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# Learner Handbook

*Your guide to accredited training with Medecs Learning*

This handbook explains what you can expect from Medecs Learning, what we need from you, the support available, and how to raise a concern or appeal a decision. Read it before you enrol and keep it while you study.

## **Medecs Australia Pty Ltd trading as Medecs Learning**

Registered Training Organisation 45695

**Need help before you enrol?** Contact Client Support on (03) 6272 1843 or [admin@medecslearning.com](mailto:admin@medecslearning.com).

## Welcome

Medecs Learning delivers practical, industry-informed education for workers in disability, aged care, community services and health. We aim to make training safe, useful and accessible and to help every learner demonstrate the skills and knowledge required by their course.

### Our responsibility as your RTO

Medecs Learning is responsible for the quality and compliance of the nationally recognised training and assessment it delivers and for issuing Australian Qualifications Framework certification when learners meet the applicable requirements.

All Medecs training and assessment is delivered by trainers and assessors employed by Medecs Learning. Medecs does not use third-party organisations or contractors to deliver training or conduct assessment.

### Quick contact

| Need                                           | Contact                                                                                                                             |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Course, enrolment, payment, support or records | Client Support   <a href="mailto:admin@medecsllearning.com">admin@medecsllearning.com</a>   (03) 6272 1843                          |
| Training or assessment question                | Your trainer or assessor using the contact method provided for your course                                                          |
| Complaint, feedback or appeal                  | <a href="mailto:admin@medecsllearning.com">admin@medecsllearning.com</a>   (03) 6272 1843   Ask for confidential handling if needed |
| Emergency                                      | Call 000                                                                                                                            |

### Training locations

| Training centre | Address                                                    |
|-----------------|------------------------------------------------------------|
| Devonport       | 10-12 Wenvoe Street, Devonport                             |
| Launceston      | 62 Invermay Road, Invermay                                 |
| Hobart          | Main Building, Technopark, Innovation Drive, Dowsing Point |

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## 1 Before you enrol

Before enrolling or paying course fees, review the information provided for your course. This includes entry and participation requirements, delivery arrangements, expected duration, assessment, fees and learner responsibilities. Ask us about anything that is unclear.

### Information to review

| Topic                    | What to check                                                                                                      |
|--------------------------|--------------------------------------------------------------------------------------------------------------------|
| Training product         | The nationally recognised code and title.                                                                          |
| Delivery                 | Duration, timetable, commencement arrangements, mode, location and online components.                              |
| Entry and completion     | Prior skills, language, literacy, numeracy, digital, physical or workplace requirements and completion timeframes. |
| Assessment               | Required tasks, practical demonstrations, workplace evidence, due dates and reassessment arrangements.             |
| Equipment and technology | Any device, internet, software, clothing, identification or resources you must provide.                            |
| Workplace requirements   | Any workplace access, supervision, participant consent, evidence, checks or resources required.                    |
| Licensing and authority  | Any occupational or workplace requirements and whether course completion alone is sufficient.                      |
| Support                  | Learning, accessibility and wellbeing support and how to request it.                                               |
| Cost                     | Fees, inclusions, payment timing, possible extra costs, subsidies, refunds, transfers and withdrawals.             |

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## Is the course right for you

Each accredited course has different participation and assessment requirements. Before confirming your place, review the Accredited Training Course Guide and consider whether the course matches your role, experience, current capabilities and learning needs.

- Consider the language, literacy, numeracy and digital skills needed to participate.
- Check whether you can safely complete required practical or physical assessment tasks.
- For workplace pathways, confirm that the required workplace, supervision and evidence opportunities are available.
- Tell us if you are uncertain about a requirement or may need support or reasonable adjustment.

Medecs will discuss available assistance, reasonable adjustment or another appropriate pathway with you. An adjustment cannot remove an essential unit requirement or lower the competency standard.

## Important information to read

Before confirming your enrolment or paying course fees, review the documents relevant to your course. Current versions are available through the Learner Information and Policies section of the Medecs Learning website:

- [Accredited Training Course Guide](#)
- [Training Fees and Charges Guide](#)
- [Refund Cancellation and Transfer Policy](#)
- [Complaints and Appeals Policy](#)

If an employer is paying for your training, you should still review information about requirements and obligations that affect you.

