacement training product is published on the National Register.

Students may elect to defer their enrolment until the replacement training product becomes available.

Record Management
All documentation from Enrolment and transition processes are maintained in accordance with Records Management Policy. See Records Management Policy

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on the requirements for managing transitions
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms.

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

ROLES	RESPONSIBILIES
Product team	• Oversee the implementation and resourcing of continuous improvement practices. • Approve major changes resulting from continuous improvement actions. • Ensure alignment of improvements with strategic direction and compliance requirements. • Maintain the Continuous Improvement Register and ensure actions are documented and followed up.
Training manager	• Monitor compliance with Outcome Standards for NVR RTOs 2025. • Collect, analyse, and report on internal audit outcomes, complaints, feedback, and survey data. • Initiate improvement processes based on compliance breaches or audit findings.

MANAGING TRANSITIONS POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Product and compliance Team	• Lead the evaluation and refinement of training and assessment strategies, tools, and resources. • Coordinate validation and moderation activities. • Gather and act on feedback from trainers and students.
Trainers and Assessors	• Identify opportunities for improvement through learner interaction, delivery experiences, and validation outcomes. • Submit feedback and recommendations to management.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.
The Training and compliance team have subscribed to receive notifications from the National Register when there are changes to training products on our Scope of Registration. Awareness of actual and proposed Training product changes is actively maintained through the following means:

- Reviews of relevant Industry Jobs and Skills Council web sites and newsletters
- Membership of relevant industry associations
- Participation in reviews of training products
- Participation in relevant networking and informational events.

International Paramedic College Pty Ltd will list any identified new training resource materials on the Continuous Improvement register and as part of the new Training and Assessment Strategy, create a validation and schedule for the new training resource materials and complete pre-assessment validation and industry consultation for the release of the new product.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

MANAGING TRANSITIONS POLICY

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Qualifications Issuance Policy
- 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
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- Student Identifiers Act 2014
- The Australian Qualifications Framework

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

PLACEMENT POLICY

PURPOSE

This policy aims to improve the quality of placement outcomes, in order that students can fully utilise the opportunity to participate in the industry related to their theoretical study.

This policy aims to:

- provide sufficient guidance to stakeholders involved in placement arrangements, in order that a consistent and professional approach is observed in placements; and
- reduce the likelihood of unfavourable outcomes and risks from confusion over responsibilities, inconsistent practice or misunderstanding about the minimum requirements expected; and
- contribute to the desired result of better-prepared and better supported students and ultimately suitably competent graduates.

SCOPE

This policy applies to:

- students enrolled in training products delivered by International Paramedic College Pty Ltd where the training package requires mandatory, pre-determined work placement hours as part of training and assessment.
- Placement providers; and
- trainers and assessors, the organisation, institution, or entity that is responsible for delivering the educational and skill-building components of the placement experience.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to providing students with access to quality, industry-relevant practical placement experiences that support the development and demonstration of the required competencies for their chosen training product.

This policy ensures that all placement arrangements are appropriate, consistent, compliant, and support both student learning and industry expectations. Placement is delivered in alignment with the relevant training package requirements and where applicable, forms an integral component of the course delivery and assessment strategy.

Students may find a suitable workplace more convenient to them that is willing to take them on as a placement for the required prescribed hours and range of work. During placement, students are required to learn and train in different areas of the required work under the supervision of a placement supervisor. Students will be supplied with a logbook of all the tasks that are required to be undertaken practically. Student's placement hours will be witnessed and signed off by an approved placement supervisor.

PLACEMENT POLICY

POLICY STATEMENT CONT.

If a student cannot arrange the required work placement relevant to the unit of competency, International Paramedic College Pty Ltd will do all that they can to assist with sourcing a placement for the purpose of completing an outcome. Whilst International Paramedic College Pty Ltd does not guarantee such arrangements, every endeavour will be made through their extensive list of industry partners and stakeholders, to enable students to access suitable arrangements to complete their studies. International Paramedic College Pty Ltd maintains placement partnerships with organisations that students may utilise.

As students enter an operating workplace, being the placement provider, the following areas of law, and their relevant legislation become active considerations:

- Safety - Work Health and Safety Act 2011 ('WHS Act')
- Equal Rights – Anti-Discrimination 1991, Disability Discrimination Act 1992, Racial Discrimination Act 1975, Sex Discrimination Act 1984
- Experience vs Employment - Fair Work Act 2009
- Information – Privacy Act 1988

Dependant on the qualification under which the student is enrolled, they may be required to obtain pre-screening checks, that may include:

- a Working with Children Check or pre-screen equivalent relevant to their state; or
- a National Police Check.

Students will be informed of this requirement prior to enrolment and must have the necessary clearances or checks prior to commencing placement. Where a student has not met the legal requirements and industry standards to participate in a placement, they must advise International Paramedic College Pty Ltd of this.

RISK IDENTIFICATION AND MANAGEMENT

In compliance with standard 1.1 and 1.8 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, International Paramedic College Pty Ltd has documented strategies and procedures to identify and manage risks associated with VET students using facilities, resources and equipment when undertaking work placements as part of their training. International Paramedic College Pty Ltd will also ensure that the placement providers offer an environment that enable students to attain necessary skills and knowlege.

International Paramedic College Pty Ltd is committed to ensuring that all students undertaking work placement training do so in a safe, supportive, and legally compliant environment. To uphold this commitment and in accordance with its obligations under the Outcome Standards and relevant workplace health and safety legislation, prior to the commencement of any student placement, International Paramedic College Pty Ltd will:

- conduct a site-specific risk analysis using the Take 5 - Prestart Readiness Checklist and the Site Checklist, verifying that the facilities, equipment, and supervision arrangements are appropriate to the training product and meet WHS requirements.

PLACEMENT POLICY

RISK IDENTIFICATION AND MANAGEMENT CONT.

- confirm that the workplace setting has appropriate resources, access to confidential information handling protocols, and any necessary safety measures in place to support student learning and wellbeing.
- confirm placement supervisor requirements have been met.

