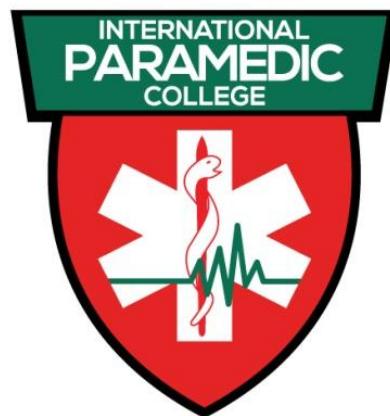


# International Paramedic College



## Student Handbook

RTO Number: 45284



# Student Handbook

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## Student handbook disclaimer

The International Paramedic College Pty Ltd Student Handbook contains information that is correct at the time of publication. Changes to legislation and/or IPC policies may impact the currency of the information included. IPC reserves the right to vary and update information without notice. Students are advised to seek any changes in information and/or updates by contacting IPC via the contact details provided below.

This handbook has been prepared as a resource to assist students in understanding their obligations, as well as those of IPC.

All students must read, understand, familiarise themselves with the content, and adhere to the policies and procedures outlined in this handbook.

Further information can be obtained by contacting us at the details below

## RTO Details

|                                       |  |
|---------------------------------------|--|
| <b>Registered Business Name:</b>      | International Paramedic College PTY Ltd  |
| <b>Registered Trading Name:</b>       | <b>International Paramedic College</b>   |
| <b>Central Administration Office:</b> | 16, Mellis Circuit, Alstonville, NSW 2477  |
| <b>Postal Address:</b>                | As Above   |
| <b>Website:</b>                       | <a href="http://International Paramedic College">International Paramedic College</a> |
| ABN:                                  | 11 608 508 292   |
| ACN:                                  | 608508292  |
| <b>RTO Number:</b>                    | 45284  |
| <b>CEO:</b>                           | Craig Nolan  |

## Contact Details Account Enquiries

|                                |  |
|--------------------------------|--|
| <b>Name of Contact Person:</b> | Craig Nolan  |
| <b>Role:</b>                   | CEO  |
| <b>Phone/Mobile:</b>           | 1300 244 994   |
| <b>Email:</b>                  | <a href="mailto:training@internationalparamediccollege.com.au">training@internationalparamediccollege.com.au</a> |

|                                |  |
|--------------------------------|--|
| <b>Name of Contact Person:</b> | Administrative Staff   |
| <b>Role:</b>                   | Administration   |
| <b>Phone/Mobile:</b>           | 0413 244 994 or 1300 244 994   |
| <b>Email:</b>                  | <a href="mailto:training@internationalparamediccollege.com.au">training@internationalparamediccollege.com.au</a> |



## Introduction

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

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

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

## About Us

We provide training to individuals, businesses, and corporations, and pride ourselves on delivering high-quality, interactive, and relevant training.

International Paramedic College was established in October 2015. The CEO has a lifetime of experience in the pre-hospital care and training industry. A second-generation paramedic, he holds a Paramedic degree and has worked at the highest clinical level, that of Intensive Care Paramedic and Clinical Educator for the Ambulance Service of NSW. He has a Diploma in Adult Education and holds membership with the National Institute of First Aid Trainers, an information group dedicated to providing first aid educators with the most up-to-date industry information and professional development opportunities. He is a member of the Australasian College of Paramedicine, or the 'College,' which is the peak professional organisation supporting and representing over 10,000 paramedics and student paramedics from across Australia and New Zealand. This professional body provides clinical professional development opportunities, further education, and research opportunities in the field of pre-hospital care. Before it recently changed its name, from Paramedics Australasia, he was elected as a committee member on the NSW branch of this peak industry body of paramedic professionals for several years. This body is leading the development of national registration and competency standards for paramedics. He holds national registration as a paramedic with AHPRA (the Australian Health Practitioner Regulation Agency). AHPRA and the National Boards work together to ensure that Australia's registered health practitioners are suitably trained, qualified, and safe to practise

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

## Our Method of Delivery

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



We have developed our training and assessment strategies based on our experience in the sector, our consultation with industry and student feedback.

Each unit page has specific unit information. Students should refer to individual unit pages or course pages on our website for the latest information.

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

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

## **Venues**

Where required we use a range of commercial, community and workplace venues to deliver our training.

## **Enrolments/Applications**

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

## **Our Guarantee**

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

## **Code of Practice**

The following list describes the principles that guide our operations.

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

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



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

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

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

**Marketing:** We are committed to the provision of accurate and ethical marketing by ourselves and those acting on our behalf as appointed agents for marketing and enrolment services. Promotional materials accurately reflect the cost of the training, the duration of training, provision for RPL and Credit Transfer if applicable and the methods of training delivery.

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

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

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

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

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

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

**Professional Staff:** We employ trainers and assessors with relevant and current qualifications and industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure current relevance of skills and knowledge. All trainers and assessors meet the competency and currency requirements set out in the Standards for RTOs 2025.

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



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

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

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

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

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

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

## **COVID 19 Adaptive Measures – Training Arrangements**

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

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

## **Legislative Requirements**

As a Registered Training Organisation, we comply with relevant Commonwealth, State and regulatory requirements including the Standards for Registered Training Organisations 2025. If there changes in legislation or regulations that directly affect your participation in your studies, we will make sure you are informed of them through emails and by updating this handbook or communicate by social media and our website.

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

### **Commonwealth Legislation**

- National Vocational Education and Training Regulator Act 2011

- Work Health and Safety Act. 2011
- Australian Human Rights Commission Act 1986
- Equal Opportunities ACT 1987
- Age Discrimination Act 2004 (Cwth)
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Copyright Act 1968
- Student Identifiers Act 2014
- Competition and Consumer Act 2010

#### **NSW Legislation**

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

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

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

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

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

#### **Victoria legislation:**

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

#### **Queensland**

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

#### **Australian Capital Territory**

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

#### **Tasmania**

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

#### **Northern Territory**

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

### **Student Rights and Responsibilities**

#### **STUDENT RIGHTS**

International Paramedic College will ensure that all enrolled students will:

- receive quality training and assessment that meets the Standards for RTO's 2025
- receive the training and support necessary to enable competency to be achieved
- be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This will be by email to your recorded email address. Fees may be incurred if a printed/posted certificate or replacement certificate is required. Any costs will be on our website.
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or, if applicable, by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment and materials
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training program
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training



- be provided with a safe training environment free from hazards, harassment and discrimination
- be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third-party arrangements, new third-party arrangements or a change in ownership.

## Student Responsibilities

All students must ensure that they:

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

## Quality Assurance

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

- Collecting feedback from students, employers and industry with the regard to the quality of our training, assessment and administrative services.
- Implementation and maintenance of the **Standards for RTOs 2025** and AQF certification requirements.
- Implementing a continuous improvement strategy across all our of our services
- Systematic review of our systems and procedures to ensure they meet legislative standards
- Using a systematic Quality Management System to monitor

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

## Student Feedback



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

## **Student Support**

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

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

Support may include the following:

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

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

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

See our [Student Support Policy](#) for further details on available LLN and wellbeing support.

A pre-enrolment interview via Zoom is available to help identify any LLN or access concerns. This is optional and can assist students in choosing the most appropriate learning mode. A zoom interview is available

If you have questions or concerns before enrolment or during your course, you may request a Zoom or phone interview with our support team.

You may wish to discuss:

- Language, Literacy, or Numeracy (LLN) support needs
- Disability, mental health, or medical conditions that may affect your study
- Digital access or technology limitations
- Course expectations, assessments, or workload concerns
- Practical workshops, placement, or attendance challenges



- Reasonable adjustment requests
- Academic confidence or return-to-study support
- Clarification of enrolment terms, course structure, or fees

To request a Zoom or phone consultation, please visit: <https://calendly.com/international-paramedic-college/meeting-1>

Or call us on **1300 244 994**.

Refer to our for-support information [student information page here](#)

## **Access and Equity**

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

## **Anti-Discrimination and Harassment**

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

## **Disciplinary Action**

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

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

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

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

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



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

## Privacy

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

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

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

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

## NCVER Privacy Notice

Under the Data Provision Requirements 2020, International Paramedic College Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by IPC for statistical, regulatory and research purposes. IPC may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;



- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the **Privacy Act 1988 (Cth)**, the **National VET Data Policy**, and all NCVER policies and protocols (including those published at [www.ncver.edu.au](http://www.ncver.edu.au)).

Please access the full NCVER privacy policy latest version here

<https://www.ncver.edu.au/privacy>

## Access to Records

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

## Workplace Health and Safety

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

As a student it is your responsibility:

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

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

## Entry Requirements

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



### **Entry Requirements — Prerequisites Paramedical type courses and units**

You will need to have sufficient English language skills to complete the competency-based and online training. Students must be able to read and write in English to a standard that enables them to read and understand how to use equipment, follow first aid protocols and read and interpret medication labelling and administration guidelines etc.

You will need access to the internet and certain basic computer skills to complete the online learning modules.

A driver's licence would be required for any transport units if included in your course, eg HLTOU007 Transport non-emergency patients under operational conditions and HLTOU006 Transport emergency patients.

The unit PUAEME008 Provide pain management and HLTAID015 Advanced resuscitation both have a current first aid course (HLTAID011) as a prerequisite,

The HLT21020 Certificate II in Medical Service First Response and HLT31220 — Certificate III in Basic Health Care will both require the completion of HLTAID011 Provide first aid which student will need to complete with a local provider and submit to IPC for Credit Transfer

You will require a green whistle training device or old stock of the device to simulate administration of the pain management drug. [Full details are available here.](#)

Students must have reasonable English language skills as all units are assessed in English

A current photo ID is required to identify you in video submissions

Units may require you to answer -Short answer questions - Multiple choice questions- Open-ended questions  
Complete research projects and videos of certain assessment tasks

Provide written reports like risk assessments and/or oral handover of a patient to medical support services

Communicate with patients in English

Produce videos of certain assessment tasks

Read and interpret medical materials like textbooks, learning materials protocols procedures pharmacology or clinical practice guidelines in English

Manual handling, lifting and moving patients, loading and unloading a stretcher into an ambulance in certain units

Terms and conditions of online enrolments including any visa requirements are [available here](#)

### **Work placements**

When seeking placement, students may be required to obtain specific certifications as identified by the Host Organisation, such as First Aid/CPR certificates, Working with Children Check, police check, vaccinations etc. It is the student's responsibility to organise and fulfil any required prerequisites if requested by the organisation.



Students must source their own placements and are made aware of this prior to enrolment. IPC will support students seeking placement by providing suggestions, and by advertising placement opportunities to students where possible. We have a list of contacts of companies or organisations that have offered to support you in clinical placement. That list is available in the student news section of our student management system.

Placement booklets are available and must be completed as evidence of completion of the work placement.

**Work placement may involve exposure to a range of emergencies that may be confronting.**

Physical requirements for practical training and work placement for The HLT51020 — Diploma of Emergency Health Care or HLT41120 — Certificate IV in Health Care. Will require you to be involved in the uncontrolled nature of emergency work in a prehospital environment, Dealing with simulated and actual workplace emergency responses, often in uncontrolled field environments. Violent, aggressive or uncooperative patients and members of the public.

Students undertaking the *HLT41120 Certificate IV in Health Care* or the *HLT51020 Diploma of Emergency Health Care* are advised that work placements form a critical component of their training. These placements may occur in uncontrolled pre-hospital care environments where students may be exposed to high-pressure situations, significant stress, and potentially confronting scenes, including but not limited to, serious injury or trauma to individuals.

Students should be aware that these environments are unpredictable and may involve circumstances beyond their control. The nature of these experiences is integral to the training process and aims to equip students with the skills necessary to perform in real-world emergency healthcare settings.

By enrolling in these courses and participating in the associated work placements, students acknowledge the potential for exposure to such environments and accept the inherent risks. It is the student's responsibility to ensure they are mentally and physically prepared for these challenges. If students have any concerns regarding their ability to cope with these conditions, they are encouraged to seek professional advice prior to commencing the work placement component of their course.

The College provides support to students to the extent reasonably practicable but cannot guarantee the elimination of all risks associated with work placements in pre-hospital care settings.

The HLT51020 — Diploma of Emergency Health Care or HLT41120 — Certificate IV in Health Care students will be required to complete work placements. You may need to complete any requirements a work placement may require at your expense, e.g. Induction, police checks, working with children checks vaccination, travel, accommodation etc. These will vary according to various workplaces. Students should make their own enquires with potential workplaces about any specific requirements. It is the student's responsibility to organise and fulfil any required prerequisites if requested by the organisation. Students are responsible for any costs associated with their work placement and should make their own relevant enquiries.

Current information about clinical placements is in the student news section of our student portal or on our website [here](#)

**Unique Student Identifier (USI)**

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



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

If you require help in obtaining one, please contact the office or google find my USI and follow the prompts to retrieve it.

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

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

## Attendance

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

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

If you are having trouble finding a venue, give us a call early so that we can give you directions. All courses have location maps on the website, links in your emails and noted on google maps.

## Academic Integrity and Plagiarism

At International Paramedic College, we uphold high standards of academic integrity. All assessments must be your own original work. This includes content generated or influenced by Artificial Intelligence (AI) tools such as ChatGPT, Grammarly, or paraphrasing software.

Plagiarism includes, but is not limited to:

- Submitting work created wholly or partly by another person
- Using or adapting AI-generated content without proper acknowledgement
- Copying substantial sections of unreferenced text from websites or past submissions
- Collaborating with others on individual assessment tasks unless permitted

If plagiarism or academic misconduct is suspected:

- The assessment activity will not be marked
- You may be asked to attend an interview and resubmit work
- Serious or repeated offences may result in disciplinary action, which **may include suspension or cancellation of enrolment**

You have the right to appeal any decision through our formal [Complaints and Appeals Policy](#).



For full details, see the:

#### **Plagiarism and Use of Artificial Intelligence Policy**

#### **Fees Associated with Reviewing Content and Submissions**

Where the use of AI programs or plagiarism is detected in student submissions, the following process will be followed by IPC:

- Portal access will be suspended until a systematic review of the student's current and past submissions can be conducted.
- If a review of submissions finds that an AI program has been used or plagiarism has occurred, IPC will initiate a cost recovery process for the administrative time required for the review.
- The fee for review will be **\$100 per hour (with a minimum charge of 1 hour)**.
- **The fee must be paid in full before any resubmission will be accepted.**
- This charge is **separate from course re-enrolment fees** and only applies where additional compliance and academic integrity processes are required.
- Portal access will be restored only after the review and payment of any fees and charges.
- Students should allow 14 days for the review process to be conducted. The rules of evidence will be applied in the review process.

If you disagree with a decision regarding an academic integrity breach, you should first contact the **Training Manager** at [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)

## **Cancelling an Enrolment or Withdrawing from Training**

Notification of cancellation or withdrawal from unit/s of competency, or deferral from a course of study, must be made in writing via email to International Paramedic College (IPC). If we cancel a course for any reason, you will receive a full refund of any fees paid. We will notify you as soon as possible of any cancellations and provide options for rescheduling or transferring to another course.

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

## **Deferring or Extending Study -Full qualifications**

A deferment or extension of study request is available for student's studying full qualifications with IPC. It will be considered in exceptional circumstances where matters outside of a student's control have prevented them from being able to progress in the qualification, including financial hardship.

We understand that students may experience financial difficulty during their studies. If you are having trouble meeting your payment obligations, please contact us early to discuss options.



Support is assessed on a case-by-case basis and in line with the terms and conditions of any payment plan and our [Payments, Refunds and Cancellation Policy](#). Students must submit a written request outlining their circumstances.

IPC will review any applications on a case-by-case basis and make decisions at its discretion. Further evidence to support any application may be required. If approved, a Deferment or extension of study on full qualifications can be offered on a month-to-month basis, and students can receive a maximum of three (3) months deferment of their course.

## Issuing Certificates and Statements of Attainment

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

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

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

Replacements, reissues or posted certificates will incur an Administration Fee. Details will be available in our fees and refunds policy in the footer of our website.

[Our payments, refunds and cancellation policy may be accessed here](#)

## Payments Policy

At International Paramedic College Pty Ltd, we operate a fair and equitable fees policy for those undertaking training or purchasing products or services from us. Payment can be made via credit card, direct bank transfer, or any other method specified on our website. Receipts will be issued upon full payment.

[Our payments, refunds and cancellation policy may be accessed here](#)

## Fees and Refunds Cancellations

International Paramedic College is committed to fair, transparent, and compliant fee and refund practices in line with the **Standards for RTOs 2025** and the **Australian Consumer Law**. Our full Payments, Refunds and Cancellation Policy is available [here](#).

### Key Points for Students

- **Course Access Begins at Enrolment:** Once you enrol and pay, you receive immediate access to pre-course learning. This means training services have commenced from that point.
- **Changes Must Be Made Online or by Email:** We do not accept changes by phone or text. Use the student portal or email us at [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au).



- **Re-enrolment Fee:** A \$35 re-enrolment fee applies for changes, rescheduling, or failure to attend a course, including illness. Pay your re-enrolment fee online [here](#).
- **Refunds:**
  - Full refund (minus \$35 admin fee) if cancelled **more than 7 days** before your course.
  - **No refund** if cancelled **within 7 days**, but re-enrolment may be available for a \$35 fee.
  - No refunds are given after the **5-day cooling-off period** for qualifications (Cert II/III/IV/Diploma).
- **No Refund Will Be Given If:**
  - You don't complete online learning.
  - You arrive late, leave early, or don't meet course requirements.
  - You change your mind or cannot attend due to personal/work reasons.
  - Your enrolment is cancelled due to academic or behavioural misconduct.
  - Online learning access has already been used.
- **Payment Plans:** Available on some courses. No refund applies under a payment plan. Enrolment is suspended if payments are not made. Certificates will not be issued until full payment is made.
- **Fee Protection:** We comply with ASQA's fee protection requirements and never collect more than \$1500 in advance from a student.

#### **Short Course Rescheduling (CPR / First Aid)**

- You may reschedule yourself **online with more than 5 days' notice – free of charge**.
- **With less than 5 days' notice**, a **\$35 fee** applies for any change, including illness.
- Changes requested via admin or email will also incur a \$35 fee.

[Full details are available here](#)

#### **Financial Hardship**

We understand that unexpected life events can affect your ability to pay or attend. You may apply for deferment, extension, or special consideration by emailing [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au). Requests will be assessed individually.

#### **Complaints and Appeals**

If you're dissatisfied with our fees, refunds, or cancellation outcomes, you can raise a concern under our Complaints and Appeals Policy

#### **Replacement or Reissue of Certificates or Statements of Attainment**



We charge a \$35 fee to replace or print any Certificate or Statement of Attainment. All orders and payments can be made on our website. Please allow 21 days from receipt of a request to delivery. Postage fees will apply.

### **Business or Organisation Course Bookings Policy**

When bookings are made by a business or organisation for International Paramedic College to provide on-site or workplace training, these terms and conditions will apply. Any additional terms and conditions will be advised in our quote to you. Your acceptance of our quote or agreement to conduct training courses is acceptance of our fees and refund policy and the terms and conditions under which we offer training, goods, or services. [Full details are available here](#)

### **Cooling-off Period**

For qualifications (Certificate II, III, IV, or diploma level courses or units of duration exceeding 1 day), a five-day cooling-off period applies. During this period, learners can terminate the agreement without penalty and receive a full refund of the course fee. This does not apply to any payment plan registration fee. After the cooling-off period, no refund of course fees will apply.

[Full details are available here](#)

### **Fair and Reasonable Refund Practices**

International Paramedic College Pty Ltd is committed to ensuring fair and reasonable refund practices and will:

- Implement and maintain a process for the fair and reasonable refund of fees paid.
- Provide refunds for fees and charges paid by individuals, organisations, or students in accordance with this policy.
- Not override any rights and remedies under applicable consumer protection legislation, including the Australian Consumer Law, which may include a student's right to a refund in particular circumstances.

[Full details are available here](#)

### **Enrolment and Training Product Fees**

Enrolment and training product fees are at no time transferable to another person.

### **Special Considerations**

In exceptional cases, such as medical emergencies or other unforeseen events, we may consider offering a full or partial refund outside the standard policy. Requests for refunds under special circumstances must be made in writing and supported by relevant documentation if requested.

For more information or to apply for a refund, please contact us at [training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au). Please allow up to 2 weeks for any refund to be processed.

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

### **Payment Options**

IPC accepts various methods of payments for course fees as per the payment options on course registration.



We offer flexible payment plans to help you manage your course fees only on selected courses. If you choose to pay via a payment plan, you must adhere to the agreed schedule. Failure to make payments on time may result in suspension or cancellation of your enrolment. No refunds for any portion of the course fees will be given for any reason under this payment plan agreement. No certificates or statements of attainment will be issued until the full course amount, and any fees are paid in full by the student. Online assess may be restricted until payments are made.

We offer a payment plan established by us on selected courses with certain terms and conditions. Full terms, conditions, fees, charges, refunds specific to the application for a payment plan are available of our [website here](#)

If you are unhappy with any decision made regarding fees and refunds, then please follow the Complaints and Appeals process or contact us by email as we may be able to solve your issue promptly.  
[training@internationalparamediccollege.com.au](mailto:training@internationalparamediccollege.com.au)

### **Course transfer**

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

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

Enrolment and training product fees are at no time transferable to another person.

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

Students who arrive late, after the scheduled course start time may be denied access to training and be required to pay an additional fee to reschedule training.

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

### **Fee Protection**

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

### **Payment Schedule**

Where course fees are over \$1500 in total, students will have to submit an agreed payment plan on enrolment. This plan will give payment dates and the amount of the instalment. It is your responsibility to ensure this payment is made. We will charge an additional fee if we do not receive the payment and have to invoice you for failed payments. [Payment plan terms and conditions are available here](#)

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

- Suspension or cancellation in the student management system from online accessing or attending training and assessment until the outstanding debt is paid.
- Referral to a debt collection agency after a period of 60 days



## **Fees for Recognition**

Fees for credit transfer or RPL will depend on the number of units applied for and a price will be supplied on initial enquiry or application.

## **Replacement of Certificates or Statements of Attainment**

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

## **Business or Organisation Course Bookings Policy**

When bookings are made by a business or organisation for International Paramedic College to provide on-site or workplace training, these terms and conditions will apply. Any additional terms and conditions will be advised via a written quote. Acceptance of our quote or agreement to conduct training courses is acceptance of our Fees, Refunds and Charges Policy and the Terms and Conditions under which we offer training, goods or services.

Fees for workplace/onsite training are based on the number of booked participants. An invoice will be issued at the time of booking and payable within 7 days or before the commencement date of the onsite/workplace course.

[Full details are available here](#)

## **Assessments**

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

### **Assessment Outcomes**

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

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

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



Student should back up or save online assessment tasks.

## **Reasonable Adjustment**

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

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

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

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

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

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

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

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

Reasonable adjustment may include access to paper-based assessments or limited additional time to complete online tasks due to technical difficulties or access issues to online assessment systems. Additional time, fees, or charges may apply for changes to delivery times.

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

Student needs may change throughout their studies, and we encourage students to notify us of any changes to their support requirements as they arise.

[Further information is available on our student information page here](#)

## **Physical Requirements**

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



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

CPR, as an example, is a rigorous physical activity requiring you to compress the chest of a manikin downwards about a third of the chest depth continuously at 100 to 120 times a minute for a continuous period of 2 minutes. First aid and CPR type courses require you to perform 2 minutes of CPR on an adult manikin on the floor and two minutes of CPR on an infant on a firm surface. If you are doing a childcare type first aid course, you will be required to do an additional 2 minutes of CPR on a child manikin. This requires a level of endurance, strength, and fitness appropriate to this task. If you have current physical injuries, medical problems or limitations, please discuss this with your trainer. You must don't injure yourself or exacerbate an existing condition in training.

Other units of study may involve driving or moving patients, depending on the requirements of the unit. Please contact us before enrolment if you would like to discuss individual units.

### **Submission of Assessments**

Pre practical course assessments can be completed and submitted online. If courses have assessment timetables or a suggested order or sequence, then we recommend you follow that sequence. You will be required to submit assessments on time as per any assessment schedule or timetable set for your course. Extensions to assessment deadlines must be requested in writing, and it is at the discretion of the training manager if extra time will be allowed.

### **Authenticity of work**

When you submit a written or online assignment for assessment you are declaring that it is your own work and conforms to our Plagiarism and the use of AI policy. That the submission is all your own work, completed by you and has not been copied from other sources. Online assessments will ask for photo ID on some submissions to identify you performing or demonstrating a task. A copy of our plagiarism and AI policy is available [here](#)

[Further information is available on our student information page here](#)

### **Assessment Appeals Procedure**

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

### **Foundation Skills**

Foundation Skills refer to the core skills required for learning and work, including reading, writing, oral communication, numeracy, and learning strategies. All nationally recognised training products include Foundation Skills that are aligned to the level of the qualification and are assessed as part of the required competency. At International Paramedic College, these skills are integrated into assessment tasks to ensure learners can apply them in real workplace contexts.



## Recognition of Prior Learning (RPL)

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

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

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

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the 5 step process. Information is available on our website [here](#)

Fees will apply and students will be notified of any fees and charges on a case by case basis.

### Appealing recognition outcomes

If the student is not satisfied with the outcomes of a recognition application, they may appeal the outcome, like other assessment decisions. Further information on the appeals process is available within the Student Information Booklet and International Paramedic College policies on RPL.

View our [Recognition Policy](#) for full details on RPL and credit transfer."

## Credit Transfer (CT)

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

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form or email to present us with your Statement(s) of Attainment or Certificate. You will be asked submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent) or can be validated by the issuing RTO.
3. You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a training program. This will reduce unnecessary training.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer, and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.
6. Fees will apply for as per our schedule of fees and charges.
7. [Contact us](#) for further information on credit transfer or application forms.

View our [Recognition Policy](#) for full details on RPL and credit transfer."



## Other Policies and Procedures

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

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

[Further information is available on our student information page here](#)

## Organisational Change

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

## Third-Party Arrangements

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

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



## Complaints and Appeals Policy

**Note:** The following is a summary of our Complaints and Appeals Policy. The full policy, including detailed procedures, timeframes, and escalation options, is available on our Student Information Page or upon request from administration.

At International Paramedic College, we are committed to supporting students and handling all complaints and appeals in a fair, transparent, and respectful manner, in accordance with the **Standards for RTOs 2025**. This process applies to concerns about training, assessment, administration, staff conduct, or third-party services.

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### Your Rights

- You have the right to make a complaint about any aspect of your course, including training delivery, assessment decisions, administration, or the behaviour of staff, students, or third-party providers.
- You also have the right to appeal decisions, including assessment outcomes, if you believe they were unfair or incorrect.
- You will not be disadvantaged for lodging a complaint or appeal.

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### How to Make a Complaint or Appeal

#### 1. Informal Resolution

Start by speaking directly with the person involved (e.g., a trainer, staff member, or student). If unresolved, the issue is referred to the CEO or, if necessary, the Compliance Manager.

#### 2. Formal Complaint

A meeting will be arranged with the CEO or Compliance Manager. You may bring a support person. A written summary of the issue and proposed resolution is recorded. A written outcome will be provided within 14 calendar days, or updates will be given if more time is needed.

#### 3. Internal Review

If you are not satisfied with the outcome, a different staff member not involved in the original decision will review the matter.

#### 4. Independent Mediation

If the issue remains unresolved, an independent mediator—mutually agreed upon—may be appointed. A final decision will be made within 60 calendar days. If this timeframe cannot be met, you will be notified in writing and kept informed of progress.

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### Assessment Appeals

- Raise your concern with the assessor within 7 days of receiving your result.
- If not resolved, your work will be reassessed by a different qualified assessor within 14 days.



- If still unresolved, submit a formal written appeal using the Appeals Form.
- A meeting will then be held with the CEO or Compliance Manager. You may bring a support person.
- If necessary, an external mediator may be appointed to review the matter. Their written decision is final.

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### **Confidentiality & Record Keeping**

- All complaints and appeals are managed confidentially and stored securely in the Complaints and Appeals Register and on your student file.

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### **Continuous Improvement**

Complaints and appeals are treated as opportunities for improvement. Outcomes are regularly reviewed, and any trends or systemic issues are discussed in staff meetings to inform updates to policies, procedures, and training delivery.

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### **External Contacts**

If your complaint or appeal is not resolved internally, you may contact:

- **ASQA** (for complaints about training and assessment): [www.asqa.gov.au](http://www.asqa.gov.au)
- **NSW Fair Trading** (for non-training issues such as refunds or charges): [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- **Smart and Skilled enquiries:**  
Phone: 1300 772 104  
Email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)
- **SafeWork NSW** (for work health and safety matters): [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)

## **Record Keeping and Confidentiality**

All complaints and appeals are kept confidential.

Records are maintained in a Complaints and Appeals Register and on the student file.

Evidence includes complaint/appeal forms, meeting notes, written outcomes, and staff meeting records where systemic issues are addressed.

## **Continuous Improvement**

All complaints and appeals are reviewed regularly and discussed at staff meetings to improve our systems and prevent future issues.

## **Related Forms and Policies**

- Complaints and Appeals Form
- Complaints and Appeals Register



- Privacy Policy
- Consumer Protection Policy
- Record Keeping Policy
- Training and Assessment Policy

### **Complaints and Appeals Forms**

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



## Complaints and Appeals Form

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

*Send form to: training@internationalparamediccollege.com.au*

*Attention: CEO*

### For Office use only

|               |  |              |  |
|---------------|--|--------------|--|
| Date Received |  | Staff Member |  |
| Action Taken  |  |              |  |
| Signed        |  |              |  |