## 2 Enrolment and your USI

Your enrolment is confirmed when Medecs has accepted the required information, declarations and payment or employer authority and has confirmed your place. Places may be limited.

### During enrolment you may need to:

- provide your legal name, contact details, date of birth and required statistical information;
- provide suitable identity evidence;
- confirm that you have reviewed the course requirements and advise us of support needs;
- accept course, payment, privacy and learner declarations; and
- provide a valid Unique Student Identifier for nationally recognised training unless a lawful exemption applies.

### Unique Student Identifier

A USI is your lifelong education number. Creating and managing your own USI is free. Medecs must verify it before issuing nationally recognised certification. Use a personal email address rather than a work or shared address.

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**Create or manage your USI** or call 1300 857 536 for assistance.

If you authorise Medecs to find or create a USI, we will explain the identity evidence required and handle it securely. If a lawful exemption applies, your training may not appear on an authenticated VET transcript.

### **Learners under 18**

A person under 18 may enrol with parent or guardian consent. Before accepting the enrolment, Medecs reviews whether the proposed delivery and assessment arrangements are safe and appropriate and confirms any additional communication, supervision, support and child-safety arrangements in writing.

## **3 Fees refunds transfers and withdrawals**

The current Training Fees and Charges Guide and applicable booking or funding terms form part of your pre-enrolment information. They explain the amount payable, what is included, payment timing, possible additional charges and refund rules. If an employer or another organisation pays, Medecs will still explain obligations that affect you.

### **Before paying**

- Check the total price, inclusions, any deposit and due dates.
- Check possible additional charges, including replacement resources, additional services or reassessment after included opportunities.
- Check whether a government entitlement or subsidy applies and whether eligibility evidence is required.
- Read the cancellation, transfer, withdrawal and refund conditions.

Medecs will not accept more than \$1,500 in prepaid fees from an individual learner for the same VET course unless an approved fee-protection arrangement applies. Any applicable protection and conditions will be explained before payment.

### **Withdrawing or requesting a transfer**

Contact Client Support as soon as possible. State your course, scheduled date and whether you request a transfer, deferral or withdrawal. We will confirm the decision, financial effect and any completed training outcome in writing.

### **If Medecs changes or cancels delivery**

If Medecs cancels or cannot provide agreed training, we will explain the available options. Depending on the circumstances, these may include transfer, an alternative arrangement, credit or refund for services not provided. Your rights under the Australian Consumer Law continue to apply.

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## 4 Training and participation

Your course may include face-to-face classes, live online sessions, self-paced online learning, workplace activities, simulated practice or a combination. Course-specific information identifies the delivery model, required attendance, scheduling and expected study time.

### What you can expect

- Training consistent with the training product and appropriate to the learner group and delivery setting.
- Employed trainers and assessors with the required credentials, vocational competence and current industry skills.
- Suitable facilities, equipment, learning resources and opportunities to practise.
- Clear instructions, access to staff and timely responses to questions.
- Training informed by current workplace practice.

### MySupport and online learning

Medecs uses the MySupport learner portal, provided by Vasto Software, for enrolment administration, online learning, assessment submission, communication and learner records. Vasto provides and supports the technology platform. It does not deliver training, conduct assessment, determine results or issue certification.

You will need the technology identified in your course information. This usually includes reliable internet, a current browser, email and a device capable of opening documents, playing media and completing assessments. Keep your login private and tell us promptly if an access problem affects your progress.

### Workplace learning and evidence

Where workplace evidence is required, the course information explains the tasks, hours, supervision, evidence, resources and responsibilities. Follow lawful workplace safety, privacy and conduct requirements and tell your trainer immediately about a safety concern or inability to access required opportunities.

Do not record, photograph or submit identifiable information about a participant, patient, client, colleague or other person unless the assessment permits it, required consent has been obtained and you use the approved secure submission method.

### Attendance and progress

Participate as scheduled, complete required activities by agreed dates and stay in contact. If you cannot attend or are falling behind, contact us early. Support, a catch-up plan, extension, transfer or withdrawal may be considered. Extended non-participation may lead to cancellation after reasonable contact attempts and written notice.

