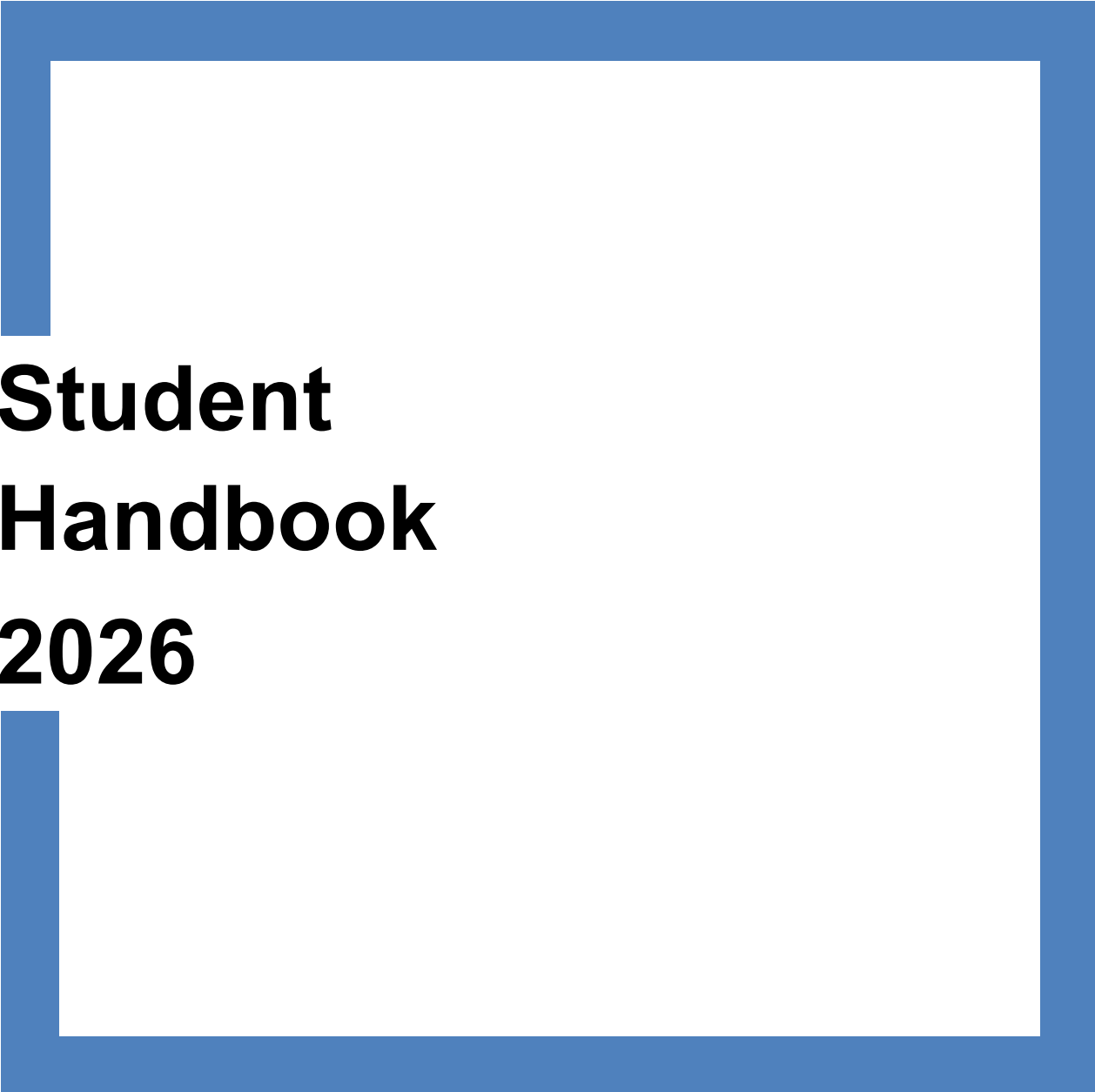
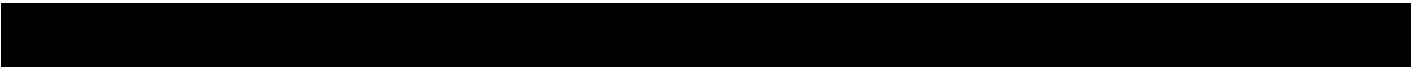


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Student Handbook 2026

The AusHealth Medical Research Fund Ltd
RTO: 46557
65 Hardys Road
Underdale SA 5032

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AusHealth®

Student Handbook

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Student Handbook

INTRODUCTION

Welcome to AusHealth Training.

