

aspenmedical



Registered Training Organisation

Policy & Procedure Manual



ISO 9001
IN HEALTH

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Code of Practice

Our Commitment – Aspen Medical is committed to the provision of high quality Vocational Education and Training. The operations of Aspen Medical RTO are underpinned and supported by our RTO Code of Practice and Aspen Medical Policies and Procedures. We understand that our status as a Registered Training Organisation may be withdrawn if we do not honour these obligations and essential standards.

Legal Requirements Aspen Medical RTO will comply with all legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Employment and Opportunity.

External Audits – Aspen Medical RTO has agreed to participate in external monitoring and audit processes as required by the State Training Agency. This includes random quality audits, audit following complaint and audit for the purpose of re-registration.

Quality Improvement Focus – Aspen Medical RTO has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from our clients and industry representatives.

Management System – Aspen Medical RTO has policies and procedures that ensure sound financial and administrative management practices. We guarantee the organisation's sound financial position and safeguard client fees until used for training or assessment. We have a fair and equitable refund policy. Client records are kept securely and confidentially and are available for client perusal on request. Aspen Medical RTO has public liability insurance necessary for the operational needs of the organisation.

Advertising & Marketing – Aspen Medical RTO markets training courses with integrity, accuracy and professionalism, and the provision of information will have no false or misleading comparisons with other training organisations or training courses.

Governance and AQTF 2007 Essential Standards – Aspen Medical RTO uses personnel with appropriate qualifications and experience to deliver training and facilitate assessment, relevant to the training packages/units offered. Assessment will meet the Australian Quality Training Framework 2007 Essential Standards including Recognition of Prior Learning (RPL). Adequate, up to date training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for clients who are not satisfied with the training or assessment they receive.

Training Course Information – Aspen Medical RTO provides accurate, relevant and up-to-date course information for participants prior to the commencement of training. This includes:

1. Client selection, enrolment and orientation procedures information
2. Course information, including content, learning objectives and outcomes
3. Fees and charges, including refund policy and exemptions (where applicable)
4. Provision for language, literacy and numeracy support in assessment
5. Client support, including any external support the organisation has arranged for clients
6. Flexible learning and assessment procedures
7. Appeals, complaints and grievance procedures
8. Disciplinary procedures
9. Staff responsibilities for access and equity
10. Recognition of Prior Learning (RPL) arrangements.

RTO Standard Operating Procedures and Policy Manual

The Policy and Procedures Information contained within this document for clients is not stand alone. Clients should also refer to specific information provided for each course. This might include, but is not be limited to information regarding course content, competencies, cost, assessment, outcomes and Statement of Attainment.

Clients should not hesitate to contact our staff if they are unable to locate this information in the documents provided. Our aim is for your training experience with Aspen Medical to be rewarding and fulfilling, and meet your expectations. The information provided here is meant to contribute to this outcome.

Policies – Quality Training & Assessment Systems

The following policies and procedures ensure Aspen Medical RTO meets the AQTF 2007 Essential Standards for registration or guidelines to enable us to legally operate as an RTO and assures nationally consistent, high-quality training and assessment services for our clients.

The following policies are set out for your reference:

- customer complaints, grievances and appeals
- risk identification and management
- continuous improvement
- administrative and records management
- financial management, including refund policies and systems to protect fees paid in advance
- recognition of qualifications issued by other Registered Training Organisations
- access and equity
- client selection, enrolment and induction/orientation
- staff recruitment, induction and ongoing professional development
- competence in delivery and assessment
- strategies for learning and assessment

Implementation of Policy & Procedures and Designation of Responsibilities

Aspen Medical staff are familiar with our RTO policies.

Further advice can be sought from RTO Administration.

The person currently responsible for the day to day running, training and business of Aspen Medical RTO is the Manager of Clinical Training, Development & Communication, but overall the CEO is accountable for this RTO.

Complaints, Grievances, Assessment Appeals and Risk Management Policies

Aspen Medical RTO has a Complaints Policy available to clients to view. Our clients are always welcome to discuss their concerns with their trainer or the Manager of Clinical Training, Development and Communication. If the client's concerns or issues cannot be resolved in initial discussions, further advice should be sought from Management.

Assessment Appeals are to be put in writing and addressed to the Manager of Clinical Training, Development and Communication. These will be dealt with on an individual basis with full privacy and confidentiality.

Complaints and Grievance's may also be submitted in writing, or an Aspen Medical Feedback & Complaints Form completed. This form is provided within Training Documentation. Feedback can also be recorded on your course Evaluation Form.

Trainers are encouraged to attempt to resolve problems at the time they occur, whilst providing the highest standard of customer service. If the situation has not been resolved by the Trainer who received a Complaint Form within fourteen (14) days, the Manager or CEO will either attempt to resolve the issue, or ask an appointee to try and resolve the situation and liaise with the client.

Risk Management is an essential part of our Quality Improvement philosophy at Aspen Medical. Clients are encouraged to give feedback on any risks or potential risks they identify and of course any suggestions, solutions or improvements.

In the event of an Accident, Incident or near miss, the trainer and client involved are required to complete an Incident Report Form . We ask for your full cooperation in this process to enable the accurate reporting and appropriate implementation of preventative action.

Evaluation Forms are provided at the end of every training session. We value and encourage your feedback at anytime during training.

Partnership Agreements

As a Registered Training Organisation, we sometimes partner with other organisations or individuals who have experience or qualifications in a particular area of training. A written agreement between partners is completed to ensure compliance with our policy and procedures, and the *AQFT 2007 Essential Standards for Registered Training Organisations*.

Compliance with Commonwealth, State or Territory Legislation & Regulatory Requirements

Compliance with Regulations

Aspen Medical RTO complies with relevant Commonwealth, State & Territory Legislation and Regulatory Requirements including:

- Occupational Health & Safety,
- Workplace harassment, victimisation & bullying,
- Anti-discrimination, including equal employment & opportunity, racial and disability discrimination
- Vocational Education & Training.

Legislation may be downloaded free of charge for viewing from the Australasian Legal Information Institute (AustLII). www.austlii.edu.au

Aspen Medical seeks your assistance and cooperation in ensuring that individual's rights are respected and upheld throughout all training related activities. Aspen Medical strives to provide a safe and supportive training environment therefore, inappropriate behaviour, including sexual harassment, bullying, racism and unlawful discrimination of any kind will not be tolerated.

Specific Guidelines

Maintaining a Safe Training Environment

1. No smoking at the training facility or offices
2. No alcohol or drugs at the training facility or offices
3. Know and observe Occupational Health and Safety guidelines
4. Know and observe details of emergency response and evacuation plans
5. Do not undertake activities which may cause injury to self or others
6. Be responsible for your own actions
7. Report all potential hazards, incidents and near misses to the most senior staff member available
8. Keep training areas neat and tidy at all times
9. Seek guidance from a staff member when lifting or moving equipment or furniture in a training area
10. Observe hygiene standards, particularly in eating and bathroom areas

Electrical Equipment

Maintenance or repair of electrical equipment should only be done by appropriately licensed or trained personnel and clients are not to assist in any tasks related to fixing electrical equipment such as overhead projectors etc.

Electrical equipment that is malfunctioning must be turned off and labelled "Not for Use" and a maintenance request submitted by the training staff member.

Fire & Safety Procedures

Aspen Medical will outline procedures required in the event that an evacuation is indicated and will communicate to clients, the location of fire equipment within the training facility for each course.

All users of a training facility must be familiar with the location of all EXITS and fire extinguishers. Please consult available maps to determine their location.

All training staff will undertake annual training or refresher course in fire drill and use of extinguishers/procedures and provide direction to clients in the event of a fire alarm or event.

First Aid and Incidents

First Aid facilities are available where training is delivered. All accidents and incidents must be reported to the trainer or the organisation as soon as possible.

Documentation of any incident or accident must be recorded by staff involved as soon as possible.

Lifting & Occupational Health and Safety

Clients are not to lift any training equipment or boxes of resources/materials due to the risk of injury.

Please ensure that Occupational Health and Safety guidelines are followed at all times (refer to separate policy), to prevent injury and reduce risk to the trainer and client.

A client must notify the trainer before commencement of the course if they have any injuries or medical conditions which may impact on their ability to participate in training activities, to enable the organisation the flexibility to meet client needs in the classroom.

Work & Study Areas

All work areas are to be kept clean and clear of clutter and food.

All rubbish is to be placed in the bins provided.

Kitchen bench spaces must be left clean and tidy, with all used dishes washed or placed in the dishwasher.

Clients are not to sit or climb on desks/tables or to balance on the back legs of chairs due to the potential risk of injury, or damage to furniture.

Effective Financial Management Procedures

Aspen Medical RTO has in place, effective financial management procedures in line with the organisation's scope of registration and scale of operations.

Certification of Accounts

Aspen Medical RTO's accounts are audited at least annually, by a qualified accountant with membership of Certified Practising Accountants of Australia. The report will be made available, on request, to the State or Territory Registering Body.

Fair & Reasonable Refund Policy

Grounds for refunds

Clients or students will receive a full refund, with no associated administration charges in the following circumstances:

- The course is cancelled
- The course is rescheduled to a time when the client is unavailable.
- A client is not allocated a training position due to maximum participant numbers having already been met.

A full refund (less administration fee of \$20) will apply if clients withdraw before training commences. Clients are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

A 50% refund (less administrative fee) applies if clients withdraw for personal reasons beyond their control, after pre-reading materials have been forwarded. Pre-reading material indicates the commencement of training, prior to attendance at face to face training.

Acceptable reasons may include:

- Illness (verified by a medical certificate)
- Change of employment hours or location (verified by employer)
- Other reasons deemed valid at Aspen Medical Management's discretion

No refund will be granted if the student participates in the face to face learning session

If a client is able to produce evidence of a successful application for RPL in parts of a course where the full fees have been paid, they may apply for a full refund of fees (minus the RPL application fee) for applicable subject/s.

.The date of withdrawal shall be the date that Aspen Medical receives in writing, a request for refund accompanied by the relevant supporting documentation.

For each course, clients will be advised of a final deadline for the completion of assessments. If assessment is completed or submitted after this date a late fee will usually apply. This fee will usually be calculated by estimate of: \$100 per hour of time required for processing, administering and recording the assessment, and any additional costs incurred including travel, communication and assessment by qualified staff.

Administration & Records Management Procedures

Aspen Medical RTO has in place, effective and efficient administrative and records management procedures in line with the organisations scope of registration and scale of operations.

Records – Privacy, Confidentiality, Currency & Storage

Aspen Medical has a comprehensive Privacy and Confidentiality Policy, therefore our staff will strive to maintain your privacy and only access your personal information if required for administrative, training or RTO Auditing purposes. If you require that your personal information be shared with another person, organisation or for your own records we require the completion of a Personal Information Disclosure Form.

Your Enrolment Form provides us with essential, up to date information to ensure that entry requirements are met, contact details are collected, enrolment details are confirmed, and payment and refund information is provided to you. This information is required for our Qualification Register.

It is a legal requirement that you sign the Participant Attendance Register at each training session so that a record of your participation is kept by our organisation.

Aspen Medical RTO will retain a record of your Units of Competency and Qualifications achieved for a period of 30 years. A copy of your assessment will be kept until the end of the appeal period for assessment. After this time, it will be returned to you. However, some assessment reports completed by your assessors may not be returned to you unless you request this.

Recognition of Prior Learning or Other Qualifications

Recognition of Prior Learning (RPL) is the formal acknowledgment of skills, knowledge and attitudes (elements of competencies) obtained through formal and informal training, study, work and life experience. RPL may be granted where a client can provide evidence that competencies have been successfully developed in other environments, other than the classroom.

For further information, please contact Aspen Medical RTO Administration.

Client Services – Access, Equity & Communication

Access & Equity

Aspen Medical RTO is committed to meeting the needs of the individual client's and the community as a whole, through the integration of access and equity guidelines as stated in our:

- √ Equal Employment Opportunity Policy
- √ Code of Conduct Policy
- √ Community Engagement Policy
- √ Indigenous Engagement and Participation Policy
- √ Australian Industry Participation Policy

Aspen Medical will abide by the equity principles for all clients, regardless of race, education, gender, age, social or educational background or disability and ensure the fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

Communication with Clients

To enable concise, timely and open lines of communication with our clients, Aspen Medical staff communicates through letters or mail outs, emails and telephone in addition to utilising our website for communicating up-to-date information to assist you in the training process.

Aspen Medical office hours are Monday to Friday 8 am until 5.30 pm.

Competence of Trainers

All Trainers responsible for the delivery of training and assessment on behalf of Aspen Medical RTO are qualified and experienced. They hold the required training qualifications, and are subject matter experts in the field in which they provide training and conduct assessments.

Assessment Requirements

All programs delivered by Aspen Medical RTO are assessed under the “Principles of Competency Based Training” therefore assessment is based on you demonstrating your practical skills. Your Assessor will assess your competence (ability) in each unit and then you will receive an assessment of “Competent” or “Not Yet Competent”.

A Unit of Competence (Competency) includes the skills, knowledge and attitudes that are required to complete a task in a work environment.

When being assessed on these tasks you will be required to perform them to the level required in the appropriate environment. All assessment results are documented and records kept, clients are notified of results in each assessment and will have access to their assessment records through their trainer or the RTO office.

Learning & Assessment Strategies

Aspen Medical RTO aims to maximise learning opportunities for its clients. It is very important to check that your course information is correct and that it meets your requirements. Please take note of the date and time of classes, assessments, deadlines and content.

We will endeavour to be flexible in order to meet your particular training needs. However, in accommodating your needs we must also ensure that we do not disadvantage other clients. Wherever possible, please discuss your individual needs with your trainer prior to attendance at training.

If you feel that your needs are not being met, a Feedback & Complaints Form is available for you to complete. This will allow appropriate investigation, and possible solutions to be offered. See [Complaints Policy](#).

Issuing of Qualifications & Statement of Attainment

The Australian Quality Training Framework 2007 Essential Standards are our guidelines to the training we provide, and therefore our courses are "Nationally Recognised Training". They require a formal Course Code which then identifies the exact Accredited Course or Unit of Competency being delivered. If you are not sure, please ask.

When you complete your training and demonstrate competence in the Course or Unit, a Qualification (for a full Course) or Statement of Attainment (for a Unit, or number of Units, as part of a full Course) will be issued within twenty one (21) days of completion.

If you require replacement documentation as evidence of your training with Aspen Medical, contact Aspen Medical RTO Administration.

Contact Us:

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RTO Administration

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