## 5 Assessment and results

Assessment determines whether you have met all requirements of the relevant unit or course. It may include knowledge questions, case studies, projects, practical demonstrations, simulations, workplace observation, logbooks or workplace evidence.

### Fair assessment

Assessment is designed and conducted to be fair, flexible, valid and reliable. Evidence must be valid, sufficient, authentic and current. Your assessor will explain what is required, the conditions, due dates and submission method.

| Outcome                          | Meaning                                                                          |
|----------------------------------|----------------------------------------------------------------------------------|
| Satisfactory or Not satisfactory | The result for an assessment task or component.                                  |
| Competent or Not yet competent   | The overall result for a unit after all required evidence has been considered.   |
| Short-course completion result   | A non-AQF result unless a nationally recognised unit is specifically identified. |

### Feedback and reassessment

You will receive feedback about gaps in your evidence. Where reassessment is appropriate, your assessor will explain any additional learning, what must be resubmitted or demonstrated, the timeframe and any fee that applies after included opportunities. Course information and the current Training Fees and Charges Guide explain the applicable arrangements.

### Appealing an assessment

Ask your assessor to explain the decision if you believe it was incorrect or the process was unfair. You may then lodge an appeal under section 11. Making an appeal will not disadvantage you.

## 6 Recognition of prior learning and credit transfer

You do not have to repeat learning you can already demonstrate or an equivalent unit you have already completed. Contact Client Support before training begins if you wish to apply.

### Recognition of prior learning

Recognition of prior learning is an assessment of skills and knowledge gained through work, life experience, informal learning or previous training. It is assessed against the same unit requirements as other assessment. Evidence may include work products, records, references, professional discussion and practical demonstration. Medecs will explain the evidence process, support, timeframe and fee. A decision can be appealed.

## Credit transfer

Credit transfer recognises an identical or formally equivalent unit previously completed with an authorised issuing organisation. Provide an authentic qualification, Statement of Attainment or verifiable USI transcript. Medecs will verify the record and advise whether credit can be granted. New assessment is not normally required.

## 7 Learner support and reasonable adjustment

Medecs wants every learner to have a fair opportunity to participate and succeed. Support depends on your needs, the course requirements and what Medecs can reasonably provide without compromising competency or safety.

| If you need help with                                | Support Medecs may arrange                                                                                                           |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Enrolment fees or obligations                        | A private discussion and plain-language explanation of the relevant information.                                                     |
| Language literacy numeracy or digital skills         | Additional guidance, supported practice or reasonable adjustment, or help identifying an appropriate external service.               |
| Study skills or course work                          | Study planning, help using MySupport, assessment preparation, feedback or agreed progress check-ins.                                 |
| Attendance work or caring responsibilities           | Another scheduled date, extension, transfer, deferral or flexible pacing where course requirements allow.                            |
| Disability medical condition injury or communication | Accessible formats, assistive technology, changes to the environment, rest breaks, additional time or another reasonable adjustment. |
| Anxiety confidence or difficult circumstances        | A private discussion, study adjustment, support person or referral. Medecs does not provide clinical counselling.                    |
| Cultural safety or First Nations support             | A culturally respectful discussion, support person or reasonable participation arrangements.                                         |
| Financial difficulty                                 | Discussion of available payment timing or an approved payment plan under the current fee arrangements.                               |

## How to request support

1. Tell your trainer or contact Client Support at [admin@medecslearning.com](mailto:admin@medecslearning.com) or (03) 6272 1843.
2. Explain the barrier and what may help. A support person may assist you.
3. Provide relevant information where reasonably needed to understand the request.
4. Medecs will discuss options and explain the decision. If a requested adjustment cannot be provided, we will explain why and consider alternatives.

Tell us if an arrangement is not working or a new barrier arises. Support information is shared only with authorised people who need it to arrange or deliver support, subject to privacy and safety obligations.

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## Reasonable adjustment

Reasonable adjustment changes how you access training or demonstrate competence. It cannot remove an essential unit requirement, lower the required standard, make an activity unsafe or impose unjustifiable hardship. You may complain or appeal if dissatisfied with a decision.