This Student Handbook explains what you can expect from us as your registered training organisation (RTO) and what we expect from you. It provides key information to help you make an informed decision before you enrol and to support you throughout your training and assessment.

When you enrol, you confirm you have received and understood the information we provide about your training product, assessment requirements, fees and refunds, and our policies and processes. If anything is unclear, contact us before you enrol so we can explain your options.

If you need clarification on anything, please contact us as per below:

Phone: 1800 633 838 Office hours 8.30-5pm Monday to Friday

Email: training@aushealth.com.au for all after hour enquiries*

*Note: Aushealth is committed to responding to afterhours enquiries within 48 hours of receipt.

AusHealth staff are committed to providing a safe, respectful and inclusive learning environment. We aim to make your learning experience clear, supported and job-relevant, and to issue your certification in line with the requirements of nationally recognised training once you have demonstrated competency.

SCOPE OF TRAINING DELIVERY AND ASSESSMENT

The AusHealth Medical Research Fund Ltd ("AusHealth") is a Registered Training Organisation with the Australian Skills Quality Authority and our RTO code is 46557 (refer: www.training.gov.au).

We deliver training and assessment services in accordance with the Standards for RTOs (2025) and related regulatory requirements and are responsible for the quality of training and assessment we provide and for issuing Statements of Attainment for the training products we deliver when our learners meet the requirements for competency.

Our current scope (including the training products we are registered to deliver) is published on training.gov.au. AusHealth is registered to deliver the training products listed below within all states and territories of Australia, subject to the delivery mode, facilities and resources required for each training product

- *HLTPAT010 Collect specimens for drugs of abuse testing.*

CODE OF PRACTICE

AusHealth is committed to providing quality training and assessment and to dealing fairly, respectfully and transparently with learners, employers and other stakeholders. Our code of practice includes commitments to:

- Act honestly and with integrity in all interactions.
- Provide accurate, clear and current information before enrolment and throughout your training.
- Deliver training and assessment that meets training product requirements and supports fair, flexible, valid and reliable assessment.
- Provide reasonable support and adjustments where appropriate, so you can participate and be assessed on an equitable basis.
- Seek and act on feedback and use evidence to continuously improve our services.

Student Handbook

RIGHTS AND RESPONSIBILITIES

Our responsibilities

- Provide training and assessment that meets the requirements of the relevant training product and supports quality outcomes.
- Provide clear information about course outcomes, delivery arrangements, assessment requirements, fees and refunds before you enrol and during your training.
- Assess your competency using fair, flexible, valid and reliable assessment practices and provide timely feedback.
- Treat you with respect and support a safe, inclusive learning environment free from bullying, harassment and discrimination.
- Provide access to support (including reasonable adjustments where appropriate) and information about complaints and appeals.
- Collect, use, store and disclose your personal information in line with privacy obligations and VET data/reporting requirements.
- Maintain suitable facilities, resources and qualified staff to support training and assessment.

Your responsibilities

- Participate in training activities and complete assessment tasks honestly and to the required standard.
- Submit assessment within required timeframes (or request an extension/adjustment as early as possible where needed).
- Treat other learners, staff and visitors with respect and follow behaviour expectations for a safe learning environment.
- Follow our policies on bullying, harassment, discrimination and workplace health and safety.
- Advise us of any support needs that may affect your participation (for example, language, literacy and numeracy support or reasonable adjustments).
- Follow our workplace health and safety requirements, including participating in training when you are fit to do so and not placing yourself or others at risk.
- Keep your contact details up to date and notify us promptly if you need to defer, withdraw or change your enrolment.

COMPETENCE OF TRAINING STAFF

AusHealth ensures our trainers and assessors meet the requirements of the Standards for RTOs (2025) and the Credential Policy, and that they maintain current vocational competence and industry currency relevant to the training products they deliver and assess.