DISPUTE RESOLUTION PROCESS

In the event of a dispute or serious breach of agreement, the following process will be followed to ensure a fair and transparent resolution:

- the parties agree that the Placement Agreement may be suspended by the placement provider or by International Paramedic College Pty Ltd if either reasonably believes that a serious breach of the placement agreement has occurred.
- in the event of a suspension, the party initiating the suspension must conduct an independent investigation of the alleged breach.
- upon conclusion of the investigation and receipt of the findings of the investigation, the party who has initiated the suspension may determine whether the Placement Agreement should be terminated or whether it should continue.
- the placement provider, the student and a representative of International Paramedic College Pty Ltd will meet and use their best endeavours to resolve any dispute that arises out of, or in connection with, the placement.

MONITORING

To ensure the quality, safety, and compliance of the placement experience, International Paramedic College Pty Ltd will undertake the following monitoring and support activities throughout the placement period:

- maintain regular contact with both the student and the placement provider during placement.
- conduct at least one visit or check-in (virtual or physical) to verify student progress, assess site compliance, and review supervision arrangements.
- review the continued suitability of the placement supervisor by confirming they are fulfilling their role in line with the agreed responsibilities, maintaining appropriate supervision standards, and providing learning opportunities aligned with unit outcomes. where concerns arise, a reassessment of the supervisor's suitability will be conducted, and corrective action may be taken, including the nomination and approval of a replacement placement supervisor.
- in the event the approved placement supervisor leaves the organisation; or is no longer able to supervise the student, the placement provider must notify International Paramedic College Pty Ltd immediately. A new supervisor must be nominated, and the Placement Supervisor Profile process must be repeated to confirm suitability before the student can continue or resume placement.
- collaborate with the placement provider to address any identified risks, incidents, or concerns.
- Document activities conducted during work placement through the placement logbook.

PLACEMENT POLICY

VARIATION /CANCELLATION

The terms and conditions of the Placement Agreement form an agreed minimum standard and cannot be varied. Any additional requirements must be agreed to in writing by the International Paramedic College Pty Ltd, the placement provider and the student and attached as a separate document.

The Placement Agreement may be terminated at any time by International Paramedic College Pty Ltd, the placement provider or the student by giving 7 days' notice in writing to each of the other parties as long as every effort has been made to minimise any resulting disadvantage to the student: and may be terminated by the placement provider or International Paramedic College Pty Ltd summarily at any time with immediate effect if any party fails, omits or neglects to comply with the placement provider's policies and procedures; or if the student is guilty of misconduct in connection with the performance of the duties under the placement.

RECORD MANAGEMENT

Maintaining and storing records:

- evidence for the approval/agreement of placement is documented in the Placement agreement form and retained in the student's file.
- evidence for the relevant screen checks is documented and retained in the student's file.
- International Paramedic College Pty Ltd will retain evidence for providing the placement provider with a copy of the signed and dated approval/agreement of placement between the organisation, the student, and International Paramedic College Pty Ltd for their records on or prior to the student's first day of placement.
- if the student changes placement location or organisation, a new approval / agreement of placement with updated details, signatures and dates must be documented and retained on the student's file.
- if significant time lapses between the original approval / agreement of placement due to the student deferring or cancelling enrolment, a new approval / agreement of placement should be conducted, signed, dated and retained on the student file.
- all relevant documentation and evidence required for placement, such as a police check or equivalent, must be stored in the student's file as International Paramedic College Pty Ltd's recording keeping policy requirements.

PLACEMENT SUPERVISOR REQUIREMENTS

To uphold the quality and integrity of vocational placements, International Paramedic College Pty Ltd requires that all students are supervised by placement personnel who have the appropriate by wither holding sufficient relevant experience and/ or qualifications to support the successful achievement of the units of competency aligned to the student's course.

Placement supervisors play a vital role in facilitating a student's learning and must have the current or recent industry skills and knowledge relevant to the training product the student is undertaking. This ensures that supervision is informed, practical, and aligned with contemporary workplace standards and practices.

PLACEMENT POLICY

PLACEMENT SUPERVISOR REQUIREMENTS

To be approved as a placement supervisor, individuals must:

- Complete the placement supervisor profile
- possess a minimum of three (3) years industry experience that is current or has been held recently, directly relevant to the specific units of competency being undertaken by the student; and/ or;
- hold the equivalent or higher qualification in which the student is undertaking their training; and
- be capable of providing structured guidance, supervision, and support throughout the placement period; and
- be willing and able to provide feedback and/or third-party verification of the student's performance, where required.

Placement supervisors are expected to:

- provide meaningful opportunities for students to observe, practise, and develop relevant skills and knowledge;
- support and monitor the student's progress throughout their placement;
- collaborate with the RTO assessor to ensure alignment between workplace tasks and the required unit outcomes; and
- complete any placement documentation, including the placement logbook and placement supervisor feedback forms as applicable.

To confirm suitability, placement supervisors are required to complete the Placement Supervisor Profile, which documents their qualifications, experience, and capacity to meet the above expectations. The information provided in the Placement Supervisor Profile enables International Paramedic College Pty Ltd to verify that supervision arrangements meet both training package requirements and regulatory obligations.

By ensuring supervisors meet these requirements and can demonstrate their capability to support students, International Paramedic College Pty Ltd maintains its commitment to providing students with authentic, industry-aligned learning experiences that contribute to their competency development and qualification outcomes.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on placement requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

PLACEMENT POLICY

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Students	• Review and understand the Placement Policy, Placement Guide, Placement Agreement, and Logbook, before commencing placement. • Attend placement at the agreed times and days specified and notify both the placement provider and the relevant trainer/assessor if unable to attend - reasons may include ill health or other unforeseen circumstances. • Be in the appropriate state of health to perform duties in accordance with and not be affected by adverse substances whilst attending the placement. The possession of any illegal substance whilst on placement will result in the placement being terminated. • Behave in a professional manner in keeping with the placement provider's expectations/code of conduct, e.g., by dressing appropriately, speaking in a respectful manner to placement clients, other staff/volunteers and public. • Comply with all occupational health, safety, and welfare requirements, as identified by the placement provider and International Paramedic College Pty Ltd. • Inform the placement provider of any accident, injury, near miss or hazard in which injury occurs, or could reasonably be expected to occur to the student or to another party during the placement as soon as practicable. • Comply with all lawful and reasonable directions given to the student by the placement provider and its employees in relation to day-to-day issues consistent with reasonable operational requirements. • Only practice skills within their scope of student learning. • Promptly advise the placement supervisor if they are requested to undertake any task which the student feels uncomfortable about or not yet capable of performing. • Keep all information relating to the placement provider, its clients, staff, or volunteers confidential and, when in doubt, ask the placement supervisor before disclosing any information to anyone not associated with the placement. • Notify the placement supervisor of any observations or suspicion of verbal or physical bullying or abuse of a client, employee, volunteer, or visitor while undertaking the placement. • Not misuse, or damage, property belonging to the placement provider or clients, and immediately notify the placement supervisor of any misuse, if witnessed, during the placement period.

PLACEMENT POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Students cont.	• Not make comment or provide information about the placement provider or clients to the media without first discussing it with the placement supervisor. • Immediately advise the placement provider if arrested, charged or convicted of a criminal offence during the term of the placement.
Placement Provider/ Placement Supervisor	• Provide supervised learning opportunities, within a safe environment, which meet the objectives of the placement. • Keeping confidential all personal details about the student and provide them with the same privacy and confidentiality afforded to staff and volunteers as outlined in the placement provider's policies and procedures. • Make available to the student all placement provider policies and procedures necessary to carry out a thorough and documented orientation and induction of the student at the commencement of the placement. • Select learning experiences for the student in accordance with the placement objectives in collaboration with International Paramedic College Pty Ltd. • Act in accordance with workplace responsibilities as set out in legislation covering safety, equal rights, information and paid/unpaid work. • Not provide tasks which are known to exceed the students' competency or level of competency expected to be achieved from the placement. • Designate a member of staff who has the necessary skills and experience to convey best practice, to act as a placement supervisor, to provide constructive feedback, instruction and guidance aimed at assisting the student to achieve the placement objectives for the duration of their placement. • Provide feedback to International Paramedic College Pty Ltd about the students' competency and suitability to undertake tasks in accordance with the placement objectives. • Vocational Placement (Unpaid): The placement provider is not required to provide any remuneration to the student for the placement period, as this is an unpaid learning experience undertaken as part of their vocational course. • Work Placement (Paid): The placement provider, would also be considered an Employer, and thus would be required to provide remuneration to the student in accordance with applicable workplace laws and employment agreements for the duration of the placement period • Ensures that trainers and assessors receive relevant site inductions prior to entering a workplace, in consultation with placement provider site management. • Work Placement (Paid): Effects and maintains all necessary insurance coverages, including but not limited to workers' compensation and public liability insurance, in accordance with applicable workplace laws. • Abide by the placement provider obligations outlined in the placement agreement

PLACEMENT POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Placement Provider/ Placement Supervisor cont.	• In the event the approved Placement Supervisor: • Leaves the organisation; or • Is no longer able to supervise the student, The Placement Provider must notify International Paramedic College Pty Ltd immediately. A new supervisor must be nominated, and the Placement Supervisor Profile process must be repeated to confirm suitability before the student can continue or resume placement. The placement supervisor is to complete the following in consultation with the student: • Workplace orientation checklist; • Observe the student in a direct support work in at least one aged care, home and community, disability or community service organisation. • Use the checklist to observe the student using a range of skills/tasks and document the performance demonstrated by the student • Complete the Placement Supervisor Profile and provide the supporting evidence as
Administration team	• Adequately screen applicants at enrolment to ensure Students accepted for training are suitable and willing to undertake the tasks that are required to fulfil the placement objectives including possessing the adequate communication skills and understanding of the English language to perform the tasks necessary to meet the objectives of the placement. • Prepare the student for the placement by delivering instruction about industry expectations relating to documentation and the pace required in a work environment. • Meet their obligations under the relevant WHS Act including, but not limited to, ensuring that a placement provider's site risk assessment is completed prior to placement of the first student, and at least annually thereafter. • Gather the evidence required to assess the student's competency against the vocational objectives, in conjunction with the placement provider, and perform the assessment. • Take responsibility for initiating regular contact with the student and placement provider to obtain feedback and discuss progress for the duration of the placement and visiting the student and placement supervisor on site as appropriate. • Mediate between the student and the placement provider in the event of any dispute, performance management issue, etc which cannot be resolved on site. • Immediately make the placement provider aware of any reason that becomes apparent which indicates that the student may not be fit to perform their duties to an acceptable standard without presenting a risk to themselves or others, at any time during the placement

PLACEMENT POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILIES
Student Support team	• Discuss with the student, their functional capacity and fitness to perform the tasks and duties necessary to work in the sector and make a reasonable effort to screen those students who, due to fitness or functional capacity, would be placed at risk of harm or injury to themselves or others during the placement. • Confirm to the provider placement that the student has achieved the minimum competency
Trainers and Assessors and Training Manager	• Conduct a site visit with the student and the placement provider, to ensure appropriate facilities, resources and equipment, and procedures for the confidential treatment of placement provider information, and interactions with the placement provider. • Contact the supervisors prior to the commencement of the student's placement. • Verify with the supervisor the student's skills and experience. • Ensure that where the student uses evidence from their workplace as demonstration of their competence, the student obtains prior approval from the VVP for the information/ documentation to be taken from the workplace and provided as evidence to the trainer/ assessor for assessment. • Provide and sign a placement approval/agreement advising students and placement provider that all confidential information (such as names, addresses) can be removed from assignments and/or that fictitious names can be used instead, to protect privacy. • Ensures that should site visits be required for training and assessment that the International Paramedic College Pty Ltd representative is aware of the privacy, confidentiality and commercial sensitivity of the business. • Ensures it has permission from the placement provider for the conduct of training and assessment in the workplace environment for the duration of the placement approval/ agreement. • Ensures that the placement provider will be informed of any requirement to interview the workplace managers, placement supervisors, colleagues or clients, and that this is approved by those parties involved. • Ensures the confidentiality of individuals who may be involved in any workplace interviews, such as managers, colleagues and clients. • Participate in relevant site inductions prior to entering a workplace, in consultation with placement provider management. • Complete the Contact Record Form. • Contact the placement supervisor a minimum of once throughout the student's placement.
Chief Executive Officer	Vocational Placement (Unpaid): Ensure that the necessary insurances are in place. Effect and maintain suitable insurance coverage to indemnify the placement provider from and against all claims, actions, proceedings, or demands in respect of any loss, death, injury, illness, or damage arising from employees' or students' negligent acts and omissions, or breach of the Placement Agreement during the placement. To provide the placement provider with evidence of the insurance policies upon request.

PLACEMENT POLICY

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community. The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Age Discrimination Act 2004
- AQF Glossary of Terminology
- AQF Qualifications Issuance Policy
- Australian Human Rights Commission Act 1986
- Copyright Act 1968
- Corporations Act 2001
- Credential Policy -Standards for Registered Training Organisations
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Family Law Act 1975
- National Principles for Child Safe Organisations 2019
- National Vocational Education and Training Regulator (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011

PLACEMENT POLICY

REGULATORY FRAMEWORK CONT.

- Privacy Act 1988
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Student Identifiers Act 2014
- The Australian Qualifications Framework
- Work Health and Safety Act 2011

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

ASSESSMENT POLICY

PURPOSE

International Paramedic College Pty Ltd is committed to providing quality assessment in accordance with Standards 1.3 - 1.5 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards). As such, International Paramedic College Pty Ltd is required to implement an assessment system that ensures assessments (including recognition of prior learning) comply with the assessment requirements of National Training Packages and VET Accredited courses within its scope of registration.

This policy ensures International Paramedic College Pty Ltd's assessment practices comply with the Outcome Standards, provides International Paramedic College Pty Ltd's staff with clear information on assessment processes and evidence requirements, and ensures that assessment is conducted in accordance with the Principles of Assessment and Rules of Evidence.

SCOPE

This policy applies to all assessment activities undertaken by International Paramedic College Pty Ltd across all nationally recognised training products on its scope of registration, including qualifications, skill sets, units of competency, and accredited courses.
It governs:

- the design, development, and validation of assessment tools and processes;
- the conduct of formative and summative assessment;
- recognition of prior learning (RPL) and credit transfer (CT) processes;
- the roles and responsibilities of assessors and relevant staff; and
- the facilities, resources, and equipment required to support effective and compliant assessment.

This policy applies to all trainers and assessors, compliance and academic staff, contractors, and third parties engaged in the delivery or assessment of training products on behalf of International Paramedic College Pty Ltd. It also informs the rights and responsibilities of students undertaking assessment, RPL, or credit transfer with the organisation.

This policy applies to all International Paramedic College Pty Ltd staff and contractors involved in the design, delivery, coordination, and oversight of assessment, as well as third parties delivering assessment on behalf of the organisation. It also informs the expectations of students participating in assessment activities with International Paramedic College Pty Ltd.

ASSESSMENT POLICY

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to delivering and assessing training in a manner that is academically rigorous, compliant with national standards, and reflective of current industry expectations. The organisation maintains a robust, student-centred assessment system that is fit-for-purpose, supports accurate and consistent competency judgements, and upholds the integrity of nationally recognised qualifications and skill sets on its scope of registration.

All assessments are developed and conducted in accordance with the requirements of the relevant training package or accredited course, and are underpinned by the Principles of Assessment:

- Fairness;
- Flexibility;
- Validity;
- Reliability.

Assessment decisions are informed by the Rules of Evidence, ensuring that all evidence collected is:

- Valid;
- Sufficient;
- Authentic;
- Current.

To maintain quality and compliance:

- all assessment tools undergo a pre-use review to ensure they are aligned with unit requirements and reflect the principles of assessment and rules of evidence;
- a risk-based validation schedule is maintained, ensuring that each training product is validated at least once every five years, or more frequently in response to risk, change, or stakeholder feedback;
- independent validation is conducted where required, particularly for qualifications from the Training and Education Training Package, in accordance with the credential policy;
- all assessments are conducted by individuals who meet the vocational competency, industry currency, and credentialing requirements specified in the outcome standards, credential policy and International Paramedic College Pty Ltd's VET Workforce Policy.

International Paramedic College Pty Ltd offers equitable access to assessment opportunities for all enrolled students and promotes the use of flexible assessment approaches that recognise individual learner needs and support the achievement of personal, academic, and vocational goals.

Students are supported through clear and transparent processes to access Recognition of Prior Learning (RPL) and Credit Transfer (CT). These processes are conducted with the same rigour and integrity as standard assessment, and decisions are documented to ensure consistency and protect the integrity of the training product.

To support assessment delivery, International Paramedic College Pty Ltd ensures that all facilities, resources, and equipment:

- are fit-for-purpose, safe, and accessible to all students;

ASSESSMENT POLICY

POLICY STATEMENT CONT.

- align with current industry standards to ensure authentic, relevant assessment experiences; and
- are reviewed regularly to confirm ongoing suitability for the training product and student cohort.

Where training and assessment are conducted in workplace or community-based environments, or where third parties are involved in delivery, oversight arrangements are in place to monitor safety, quality, and access. Documented risk management strategies ensure that students can safely and effectively participate in learning and assessment within those contexts.

This policy affirms International Paramedic College Pty Ltd's responsibility to maintain a quality-assured, industry aligned, and academically sound assessment system that reflects the intent of the training product, supports valid and consistent competency outcomes, and contributes to the development of skilled, confident graduates.

UNDERPINNING PRINCIPLES

Competency-based assessment is a system for collecting evidence of a student or candidate's performance against predetermined competency standards. The focus is on what the individual can demonstrate (the outcome), rather than comparing their achievement to that of others. There is no concept of pass or fail or grading system, only competent (C) or not yet competent (NYC). The training is focused and allows for greater participation of the student or candidate in the assessment process.

THREE LEVELS OF ASSESSMENT

Various levels of assessment are utilised, including:

Diagnostic (Pre-assessment)
Identifies a student's existing knowledge, skills, and abilities prior to training. It provides baseline information that may help diagnose skill gaps or training needs. This may occur prior to or during enrolment utilising the Pre-Training Review and LLN&D Assessment.

Formative assessment
Supports the learning process having students undertake informal assessment and practice tasks that prepare them for formal assessment. Formative assessment is generally not marked or assessed by the Assessor and used as a self-assessment during the learning and training component of a course.

Summative assessment
Summative assessment confirms that competency requirements have been met, using assessment tools and tasks developed by International Paramedic College Pty Ltd. It is marked and assessed by a qualified Assessor and forms the basis for the final assessment judgment for the course. Where assessment is conducted open book, modes may include:

ASSESSMENT POLICY

THREE LEVELS OF ASSESSMENT CONT.

- on-the-job
- as part of training
- off-the-job (simulated environment)
- completion and submission of assignments / work projects
- Recognition of Prior Learning (RPL)

International Paramedic College Pty Ltd will outline the assessment methods used within the Training and Assessment Strategy developed for each course offering.
Evidence gathering methods commonly used by International Paramedic College Pty Ltd include, but are not limited to:

- projects
- written assignments
- workplace assignments
- workplace performance
- documentation
- demonstration
- questioning
- role play
- simulation
- oral presentations
- written tests
- portfolio
- third-party reports

Each assessment piece will include clear instructions and outline:

- mode of assessment
- student and assessor expectations and requirements
- conditions surrounding the assessment
- benchmark responses (contained within the trainer and assessor guides only)

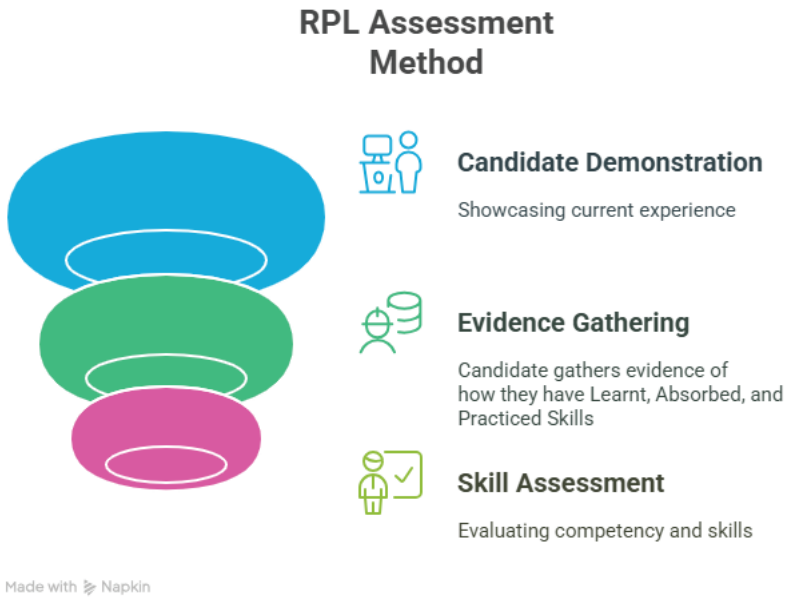
Assessment is carried out in accordance with the requirements of the relevant Training Package; using a consistent, structured process that ensures that learning has taken place prior to undertaking assessment and that students have acquired the knowledge and skills required to demonstrate competency.

The training and assessment process follows: Train, absorb, practice and assess.

ASSESSMENT POLICY

THREE LEVELS OF ASSESSMENT CONT.





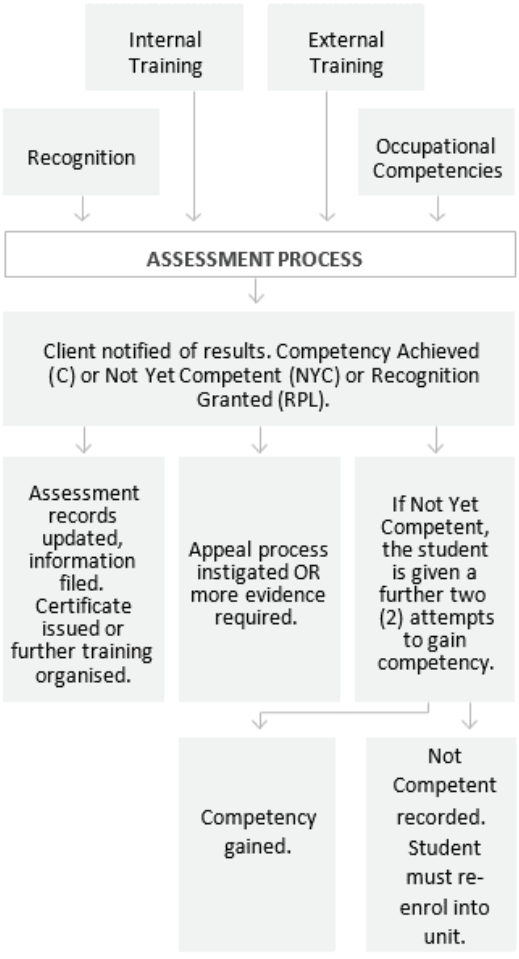
Feedback is provided to students and includes the assessment outcome and guidance for further learning and assessment (as appropriate).

ASSESSMENT POLICY

ASSESSMENT SYSTEM – FIT FOR PURPOSE

The assessment system ensures assessment is conducted in a way that is fair and appropriate and enables accurate assessment judgement of student competency. International Paramedic College Pty Ltd ensures that assessments are fit-for-purpose and consistent with the training product:

- assessment tools are mapped to the unit or module requirements.
- all assessment tools are reviewed prior to use by qualified assessors and/or subject matter experts and as outlined within the Validation Policy.
- feedback from students, industry, and assessors is incorporated into tool reviews.
- the outcome of each review is documented and used to revise and improve tools where needed.
- tools may be contextualised, but not compromised, to suit delivery modes and student and candidate cohorts.



ASSESSMENT POLICY

EXTENUATING CONSIDERATIONS

Students who experience unforeseen or extenuating circumstances or have additional needs that affect their performance in an assessment may be eligible to apply for reasonable adjustments and the development of an individual support plan to assist in the completion of the assessments.

Special consideration may apply to students who during training or assessment experience one of the following circumstances:

- serious illness or psychological conditions, for example, hospital admission, serious injury, severe anxiety or depression (requires doctor's certificate).
- bereavement.
- hardship/trauma for example, victim of crime, sudden unemployment.
- other exceptional circumstances (to be assessed on application).

Students wishing to apply for adjustments in the above circumstances may do so by discussing their circumstances with their trainer and assessor.

Approved applications for extenuating consideration may be subject to one of the following outcomes:

- extension of submission date (not beyond 6 months);
- deferred assessment;
- additional assessment;
- no action;
- withdrawal from course without penalty;
- resubmit/reassessment; or
- opportunity to recommence course, dependent on availability on another date.

If the student needs to either temporarily or permanently cease all training and assessment see Deferring, Transferring and Discontinuing Policy.

REASONABLE ADJUSTMENTS TO ASSESSMENT

All students and candidates have the right to apply for and receive adjustment to assessment activities to accommodate individual/special needs.

Adjustments to assessment cannot compromise the integrity of the unit of competency including a reduction of, or not assessing all, required Elements, Performance Criteria, Performance Evidence, Knowledge or Foundation Skills of the unit of competency.

Adjustments to assessment will not provide an unfair advantage/ disadvantage to students.

ASSESSMENT POLICY

REASONABLE ADJUSTMENTS TO ASSESSMENT CONT.

All assessment submissions must include an electronic learner declaration confirming student identity, authenticity of work, agreement to the assessment conditions, and acknowledgement of submission.

Students are allowed three (3) attempts at assessment; the trainer will provide feedback and guidance if not yet competent is the outcome.

Fees may apply for a "Re-submit", at the discretion after the three attempts have been exhausted, for further details see 'Schedule of Fees'.

Assessment resubmission will only be allowed within an eight (8) week period from the original result of assessment date, unless otherwise permitted.

Where applicable, students will need to re-enrol or undertake further learning in the not yet competent units, and additional fees may apply.

Principles of Assessment	Assessments are conducted in accordance with the Principles of Assessment. An NVR registered training organisation (RTO) demonstrates:
Fairness	Assessment accommodates the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary. International Paramedic College Pty Ltd will ensure: • students are informed of the assessment process and performance expectations. • reasonable adjustments are made where appropriate. • students are given opportunities to be reassessed and to appeal assessment outcomes.
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. International Paramedic College Pty Ltd will ensure: • assessment considers the individual student's needs, learning styles, and existing knowledge. • a variety of assessment methods are used to accommodate diverse learning contexts and student backgrounds.
Validity	Assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting. International Paramedic College Pty Ltd will ensure: • assessments are aligned with the training product requirements. • knowledge and skills are demonstrated through practical application. • the full range of required skills and knowledge is assessed.

ASSESSMENT POLICY

REASONABLE ADJUSTMENTS TO ASSESSMENT CONT.

Principles of Assessment	Assessments are conducted in accordance with the Principles of Assessment. An NVR registered training organisation (RTO) demonstrates:
Reliability	Assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment. International Paramedic College Pty Ltd will ensure: • assessment outcomes are comparable across different assessors. • assessment tools contain clear criteria to support consistent judgments.

Rules of Evidence	An NVR RTO demonstrates compliance with the Rules of Evidence. Assessment judgments are made using evidence that is:
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. International Paramedic College Pty Ltd will ensure: • directly aligned with the unit of competency's requirements.
Sufficiency	The quality, quantity and relevance of the assessment evidence enable the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product. International Paramedic College Pty Ltd will ensure: • a wide range and depth of evidence is collected and includes enough quality to support an informed decision about competence.
Authenticity	The assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student. International Paramedic College Pty Ltd will ensure: • student or candidate identity and original work are confirmed, including against academic misconduct risks.
Currency	The assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge. International Paramedic College Pty Ltd will ensure: • evidence demonstrates that the student's or candidate's skills and knowledge are recent and reflect current capability.

ASSESSMENT RESOURCES

Assessment resources are developed in consultation with relevant stakeholders as outlined within our Stakeholder Engagement Policy.

ASSESSMENT POLICY

ASSESSMENT RESOURCES CONT.

Assessment tools are reviewed prior to use to ensure assessment can be conducted in a way that is consistent with the Principles of Assessment and Rules of Evidence set out under Standard 1.4 of the Outcome Standards.

Assessment tools are the resources used by assessors to identify and record the skills and knowledge students must demonstrate to be deemed competent in a unit/module.

Assessment tools are crucial for the accurate and consistent assessment of students against competency standards.

Assessment tools are required as evidence of assessment and must be retained as proof that a person was assessed as competent, for a minimum period of two (2) years in line with our Records Management Policy.

Assessment tools may consist of:

- instructions for students and candidates;
- instructions for assessors;
- assessment instruments;
- assessment briefing;
- assessment checklists; and
- confirmation of necessary equipment, resources and conditions of the assessment.

ASSESSMENT VALIDATION

International Paramedic College Pty Ltd assessment and validation policies, processes, resources and outcomes are validated regularly and in line with International Paramedic College Pty Ltd Validation Register.

ASSESSMENT MARKING

Assessments are assessed/marked in order of submission date. When marking assessments, assessors make comments and provide genuine feedback throughout the assessment.

Each individual assessment task is evaluated as either 'Satisfactory' or 'Not Yet Satisfactory'.

After all assessment tasks within a Unit of Competency have been completed and marked:

- if any assessment task is marked 'not yet satisfactory', the overall outcome for the unit will be not yet satisfactory.
- if all assessment tasks are marked 'satisfactory', the overall outcome for the unit will be competent.

Trainer and Assessor Guides are provided to give benchmark responses for questions and tasks. Validity of responses must be checked to ensure that no verbatim responses from other students, internet sources or benchmarks have been used as outlined within the Academic Integrity Policy. We aim to notify students or candidates of assessment outcomes within two (2) weeks of submission.

ASSESSMENT POLICY

ASSESSMENT DECISIONS AND OUTCOMES

After all assessment tasks within a Unit of Competency/Cluster have been completed and marked:

- if any assessment task is marked not yet satisfactory, the overall outcome for the unit will be not yet competent. the assessor will provide feedback to the student or candidate, offering guidance on areas deemed as 'not yet satisfactory.'
- if all assessment tasks are marked satisfactory, the overall outcome for the unit will be competent

Assessment outcomes are recorded as one of the following:

- Competent (C) – Students and candidates are deemed 'competent' when they have consistently demonstrated their skills and knowledge to the standard required in the workplace, for a full unit/module.
- Not Yet Competent (NYC) – Students and candidates are deemed 'Not Yet Competent' when they are unable/ have not demonstrated appropriate levels of competence in accordance with the minimum performance standards for a full unit/module.

Students and candidates assessed as 'Not Yet Competent' shall receive feedback and guidance from the assessor and may be required to undergo further training before reassessment. Students have three (3) attempts to gain competency.

ASSESSMENT JUDGEMENTS

Assessment Judgements can only be made ensuring the following has been met:

- assessors hold appropriate vocational and assessment credential as outlined within the VET Workforce Policy.
- assessment decisions are based on the evidence presented and judged consistently using clear benchmarks and instructions.
- all assessors are supported through moderation and professional development to ensure the integrity of assessment decisions.
- assessment responses meet required benchmark responses or industry-appropriate responses.
- in instances where student or candidate responses are not reflective of benchmark responses but are industry appropriate, the assessor must provide commentary that justifies how this response is sufficient.

ASSESSOR CODE OF CONDUCT

All International Paramedic College Pty Ltd assessors abide by the following code of conduct. Assessment specialists have developed an international code of ethics and practice (The National Council for Measurement in Education (NCME)). The Code of Conduct below is based on the international standards:

- abide by all assessment practices outlined within the Assessment Policy.
- the differing needs of students will be identified and handled with sensitivity.

ASSESSMENT POLICY

ASSESSOR CODE OF CONDUCT CONT.

- all forms of harassment will be managed throughout the planning, conduct, reviewing and reporting of the assessment outcomes as per the Access and Equity Policy.
- the rights of the student or candidate are protected during and after the assessment.
- personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes as per the Feedback, Complaints and Appeals Policy.
- the student or candidate is made aware of rights and processes of appeal.
- evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
- assessment decisions are based on available evidence that can be accessed and verified by another assessor.
- assessments are conducted within the boundaries of the assessment system policies and procedures.
- formal agreement is obtained from both the student and the assessor that the assessment was carried out in accordance with the procedures briefed before the commencement of the assessment.
- assessment tools, systems, and procedures are consistent with equal opportunity legislation.
- prior to the assessment the student or candidate is informed of all assessment reporting processes and all known potential consequences of decisions arising from the assessment.
- confidentiality is maintained regarding assessment results and are only released with the written permission of the student or candidate.
- the assessment results are used consistently with the purpose explained to the student.
- self-assessments are periodically conducted to ensure current competencies against the training and assessment competency standards.
- professional development opportunities are identified and sought by assessors.
- opportunities for networking amongst assessors are created and maintained with technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

All students and candidates are offered access to Recognition of Prior Learning (RPL) and Credit Transfer.

Decisions relating to recognition of prior learning are based on evidence of prior skills, learning and experience, and are undertaken in accordance with the organisation's assessment system; and decisions relating to recognition of prior learning are documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

Decisions relating to credit transfer are based on 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); and decisions relating to credit transfer are documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

(See Recognition Policy).

ASSESSMENT POLICY

PLAGIARISM, CHEATING AND COLLUSION IN ASSESSMENT

Please refer to the Academic Integrity Policy for further information.

ASSESSOR REQUIREMENTS

Trainers/Assessors hold appropriate vocational and assessment credentials. (See VET Workforce Policy).

ACCESS AND EQUITY

Students and candidates have fair and equal rights to assessment. (See Equal Opportunity and Inclusion Policy).

RECORDS MANAGEMENT

All completed assessment items for all students will be kept by International Paramedic College Pty Ltd for a minimum of two (2) years after the completion of their training and assessment for all students and candidates.

All assessment outcomes and qualifications/Statements of Attainment issuance information will be recorded and kept for a period of 30 years. All documentation from assessment processes is maintained in accordance with Records Management Policy.

CONTINUOUS IMPROVEMENT

All Assessment practices are monitored by the Head of Product and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

Assessment practices and systems are continuously reviewed through:

- student and assessor feedback
- internal audits and
- pre-validation activity outcomes
- systematic review post-validation of student cohorts
- improvement actions documented and tracked in the Continuous Improvement Register tab contained within the RTO Registers.

International Paramedic College Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students and candidates to share their feedback, make appeals on assessment decisions, and raise any complaints they may have regarding the Assessment Policy; this is detailed in our Feedback, Complaints and Appeals Policy.

ASSESSMENT POLICY

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on assessment requirements
- Internal audits and validation activities
- Stakeholder feedback

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Trainers and Assessors	• Ensure they assess and judge a student's/candidate's skills and knowledge of competence against set standards, Principles of Assessment and Rules of Evidence. • Ensure that safety of the personnel involved in the assessment is consistently maintained. • Ensure that assessment focuses on the application of knowledge and skills to the standard of performance required in the workplace and covers all aspects of workplace performance. • Ensure the assessment process is open, structured, consistent and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options. • Interpret and understand the performance criteria and evidence requirements. • Select appropriate assessment methods and materials. • Make fair and objective judgements. • Abide by the Code of Conduct. • Provide all relevant paperwork to administration for processing in a timely manner. • Conduct assessments in line with this policy, participate in validation, and maintain currency in their field.

ASSESSMENT POLICY

ACCOUNTABILITY CONT.

ROLES	RESPONSIBILITIES
Head of Product	• Oversight of assessment policy compliance, ensuring resources and staff capabilities align with legislative requirements. • Monitor and evaluate the effectiveness of assessment practices, manage documentation and improvements. • All appointed and authorised assessors possess and maintain relevant qualifications and vocational competency in accordance with those required in Outcomes Standards and the related Credentials Policy. • Students and candidates are provided information on the assessment process prior to assessments being conducted. • Assessors incorporate the Principles of Assessment including validity, reliability, flexibility and fairness when conducting assessments. • Assessors apply the Rules of Evidence including validity, sufficiency, currency and authenticity when conducting assessments. • Assessment processes provide for Recognition of Prior Learning (RPL) where applicable. • An effective feedback mechanism is established and implemented to inform students and candidates on their assessment progress and results. • An effective recording and reporting process of the unit of competency/module including access to information by students and candidates to their records. • Students and candidates have access to an open, equitable and transparent appeals process. • Ongoing internal monitoring and validation of the assessment system for quality control checks.
Product Development Team	• Is responsible for ensuring assessments comply with the requirements of national training packages, the AQF framework and the Outcomes Standards and that they are within the current scope of registration. • Must ensure the assessment process is open, structured, consistent and comprehensive, incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options. • Is responsible for ensuring that assessment strategies are designed with flexibility to accommodate the diverse needs and circumstances of all students, including those who may be disadvantaged due to socio-economic status, language

ASSESSMENT POLICY

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION

Accountable Officer	Compliance Team
Date Effective	21/05/2026
Review Date	21/05/2031
Version Number	V1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Glossary of Terminology
- AQF Qualifications Issuance Policy
- Copyright Act 1968
- Credential Policy - Standards for Registered Training Organisations
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- The Australian Qualifications Framework
- Privacy Act 1988

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

ASSESSMENT POLICY

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, International Paramedic College Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.

DEFERRING, TRANSFERRING AND DISCONTINUING POLICY

PURPOSE

This policy outlines the circumstances under which a student may defer, suspend or withdraw from their training program, and the conditions under which International Paramedic College Pty Ltd may initiate a suspension or cancellation of a student's enrolment. The aim is to ensure fairness, transparency, student support, and compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (referred to herein as the Outcome Standards) and other relevant legislation.

SCOPE

This policy applies to:

- All prospective and currently enrolled students at International Paramedic College Pty Ltd, and
- All staff involved in enrolment, training, student support, and administration.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to supporting students to complete their training and assessment successfully. However, we recognise that unforeseen personal, medical, financial or academic challenges may affect a student's ability to commence, continue, or complete their course. This policy ensures that students are provided with clear, consistent, and fair options to defer, suspend, or withdraw from training where necessary.

All deferral, suspension and withdrawal requests are assessed individually and confidentially, with the aim of ensuring the student's best interest is considered while maintaining the integrity and operational requirements of International Paramedic College Pty Ltd.

POLICY STATEMENT

International Paramedic College Pty Ltd is committed to supporting students to complete their training and assessment successfully. However, we recognise that unforeseen personal, medical, financial or academic challenges may affect a student's ability to commence, continue, or complete their course. This policy ensures that students are provided with clear, consistent, and fair options to defer, suspend, or withdraw from training where necessary.

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DEFERRING, TRANSFERRING AND DISCONTINUING POLICY

GROUNDS FOR DEFERRAL, SUSPENSION AND WITHDRAWAL

Student-Initiated

- Serious medical illness or injury
- Bereavement of close family members, e.g. parents or grandparents
- Compassionate or compelling circumstances
- Transferring to a course with another education provider

RTO-Initiated

- Inappropriate behaviour such as:
- Academic misconduct
- Breach of the Code of Conduct;
- Non-payment of fees;
- Disruption to other students or staff.
- Extend from student handbook student obligations and responsibilities

STUDENT-INITIATED DEFERRAL:

- Students must submit a Deferring, Transferring and Discontinuing Form before the course start date.
- Students may apply for a deferral at any time throughout the course duration, subject to formal notification to International Paramedic College Pty Ltd and submission of the appropriate 'Deferring, Transferring and Discontinuing Form' form.
- Deferral may be granted for up to 6 months.
- Requests must include supporting documentation (e.g., medical certificates).
- A written outcome will be provided within 10 business days.
- During an approved deferral period, access to course learning materials will be temporarily paused until the student recommences their studies. Payment plan obligations may also be paused for the duration of the approved deferral.

STUDENT-INITIATED WITHDRAWAL:

- Students must notify International Paramedic College Pty Ltd in writing via the Deferring, Transferring and Discontinuing Form.
- Final fees or refunds will be processed in accordance with the Fees and Refunds Policy.
- Withdrawn students will receive a Statement of Attainment for any completed and fully assessed units of competency.

RTO-Initiated Suspension Or Withdrawal:

- Before initiating action:
- The student will be notified in writing of the proposed action.
- The student will have 10 business days to respond or appeal the decision.
- Appeals will be handled under the Feedback, Complaints and Appeals Policy

DEFERRING, TRANSFERRING AND DISCONTINUING POLICY

GROUNDS FOR DEFERRAL, SUSPENSION AND WITHDRAWAL

International Paramedic College Pty Ltd reserves the right to suspend or withdraw a student in cases of:

- Academic misconduct;
- Breach of the Code of Conduct;
- Non-payment of fees;
- Disruption to other students or staff.

RECORDS MANAGEMENT

All decisions relating to deferral, suspension, or withdrawal must be:

- Formally submitted and approved via the Deferring, Transferring and Discontinuing Form
- Documented in the student management system,
- Retained in the student file, and
- Reported to relevant funding or regulatory bodies as required.

STUDENT SUPPORT AND ADVICE

Students will be:

- Provided with guidance on options and consequences,
- Referred to internal or external support services if needed, and
- Given clear timelines and outcomes throughout the process.

FEEDBACK, COMPLAINTS AND APPEALS

International Paramedic College Pty Ltd values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding the Deferring, Transferring and Discontinuing Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on deferring, transferring and discontinuing requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of International Paramedic College Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

DEFERRING, TRANSFERRING AND DISCONTINUING POLICY

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILIES
Student	• Engage with the administration team when the need to defer, suspend or withdrawal from courses may arise. • Seek advice to understand the academic and progression implications of their decision. • Formally submit the Deferring, Transferring and Discontinuing Form • Respond to any requests for additional information within required timeframes.
Administration team	• Act as Initial point of contact and provides guidance and support. • Provide clear guidance on available options and assist students in determining the most appropriate course of action. • Review submitted Deferring, Transferring and Discontinuing Form and ensure all required documentation has been provided. • Process applications in accordance with this policy and relevant timeframes. • Update student records and course status in the Learning Management System (LMS). • Communicate outcomes to students in writing within the required timeframe. • Provide ongoing support and respond to student questions throughout the process.
Executive team	• Act as the final decision-maker in complex cases or where disputes arise. • Review escalated matters and ensure decisions are fair, consistent, and aligned with policy.

MONITORING

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The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- Addendum No. 5 to AQF Second Edition January 2013
- AQF Glossary of Terminology
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- AQF Qualifications Issuance Policy
- Copyright Act 1968
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- National Vocational Education and Training Regulator (Data Provision Requirements Instrument 2020
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Student Identifiers Act 2014
- The Australian Qualifications Framework
- Work Health and Safety Act 2011
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

RELATED DOCUMENTS

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