## External support

Some needs require expertise that Medecs does not provide. We may give you information about an external service, but you decide whether to use it. We will explain any known cost or effect on your study. Unless required for safety or by law, we will not contact an external service about you without your agreement.

# 8 Safety wellbeing inclusion and child safety

Medecs is committed to a safe, inclusive and culturally safe learning environment. Discrimination, harassment, bullying, sexual harassment, victimisation, violence and unsafe behaviour are not accepted.

## Your safety responsibilities

- Follow emergency, infection-control, equipment and site instructions.
- Take reasonable care for your own health and safety and that of others.
- Do not participate while impaired by alcohol or other drugs.
- Report hazards, incidents, injuries, near misses and unsafe conduct promptly.
- Only attempt practical tasks when instructed and within your capacity. Ask for help or an adjustment if needed.

## Wellbeing

Training is not a crisis or clinical support service. If personal circumstances affect study, tell us so we can discuss study support or referral options. In an emergency call 000. For 24-hour crisis support call Lifeline on 13 11 14. For domestic, family or sexual violence support call 1800RESPECT on 1800 737 732.

## Cultural safety and inclusion

We respect diversity, identity, culture, language and lived experience. We aim to provide culturally safe learning for Aboriginal and Torres Strait Islander peoples and an environment where every learner can participate without racism or discrimination. Tell us if content, conduct or an arrangement feels culturally unsafe.

## Child safety

Where a learner is under 18 or training involves contact with children, Medecs applies child-safe recruitment, conduct, supervision, reporting and response practices. Report concerns about a child's safety immediately to a Medecs staff member. Report immediate danger to 000.

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## 9 Conduct and academic integrity

A respectful learning environment depends on everyone. You must:

- communicate respectfully and follow reasonable directions;
- respect privacy, confidentiality, cultural safety and other learners' right to participate;
- use Medecs systems, resources, equipment and intellectual property appropriately;
- submit your own work and acknowledge sources and assistance;
- not falsify evidence, impersonate another person, share secure assessment material or enable cheating; and
- follow lawful workplace and site requirements.

### Use of artificial intelligence

Artificial intelligence may support learning and accessibility, but it must not replace your own learning or authentic demonstration of competence. Check the instructions for each activity and use AI only where permitted.

- Declare the tool and how it assisted when requested.
- Review and verify AI-generated material. You remain responsible for what you submit.
- Do not enter personal, health, confidential workplace or secure assessment information into an AI tool unless Medecs has expressly approved that use.
- Your work must show your own understanding, judgement and competence.
- Tell your trainer if disability, digital access or confidence affects an AI-supported activity.

A qualified Medecs trainer or assessor makes decisions affecting you. AI does not make final assessment decisions. Where authenticity is unclear, an assessor may ask questions, review drafts or require another fair assessment method.

### Responding to conduct concerns

Medecs will explain the concern, give you a fair opportunity to respond, consider relevant information and communicate the decision. Action may include guidance, resubmission, a behaviour agreement, removal from an unsafe activity, suspension or cancellation. You may appeal an adverse decision.

## 10 Changes that may affect your training

Training products, schedules, delivery arrangements, learning systems and RTO operations can change. Medecs will tell affected learners as soon as practicable, explain the effect and advise the available options.

### Superseded deleted or expired training products

Medecs manages transitions within regulatory timeframes. Depending on your progress and the transition arrangements, you may be able to complete the current product or transfer to a replacement. We will explain differences, additional requirements, fees or credits and confirm the plan in writing.

## Changes to systems or service arrangements

If a change to MySupport, a training location, schedule or another operational arrangement affects you, Medecs will explain the change and available options as soon as practicable.

### If Medecs cannot continue

Medecs will take reasonable steps to protect learner records and support an orderly transition, including appropriate certification for completed outcomes, transfer information and refund or other remedies where applicable.

## 11 Feedback complaints and appeals

Feedback helps Medecs improve. You may raise a concern informally or make a complaint about Medecs, its employees or its services. An appeal asks Medecs to review a decision that adversely affects you, including an assessment, enrolment, reasonable-adjustment or conduct decision.

You may also provide a compliment, suggestion or other feedback at any time. You do not need to make a complaint to suggest an improvement.

### How to make a complaint or appeal

| Channel     | Details                                                                                                  |
|-------------|----------------------------------------------------------------------------------------------------------|
| Speak to us | Tell your trainer or another employee. They will help record and refer the matter if it is not resolved. |
| Email       | admin@medecslearning.com. Use Confidential complaint or Appeal in the subject line.                      |
| Telephone   | (03) 6272 1843. Ask for help to make or document the matter.                                             |
| Post        | Director Governance, Medecs Learning, PO Box 327, Glenorchy TAS 7010.                                    |
| Support     | You may use an advocate, interpreter or support person and request an accessible lodgement method.       |

### What happens next

5. Medecs acknowledges the matter promptly and explains the process and expected timeframe.
6. An impartial person considers relevant information and provides procedural fairness to everyone affected.
7. Medecs communicates the outcome, reasons and any corrective action in writing.
8. If more than 60 calendar days are required, Medecs explains why in writing and provides regular updates.
9. If you remain dissatisfied, Medecs explains available internal escalation and independent review options, including any cost that may apply.

You will not be victimised or disadvantaged for raising a matter in good faith. Information is kept as confidential as practicable but may need to be shared to investigate fairly, manage safety or comply with law.

### **External options**

- National Training Complaints Hotline: 13 38 73 or [dewr.gov.au/national-training-complaints-hotline](http://dewr.gov.au/national-training-complaints-hotline).
- Office of the Australian Information Commissioner for privacy complaints: [oaic.gov.au](http://oaic.gov.au) or 1300 363 992.
- A consumer, discrimination, safety, police or other regulator may be appropriate depending on the issue.

A regulator may accept information about possible non-compliance but may not resolve an individual dispute or change an assessment result. Use the Medecs appeal process to seek review of a Medecs decision.

## **12 Privacy records and certification**

Medecs collects personal information needed to enrol, support, train, assess, issue certification, meet reporting obligations and operate safely. This may include identity, contact, demographic, education, employment, support and relevant health information.

### **How information may be used or disclosed**

- to Medecs employees who need it for authorised work;
- to Vasto Software where required to operate and support MySupport;
- to an employer or funding body where authorised or required, while limiting disclosure to what is necessary;
- to Commonwealth, state or territory agencies, NCVER, regulators and the USI Registrar as required; and
- where required or authorised by law or necessary to manage a serious safety concern.

Employer payment does not automatically give an employer unrestricted access to your personal information or assessment material. Medecs only discloses information where authorised, required or reasonably necessary under the applicable arrangement and privacy requirements.

### **Access and correction**

Keep your details current. Contact Client Support to request access to or correction of your learner information. Medecs verifies identity and responds under its privacy and records processes. Privacy complaints may be directed to the Director Governance.

### **Certification**

For nationally recognised training, Medecs issues the applicable AQF certification within 30 calendar days after you are assessed as meeting the training-product requirements, provided all agreed fees are paid and a valid USI is available unless exempt. If you withdraw after

completing one or more units, Medecs issues any Statement of Attainment to which you are entitled within the applicable timeframe. Your USI is not printed on certification.

### Record retention and replacement records

Medecs retains records of AQF certification issued for 30 years and assessment evidence for the required retention period. Contact Client Support for a replacement record. Identity verification and a fee may apply. You can also view nationally recognised training reported against your USI through an authenticated VET transcript.

## 13 Your rights and responsibilities

| You have the right to                                  | You are responsible for                                                             |
|--------------------------------------------------------|-------------------------------------------------------------------------------------|
| Accurate information before enrolment.                 | Reading current course, fee and learner information and asking questions.           |
| Quality training and fair assessment.                  | Participating, meeting agreed deadlines and submitting authentic work.              |
| A safe, inclusive and culturally safe environment.     | Treating others respectfully and following safety and conduct requirements.         |
| Support and reasonable adjustment.                     | Telling us about barriers and engaging with agreed support.                         |
| Privacy and appropriate record handling.               | Protecting logins and other people's privacy and confidential information.          |
| Feedback, complaints, appeals and procedural fairness. | Providing relevant information honestly and engaging respectfully with the process. |
| Access to records and eligible certification.          | Keeping contact and USI details current and paying agreed fees.                     |

## 14 Contacts and useful links

| Item         | Details                                                                |
|--------------|------------------------------------------------------------------------|
| Legal entity | Medecs Australia Pty Ltd trading as Medecs Learning                    |
| RTO          | 45695                                                                  |
| Website      | <a href="http://www.medecslearning.com">www.medecslearning.com</a>     |
| Email        | <a href="mailto:admin@medecslearning.com">admin@medecslearning.com</a> |
| Telephone    | (03) 6272 1843                                                         |
| Post         | PO Box 327, Glenorchy Tasmania 7010                                    |

## Learner documents

- [Accredited Training Course Guide](#)
- [Training Fees and Charges Guide](#)
- [Refund Cancellation and Transfer Policy](#)
- [Complaints and Appeals Policy](#)

## Official services

| Service                                           | Contact                                                                                                                           |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Emergency                                         | 000                                                                                                                               |
| Lifeline                                          | 13 11 14   <a href="http://lifeline.org.au">lifeline.org.au</a>                                                                   |
| 1800RESPECT                                       | 1800 737 732   <a href="http://1800respect.org.au">1800respect.org.au</a>                                                         |
| Unique Student Identifier                         | 1300 857 536   <a href="http://usi.gov.au">usi.gov.au</a>                                                                         |
| National Training Complaints Hotline              | 13 38 73   <a href="http://dewr.gov.au/national-training-complaints-hotline">dewr.gov.au/national-training-complaints-hotline</a> |
| Office of the Australian Information Commissioner | 1300 363 992   <a href="http://oaic.gov.au">oaic.gov.au</a>                                                                       |
| Australian Skills Quality Authority               | <a href="http://asqa.gov.au">asqa.gov.au</a>                                                                                      |
| National training register                        | <a href="http://training.gov.au">training.gov.au</a>                                                                              |

## Glossary

| Term             | Meaning                                                                                  |
|------------------|------------------------------------------------------------------------------------------|
| AQF              | Australian Qualifications Framework.                                                     |
| Assessment       | The process used to decide whether required skills and knowledge have been demonstrated. |
| Competent        | All requirements of a unit of competency have been met.                                  |
| Credit transfer  | Recognition of an identical or formally equivalent unit already completed.               |
| RPL              | Recognition of prior learning: assessment of existing skills and knowledge.              |
| RTO              | Registered Training Organisation.                                                        |
| Training product | A training package qualification, unit, skill set or accredited course.                  |
| USI              | Unique Student Identifier: your lifelong education number.                               |
| VET              | Vocational education and training.                                                       |

## 15 Document control

| Field          | Information                                                                                                                                                              |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Document       | Learner Handbook                                                                                                                                                         |
| Document ID    | MED-RTO-LHB-001                                                                                                                                                          |
| Version        | 2.1                                                                                                                                                                      |
| Status         | Approved                                                                                                                                                                 |
| Classification | Public controlled document                                                                                                                                               |
| Document owner | RTO Manager                                                                                                                                                              |
| Approved by    | Managing Director                                                                                                                                                        |
| Effective date | 15 September 2026                                                                                                                                                        |
| Review date    | 15 September 2027                                                                                                                                                        |
| Supersedes     | Version 2.0                                                                                                                                                              |
| Change summary | Updated pre-enrolment information, direct-delivery statement, learner support, complaints and appeals, privacy, website links, document presentation and page numbering. |

### Document basis

This handbook supports learner information and protection under the 2025 Standards for Registered Training Organisations. It should be read with current course-specific information, fee and refund documents and the terms applying to the learner's booking.

### Key framework references

- National Vocational Education and Training Regulator Act 2011
- 2025 Standards for Registered Training Organisations, including the Outcome Standards and Compliance Requirements
- Australian Qualifications Framework
- Student Identifiers Act 2014
- Privacy Act 1988 and Australian Privacy Principles
- Australian Consumer Law
- Disability Discrimination Act 1992 and applicable anti-discrimination laws
- Work Health and Safety Act 2012 Tasmania and applicable work health and safety laws

Formal approval is recorded in the Medecs Learning controlled document register.