- Hold the required training and assessment credentials (or work under an approved supervision/arrangement where permitted) in line with the Credential Policy.
- Have vocational competencies and current skills and knowledge at least to the level being delivered and assessed.
- Maintain current industry currency relevant to the unit(s) and the contexts in which training is delivered.
- Maintain contemporary knowledge of vocational training and assessment practices, including assessment integrity, validation and making reasonable adjustments.

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UNIQUE STUDENT IDENTIFIER (USI)

All learners undertaking nationally recognised training must have a Unique Student Identifier (USI) and provide it to the RTO. Your USI allows your VET achievements to be linked to your authenticated VET transcript.

Creating a USI is free. If you do not already have a USI, visit www.usi.gov.au for information on how to create one.

We cannot issue a Statement of Attainment or qualification unless we have recorded a valid USI for you, unless an exemption under the Student Identifiers legislation applies.

ENTRY REQUIREMENTS AND SUITABILITY

There are no specific entry requirements for this course however, to be successful individuals must:

- Be at least 18 years old
- Have reading and writing English ability to at least Year 10 level and
- Have the ability to accurately complete forms

On receipt of your enrolment form, *and to ensure our course is suitable for you*, AusHealth will review your details by checking your Date of Birth, highest school level completed, any support requests and your ability to accurately complete an application form.

Where appropriate, we may contact you with additional questions or an LLN/support discussion.

If you need additional support (for example, LLN support or learning support), we will discuss available options with you. Where appropriate, we may provide additional assistance during training or refer you to a specialist support service.

Any support discussions and information you provide will be handled sensitively and in line with our privacy obligations.

FEES

Course fees (and any additional charges, if applicable) are provided to you on enrolment so you can make an informed decision. Unless otherwise advised in writing, fees are payable prior to course commencement. You will receive a tax invoice/receipt for fees paid.

If we need to change fees, scheduled dates, delivery arrangements or other key details, we will advise you as soon as practicable and explain your options (including withdrawal/refund where applicable). Consumer rights under Australian Consumer Law apply in addition to this handbook and our policies.

REFUNDS

Refunds may be approved in the following circumstances (subject to any non-refundable costs that have already been incurred and where permitted by law):

- If AusHealth cancels a course or does not deliver the agreed services, you will be offered an alternative option or a refund of the undelivered portion of fees.
- If you withdraw in writing (email is acceptable) before course commencement, a refund may be approved in line with the withdrawal timeframe and any non-refundable costs stated in our Fees and Refunds Policy.
- If exceptional circumstances prevent you from attending or completing (for example, serious illness or other significant events), we may offer a transfer to another course date and/or consider a partial or full refund on a case-by-case basis.

Student Handbook

Where a refund is approved, it will be processed within 30 calendar days, unless a shorter timeframe applies under law or contract.

Refunds may be refused in the following circumstances (subject to Australian Consumer Law and any other applicable requirements):

- If you withdraw after the stated withdrawal deadline and a refund is not available under our Fees and Refunds Policy.
- Non-attendance (where you did not notify us in writing within the required timeframe).
- If you leave the course early or do not complete the course, unless exceptional circumstances apply and are approved.

If you have a change in circumstances that may affect your attendance or completion, contact us as early as possible so we can discuss options (for example, rescheduling, support, or withdrawal).

ASSESSMENTS

Our training is competency-based. To be awarded a Statement of Attainment, you must demonstrate competency against the requirements of the unit(s) of competency, including required knowledge, skills and performance evidence.

We conduct assessment in a way that is fair, flexible, valid and reliable, and we maintain assessment integrity. This includes ensuring assessment tasks are appropriate to the training product requirements, providing clear instructions and criteria, and applying consistent decision-making.

If you require reasonable adjustments for assessment (for example, due to disability, injury, or other circumstances), speak with us as early as possible so arrangements can be discussed. Adjustments must not compromise the unit requirements.

You must complete assessment honestly. Plagiarism, cheating, collusion or falsification of evidence may result in assessment being deemed not yet satisfactory and may lead to disciplinary action in line with our policies.

You will receive feedback on your assessment outcomes. If you are assessed as not yet satisfactory, you will be advised of the result and, where appropriate, offered an opportunity for reassessment or resubmission in line with the unit requirements and our assessment procedures.

Assessment methods may include (depending on the unit and delivery mode):

- Workplace scenarios
- Simulations and/or role plays
- Questioning (written and/or verbal)
- Practical demonstration/observation

If you have concerns about an assessment decision or the assessment process, speak with your trainer/assessor in the first instance. If the matter is not resolved, you may lodge a complaint or appeal (see the Complaints and Appeals section of this handbook).

CREDIT TRANSFER/ MUTUAL RECOGNITION

If you have previously completed the same unit(s) of competency (or an equivalent unit) you can apply for credit transfer. We will recognise authenticated AQF certification documentation issued by another Australian RTO and/or authenticated VET transcripts issued by the USI Registrar, where the unit(s) match.

To apply, email training@aushealth.com.au with your request and attach your supporting evidence (for example, your VET transcript or AQF certification documentation). We will assess your request and advise you of the outcome within a reasonable timeframe.

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RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process that evaluates your existing skills and knowledge—no matter how they were gained—against the requirements of the unit(s) of competency. If you believe you are already competent, you can apply for RPL by emailing training@aushealth.com.au. We will provide information on the process and the evidence required.

RPL evidence may include:

- A current resume and/or position description showing relevant work roles
- Third-party reports, references or supervisor attestations
- Work samples and other evidence demonstrating performance, relevance and currency
- Records of previous training (where relevant)

Any fees for RPL (if applicable) will be advised before you proceed. Where a fee applies, it will not exceed the normal scheduled course fee for the relevant training product.

COMPLAINTS AND APPEALS

We are committed to handling complaints and appeals fairly, promptly and transparently. You will not be disadvantaged or victimised for raising a complaint or lodging an appeal.

A complaint is an expression of dissatisfaction about a service, action or decision of AusHealth (including the conduct of staff, trainers/assessors or learners).

An appeal is a request to review a decision made by AusHealth, including an assessment decision.

If you have a concern, you can use the following steps:

1. Raise the matter with your trainer/assessor or the staff member involved (where appropriate) so it can be resolved quickly.
2. If unresolved, lodge a formal complaint or appeal in writing (email is acceptable) to the RTO Manager using the Complaints and Appeals form (available on our website) or by providing the details in an email.

RTO Manager

AusHealth Training
65 Hardys Rd
UNDERDALE SA 5032

Email: training@aushealth.com.au (you may attach the Complaints and Appeals form or include the details in your email). We will acknowledge receipt and commence review as soon as practicable and keep you informed of progress and outcomes.

Where appropriate, we may use an independent person/mediator to support the resolution process. If you are not satisfied with the outcome, you may seek an external review/complaint through the relevant regulator or an appropriate external body.

A full copy of the Complaints and Appeals Policy (including timeframes and review steps) is available on our website and from administration staff on request.

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STUDENT SUPPORT & WELLNESS

We aim to support learners to participate and progress in training. If you need support, talk with your trainer/assessor or contact us—support can be discussed before enrolment, during training and at assessment.

Support options may include (where appropriate):

- Reasonable adjustments (where suitable) for learning and/or assessment
- Additional guidance on assessment expectations and tasks
- Extra time for assessment completion (where permitted)
- Alternative formats for learning materials (where available)

If you are experiencing difficulties with any aspect of the course or assessment, please speak with your trainer/assessor or contact our administration team as soon as possible.

You can request support by emailing training@aushealth.com.au.

PARTICIPANT RECORDS

We maintain training and assessment records in line with VET regulatory requirements. Participant records are generally retained for at least seven (7) years. You may request access to your records, or request a correction to inaccurate personal information, by submitting a written request.

REPLACEMENT CERTIFICATE

If you require a replacement Statement of Attainment, email training@aushealth.com.au with your request. We may need to confirm your identity before re-issuing documents. A fee may apply.

ACCESS AND EQUITY

AusHealth is committed to access and equity. We aim to provide a learning environment that is inclusive, safe and free from discrimination, bullying, harassment and victimisation.

We support participation regardless of personal circumstances and will meet applicable anti-discrimination obligations. Where appropriate, we will consider reasonable adjustments to support participation and assessment without compromising training product requirements.

If you require a reasonable adjustment for training or assessment, please discuss this with us as early as possible (ideally before your course date) so we can explore suitable options.

PRIVACY

AusHealth handles personal information in line with applicable privacy laws. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

We collect and use your information for training and assessment administration and for required VET reporting (including AVETMISS and NCVET) and USI-related processes. Where required, we may disclose information to government agencies, regulators or other bodies in accordance with law and funding/contractual requirements (where applicable).

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WORK HEALTH AND SAFETY

AusHealth is committed to providing a training environment that is safe and without risks to health, so far as is reasonably practicable.

Learners, staff and visitors must take reasonable care for their own health and safety and ensure their actions do not adversely affect others.

You must follow any safety instructions provided by trainers/assessors, including for practical activities and simulations.

Examples of WHS responsibilities include:

- Follow safety instructions and safe work practices.
- Use equipment safely and only as instructed.
- Wear personal protective equipment (PPE) when required.
- Report hazards, near misses and incidents to your trainer/assessor or staff member as soon as possible.

STUDENT CONDUCT IN COURSES

When attending training (including online or face-to-face), you are expected to behave respectfully and safely and to follow reasonable directions from staff. Where conduct issues arise, we will manage them fairly and in line with our policies.

ATTENDANCE

You are expected to attend all scheduled training sessions and participate in required learning and assessment activities. If you miss a session, contact us as soon as possible. Depending on the unit requirements and delivery arrangements, you may be able to complete missed content through an alternative arrangement or you may need to reschedule.

BEHAVIOUR

You may be required to work in pairs or groups. Please contribute appropriately, communicate respectfully, and be considerate of other learners and staff to support a positive learning environment.

MOBILE PHONES

We ask that mobile phones are switched off while participating in a face-to-face session or practical. If an important call is expected, please inform your Workplace Trainer prior to the commencement of the day's classes and switch it to silent / vibrate mode.

DISCRIMINATION, BULLYING, VICTIMISATION AND HARASSMENT

Discrimination, bullying, harassment, victimisation and abuse are not tolerated. This includes behaviour that is unwanted, unreasonable or makes a person feel unsafe or excluded.

Such behaviour may relate to a person's protected attributes (for example, race, religion, sex, sexual orientation, gender identity, age, disability, or cultural background) or any other personal characteristic. If you experience or witness this behaviour, report it to your trainer/assessor or the RTO Manager.

Breaches may result in action under our student conduct and disciplinary processes, which may include warnings, conditions of participation, or cancellation of enrolment in serious cases. Any action will be applied fairly and with an opportunity for the learner to respond.

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SMOKING

AusHealth provides a smoke-free learning environment. Smoking and vaping are not permitted inside buildings or on AusHealth premises, except where a designated area is clearly signposted.

If you are unsure where you can smoke/vape, please ask staff.

GOVERNING BODY COMMISSIONED SURVEYS

As a student, you may receive an invitation to participate in surveys and/or projects from the National Centre for Vocational Education Research (NCVER) or other state or federal training bodies.

AusHealth encourages all students who receive such invitations to engage in surveys and/or projects, as these provide important information that helps shape policy and funding in the vocational education sector

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

- Issuing Statements of Attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

QUALITY CONTROL

AusHealth seeks feedback from learners and clients about our services and uses this feedback to support continuous improvement.

Learner engagement and employer satisfaction

AusHealth may use quality indicator surveys (including learner engagement and employer satisfaction surveys) and internal feedback forms to monitor and improve training and assessment.

- You may be asked to complete a learner questionnaire at the end of your session and/or via email.
- A learner feedback form may be emailed to your registered email address after course completion.

Where there are any changes to the services AusHealth has agreed to provide, we will advise you as soon as practicable in writing. We will tell you if there is a change in the ownership of the RTO or if we enter into an agreement with another organisation to provide services on our behalf (or if there is a change to any of these agreements).

We will also keep you (as well as our staff) informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment.