



**Binnacle**  
Training

RTO Code 31319

# **PARTICIPANT HANDBOOK**

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# **2021**

**BINNACLE TRAINING**

**Binnacle Training College Pty Ltd – Registered Training Organisation**

**PO Box 110**

**New Farm QLD 4005**

**[www.binnacletraining.com.au](http://www.binnacletraining.com.au)**

# TABLE OF CONTENTS

<b>1.0 PROVIDER DETAILS</b> .....	<b>4</b>
<b>2.0 PURPOSE OF THIS HANDBOOK</b> .....	<b>4</b>
<b>3.0 COURSE OFFERINGS</b> .....	<b>5</b>
3.1 Programs for Schools.....	5
3.1.1 Certificate Programs .....	5
3.1.2 Short Courses .....	7
3.1.3 First Aid Offerings .....	8
<b>4.0 GENERAL INFORMATION</b> .....	<b>9</b>
4.1 Vocational Education & Training (VET).....	9
4.1.1 VETiS Initiative, funded by Queensland Government.....	9
4.2 Binnacle Programs.....	10
4.3 Program Information.....	10
4.4 Program Delivery.....	10
4.5 Course Fees .....	11
4.5.1 VETiS Initiative, funded by Queensland Government.....	11
4.6 Refund Policy.....	12
4.7 Training / Assessment Guarantee .....	12
4.8 ‘Working with Children’ Student Blue Card Requirement.....	9
4.9 Dissemination of Legislative Information and Course Information .....	9
4.10 Workplace Health and Safety.....	9
4.11 Access and Equity .....	10
4.12 Recognition of Prior Learning (RPL).....	10
4.13 National Recognition .....	11
4.14 Records Management.....	11
4.15 Grievances and Complaints.....	11
4.16 Issuance of Qualifications .....	12
4.17 Diverse Student Learning Needs .....	12
4.18 Your Privacy.....	12
4.19 Your Feedback.....	13
<b>5.0 CLIENT SERVICES AND SUPPORT</b> .....	<b>13</b>
5.1 Language, Literacy and Numeracy (LLN) Support .....	13
5.2 Reasonable Adjustments .....	14
5.3 Welfare and Guidance Services and Client Support.....	14

<b>6.0 TRAINING SERVICES INFORMATION .....</b>	<b>14</b>
6.1 Competency Based Assessment.....	14
6.2 Training Package Requirements.....	19
6.3 Trainers and Assessors.....	19
6.4 Training Outcomes .....	19
<b>7.0 ASSESSMENT SERVICES INFORMATION .....</b>	<b>20</b>
7.1 Industry Consultation .....	20
7.2 Validation.....	20
7.3 Assessment Appeals .....	20
<b>8.0 STUDENT RIGHTS AND RESPONSIBILITIES.....</b>	<b>20</b>
8.1 Medical Problems.....	20
8.2 Student Misconduct & Disciplinary Procedures.....	21
8.3 Contact Details .....	22

## 1.0 PROVIDER DETAILS

<b>Name of RTO</b>	<b>Binnacle Training College Pty Ltd</b>
<b>RTO Number</b>	<b>31319</b>
<b>ABN Number</b>	<b>96 115 517 952</b>
<b>Phone Number</b>	<b>1300 303 715</b>
<b>Website</b>	<a href="http://www.binnacletraining.com.au">www.binnacletraining.com.au</a>
<b>Registration Details</b>	<p>Our scope of training is listed at <a href="http://training.gov.au">training.gov.au</a>, the database on Vocational Education and Training in Australia. The link to our registration is:</p> <p style="text-align: center;"><a href="http://training.gov.au/Organisation/Details/31319">http://training.gov.au/Organisation/Details/31319</a></p> <p>Binnacle Training complies with the Standards for Registered Training Organisations (RTOs) as required under the VET Quality Framework (VQF).</p>

## 2.0 PURPOSE OF THIS HANDBOOK

The information contained in this Handbook is to assist participants (primarily secondary high school students) set to commence their Binnacle program. It is designed to enable participants to understand their rights and responsibilities and ensure ease of access to all the relevant information. This Handbook will help you make informed decisions and develop an understanding regarding the assistance available.

Our mission at Binnacle is to make life easier for teachers delivering vocational education in schools.

We invite all participants to share in our vision – allowing Binnacle and our partner schools to be a significant contributor to advancing Australia’s education system.

We have a strong focus on providing opportunities for everyone to access and participate in our programs and to achieve their learning outcomes. Binnacle ensures that its practices are as inclusive as possible and do not unreasonably prevent any participants from accessing its services.

Binnacle hereby states that we undertake to act at all times in an ethical manner. All activities will be carried out honestly, fairly and accurately to give value to our partner schools (staff, students and administration). Our commitment to continually improve our business allows programs to be the best they can be and ensure that our partner schools, and therefore staff and students, receive value for money.

**Before you complete and sign the ‘Enrolment Agreement’:** Please ensure that you (and your parent / guardian if you are a student under the age of 18) have read this Handbook and understand its contents. If there are sections you do not understand, please ask your teacher or contact Binnacle Training administration. By completing the ‘Enrolment Agreement’, you are acknowledging that you have read the Participant Handbook and will abide by the information it contains.

## 3.0 COURSE OFFERINGS

Please read this in conjunction with the 'Student Information' document available within your Course Content (Admin folder) or at [www.binnacletraining.com.au/rto](http://www.binnacletraining.com.au/rto) (Select: Student Information) and Program Disclosure Statement (PDS) available at [www.binnacletraining.com.au/rto](http://www.binnacletraining.com.au/rto) (Select: RTO Files).

### 3.1 PROGRAMS FOR SCHOOLS

#### 3.1.1 Certificate Programs

TRAINING PRODUCT <i>For a full list of training products Binnacle has approval to deliver, visit: <a href="http://training.gov.au/Organisation/Details/31319">http://training.gov.au/Organisation/Details/31319</a> (Select tab: Scope)</i>			MODE(S) OF DELIVERY	ENTRY REQUIREMENTS
Qualification Code	Qualification Title	Status		
BSB30120	Certificate III in Business	Current	<ul style="list-style-type: none"> <li>Classroom-based</li> <li>Online assessment</li> <li>Project-based</li> </ul>	N/A
BSB20120	Certificate II in Workplace Skills	Current	<ul style="list-style-type: none"> <li>Classroom-based</li> <li>Online assessment</li> <li>Project-based</li> </ul>	N/A
SIT20116	Certificate II in Tourism	Current	<ul style="list-style-type: none"> <li>Classroom-based</li> <li>Online assessment</li> <li>Project-based</li> </ul> <p><i>NOTE: This qualification is currently only offered as part of a 'Dual Qualification Program' in conjunction with BSB30120 Certificate III in Business.</i></p>	N/A
SIS30315	Certificate III in Fitness	Current	<ul style="list-style-type: none"> <li>Classroom-based</li> <li>Online assessment</li> <li>Field-based, including practical experience as a fitness trainer</li> </ul>	'Working with Children' Student Blue Card – completed during initial enrolment period.

SIS30115	Certificate III in Sport and Recreation	<b>Current</b>	<ul style="list-style-type: none"> <li>• Classroom-based</li> <li>• Online assessment</li> <li>• Field-based, including practical experience as a sports official</li> <li>• Offered in 'General' and '<i>Sport Specialty</i>' formats.</li> </ul>	'Working with Children' Student Blue Card – completed during initial enrolment period.
SIS20115	Certificate II in Sport and Recreation	<b>Current</b>	<ul style="list-style-type: none"> <li>• Classroom-based</li> <li>• Online assessment</li> <li>• Field-based, including practical experience as a sports official</li> <li>• Offered in 'General' and '<i>Sport Specialty</i>' formats.</li> </ul>	'Working with Children' Student Blue Card – completed during initial enrolment period.

## Additional 'Certificate Programs' Information

**Location.** Binnacle Partner School.

**Estimated Duration.** 2 years (typically delivered as Year 11-12 subject, across 7 terms of assessment). A 1-year (Fast Track) option is available (Certificate III in Business, Certificate II in Workplace Skills and Certificate II in Sport and Recreation Certificate Programs only) to select schools, typically able to deliver along 2 study lines, across 4 terms of assessment (must be verified by Binnacle first). A 1-year 'Partial Completion' option is also available whereby students complete Terms 1-4 of the 7-term program, achieving greater than 50% competency completion.

**Role of School (as Third Party).** The delivery of training and assessment services on behalf of, and in the name of, Binnacle Training as the RTO. This includes a) provision of support services for students enrolled in the Binnacle program requiring language, literacy and numeracy (LLN) assistance; and b) the provision of adequate physical (equipment and facilities) and human resources to meet the requirements of each program being delivered on behalf of Binnacle Training.

**Work Placement Requirement.** With the exception of Sport Specialty Formats (see below), there is no mandatory work placement requirement. Practical experience is captured primarily within the school environment. Additional student work experience may be offered (and is certainly encouraged) but does not form part of Binnacle assessment requirements (i.e. any work placement roles are facilitated by the school).

**Materials / Equipment.** All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.

**Sport Specialty Formats.** Certificate III in Sport and Recreation (and Certificate II in Sport and Recreation) Sport Specialty formats – where students undertake one or more sport-specific accreditations in officiating and/or coaching - may involve a work placement requirement (e.g. participation as officials in Gala Day Events). This work placement is facilitated between the National/State Sporting Organisation and the partner school.

### 3.1.2 Short Courses

BINNACLE SHORT COURSE	<b>RELATIONSHIP TO TRAINING PRODUCT</b> <i>For a full list of training products Binnacle has approval to deliver, visit:</i> <a href="http://training.gov.au/Organisation/Details/31319">http://training.gov.au/Organisation/Details/31319</a> <i>(Select tab: Scope)</i>	MODE(S) OF DELIVERY	ESTIMATED DURATION	ENTRY REQUIREMENTS
Introduction to Sport, Fitness & Recreation	Four units of competency in partial completion of qualification: SIS30315 Certificate III in Fitness	<ul style="list-style-type: none"> <li>• Classroom-based</li> <li>• Online assessment</li> <li>• Field-based, including practical experience as a sports trainer assistant</li> </ul>	6 months (2 x terms)	N/A
Financial Literacy	Nationally recognised unit of competency: FNSFLT301 Be MoneySmart	<ul style="list-style-type: none"> <li>• Classroom-based or self-paced</li> <li>• Online assessment</li> </ul>	8 weeks (1 x term)	N/A

#### Additional 'Short Courses' Information

**Location.** Binnacle Partner School.

**Role of School (as Third Party).** The delivery of training and assessment services on behalf of, and in the name of, Binnacle Training as the RTO. This includes a) provision of support services for students enrolled in the Binnacle program requiring language, literacy and numeracy (LLN) assistance; and b) the provision of adequate physical (equipment and facilities) and human resources to meet the requirements of each program being delivered on behalf of Binnacle Training.

**Work Placement Requirement.** Practical experience is captured primarily within the school environment. Additional student work experience may be offered (and is certainly encouraged) but does not form part of Binnacle assessment requirements (i.e. any work placement roles are facilitated by the school).

**Materials / Equipment.** All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.

### 3.1.3 First Aid Offerings

The following First Aid Offerings may be delivered to students and - in the case of Binnacle’s Independent Contractor Partnership Program - to teachers and other staff.

TRAINING PRODUCT			MODE(S) OF DELIVERY	ESTIMATED DURATION	ENTRY REQUIREMENTS
<i>For a full list of training products Binnacle has approval to deliver, visit: <a href="http://training.gov.au/Organisation/Details/31319">http://training.gov.au/Organisation/Details/31319</a> (Select tab: Scope)</i>					
Unit Code	Unit Title	Status			
HLTAID003	Provide first aid	Current	<ul style="list-style-type: none"> <li>Classroom-based</li> <li>Online assessment</li> <li>Range of first aid practical scenarios, including CPR.</li> </ul>	12 hours	Minimum age = Year 9
HLTAID001	Provide cardiopulmonary resuscitation	Current	<ul style="list-style-type: none"> <li>Classroom-based</li> <li>Online assessment</li> <li>Range of CPR practical scenarios</li> </ul>	3 hours	Minimum age = Year 9

#### Additional ‘First Aid Offerings’ Information

**Location.** Binnacle Partner School.

**Role of School (as Third Party).** The delivery of training and assessment services on behalf of, and in the name of, Binnacle Training as the RTO. This includes a) provision of support services for students enrolled in the Binnacle program requiring language, literacy and numeracy (LLN) assistance; and b) the provision of adequate physical (equipment and facilities) and human resources to meet the requirements of each program being delivered on behalf of Binnacle Training.

**Work Placement Requirement.** There is no work placement requirement. Practical experience is captured within the school environment. Additional student work experience may be offered but does not form part of training and assessment requirements (i.e. any work placement roles are facilitated by the partner school).

**Materials / Equipment.** All materials/equipment will be supplied by the school. Computer with internet access is vital for completion of assessment.



## 4.0 GENERAL INFORMATION

### 4.1 VOCATIONAL EDUCATION & TRAINING (VET)

#### **AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)**

RTO's such as Binnacle offer VET certificates within the Australian Qualifications Framework (AQF). The AQF is Australia's system of nationally accredited vocational education and training.

#### **VET IN SCHOOLS**

VET in schools is about gaining practical work-related skills to equip you for the world of work while you are at school.

#### **4.1.1 VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS) INITIATIVE, FUNDED BY THE QUEENSLAND GOVERNMENT**

The Queensland Government's VET Investment Budget will provide funding for students to complete one VETiS qualification listed on the [Priority Skills List](#) while attending secondary school (in Years 10, 11 and 12). Qualifications are primarily at Certificate I and II level and are those that have been identified by industry as leading to employment.

Schools and students undertaking VETiS funded by the VET investment budget will be able to choose any RTO approved by the Department of Employment, Small Business, and Training (DESBT) as a Skills Assure Supplier (SAS) for the eligible qualification.

Binnacle Training is approved as a SAS for the following VETiS funded qualification: SIS20115 Certificate II in Sport and Recreation.

Under the SAS system, funding follows the eligible student to their chosen SAS and is paid directly to the SAS on submission of the student's validated training data.

#### **WHO IS ELIGIBLE TO RECEIVE FUNDED TRAINING?**

To be eligible to access a VETiS qualification funded by the Queensland Government, prospective students must:

- Be currently enrolled in secondary school, in Year 10, 11 or 12;
- Permanently reside in Queensland;
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residence, or a New Zealand citizen.

VETiS qualifications funded by the VET investment budget are fee-free for students. Under the Binnacle Third Party arrangement with schools, this means that the school should not pass on any fees pertaining to the VETiS-funded Certificate II qualification which have been subsidised through VETiS to the student.

The VET investment budget will provide funding for students to complete one employment stream qualification while at school. Students undertaking Binnacle's Certificate II in Sport and Recreation will be given the opportunity to 'opt in' or 'opt out' of this VETiS Funding opportunity. For students that 'opt in', Binnacle Training will confirm their VETiS eligibility with the school's nominated 'Program Manager' (e.g. Head of Department) and notify the school if it's identified post-enrolment that a student doesn't meet eligibility requirement per above.

**Continued over page.**

It is important to note that students are still able to undertake any qualification across a range of industries. However, the VET investment budget will only fund those qualifications that have been identified by industry as leading to employment.

A list of employment stream qualifications (Priority Skills List) can be found at:

<https://desbt.qld.gov.au/training/providers/funded/priority-skills-list>

### **TRAINING AND EMPLOYMENT SURVEY**

Each eligible student who accesses their VETiS subsidy will be required to complete a training and employment survey (administered by Binnacle Training) within three months of completing or discontinuing subsidised training.

## **4.2 BINNACLE PROGRAMS**

The majority of Binnacle's [Programs for Schools](#) are offered as an AQF qualification or Statement of Attainment (i.e. nationally recognised training). Binnacle has a Third Party arrangement in place with a number of secondary schools which allows them the convenience and flexibility to coordinate their own VET programs under the auspices of Binnacle as the RTO.

### **PROGRAMS FOR SCHOOLS – CERTIFICATE III/II**

Each of our Certificate III/II 'Programs for Schools' involve students delivering a range of different projects and programs for clients within the school community.

Through your participation in these projects/programs, you will develop, fine-tune, and graduate with real life business/leadership skills to apply upon entry into the workforce, such as providing quality customer service, and marketing a product or service to customers.

## **4.3 PROGRAM INFORMATION**

**Programs for Schools:** A program summary for each of our student programs (Certificate III/II programs, First Aid and other Short Courses) is available at <https://www.binnacletraining.com.au/for-schools/programs/>.

A course summary document titled 'Student Information' will also be available in your Course Content (located in Term 1) or at [www.binnacletraining.com.au/rto](http://www.binnacletraining.com.au/rto) (Select: Student Information) and Program Disclosure Statement (PDS) available at [www.binnacletraining.com.au/rto](http://www.binnacletraining.com.au/rto) (Select: RTO Files).

This information provides students and parents/guardians with program inclusions, the assessments required, and program pathways.

A Training and Assessment Strategy (TAS) for each of our programs is also available from your teacher – or Binnacle administration - on request.

## **4.4 PROGRAM DELIVERY**

Our 'Programs for Schools' are delivered by way of a Third Party arrangement with the nominated secondary school. The school (third party) will have a signed Agreement in place with Binnacle Training and as such, is authorised to deliver training under the auspices of Binnacle Training as the RTO.

## 4.5 COURSE FEES

### **Binnacle does not charge participants directly for course fees.**

All fees related to Binnacle programs are invoiced directly to the school (third party). Payment terms are 14 days from the date of invoice.

A participant fee is assigned to each of our programs. For any students undertaking Binnacle's Certificate II in Sport and Recreation, funded by the Queensland Government's VET Investment Budget (see below), this Certificate II 'per participant' fee is 100% waived.

In addition to a participant fee, a program fee is assigned to each of our Certificate III Programs for Schools. A full outline of our fees can be found at <https://www.binnacletraining.com.au/for-schools/pricing/>.

Any course fees passed on to the participant are to be paid direct to the school (third party). Participant fees are available on request from your school prior to enrolling in the program.

### **4.5.1 VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS) INITIATIVE, FUNDED BY THE QUEENSLAND GOVERNMENT**

Binnacle Training is approved as a Skills Assure Supplier (SAS) for the following VETiS funded qualification: SIS20115 Certificate II in Sport and Recreation. All other Binnacle qualifications are delivered as 'Fee for Service' only.

Under the SAS system, funding follows the eligible student to their chosen SAS and is paid directly to the SAS on submission of the student's validated training data.

VETiS funded by the VET investment budget is fee-free for students. Under Binnacle's Third Party arrangement with schools, this means that the school should not pass on any fees to the student – pertaining to the VETiS-funded (Certificate II) qualification - where this has been subsidised through VETiS.

The VET investment budget will provide funding for students to complete one VETiS qualification listed on the [Priority Skills List](#) while attending secondary school (in Years 10, 11 and 12). This means if you have previously utilised your VETiS subsidy with another qualification that you have completed - then you would be:

- ineligible for this program to be offered as a VETiS-funded qualification; however
- you are still able to enrol into the Binnacle Certificate II as a 'fee for service' student.

If you have a concurrent enrolment with another VETiS funded qualification, please advise Binnacle Training. We will consult your VET Manager to best confirm your funding eligibility for this qualification.

Please refer to the Queensland Government's website specific to the VETiS program:

<https://desbt.qld.gov.au/training/providers/funded/vetis>

### **EXEMPTIONS – ALL OTHER FEES**

Participants are exempt from all other fees and charges applied by Binnacle not listed above. These fee exemptions include, but are not exclusive to:

- Charges imposed if the participant is deemed 'not yet competent' upon completion of training and assessment.
- Issuance of a replacement qualification testamur (NOTE: Binnacle only issues digital certificates – full security assured).

## 4.6 REFUND POLICY

**IF A PARTICIPANT IS NOT SATISFIED WITH THE COURSE CONTENT AND DELIVERY OF BINNACLE'S PROGRAM, A FULL REFUND WILL BE PROVIDED.**

Applications for refunds can be made to Binnacle and addressed to the 'Chief Operating Officer'. All refunds will be considered within seven (7) working days of receiving the request. For successful applications, notification will be made and a refund granted via direct debit to a nominated bank account within 10 (ten) working days of receiving the request.

Unsuccessful applications will be notified and provided with justification for the outcome.

Where the request relates to program non-attendance, a \$50.00 administration fee will be deducted from the original amount paid and the balance refunded via direct debit in accordance with the timeframe above.

All refunds will be actioned through the 'Chief Operating Officer'.

## 4.7 TRAINING / ASSESSMENT GUARANTEE

Binnacle provides a 100% guarantee that all training and assessment will be provided (as agreed in your enrolment) once a participant enrolls and commences in their training program. This guarantee extends to - in the extremely unlikely circumstance that Binnacle Training as the RTO, or the secondary school as the third party delivering training on behalf of the RTO - close or ceases to deliver any part of the training product that the participant is enrolled in.

**Programs for Schools:** In the event of unforeseen circumstances (e.g. loss of specialist teacher and partner school unable to obtain suitable replacement), Binnacle Training will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected participants will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements - including any refund of fees (see 'Refund Policy') - will be sought.

**Student leaving the school:** In the event a student leaves the school part-way through completion of the program (e.g. at the end of Year 11, or simply, at the end of Year 12 but 'Not Yet Competent' in one or more competencies), the continuance of this program (at a non-Binnacle school and/or post-school) is untenable within the realms of the Binnacle school (third party) model. Where a student wishes to continue his/her studies, Binnacle will assist in directing the student to an alternate RTO.\*

*\*Costs incurred with this new RTO will not be borne by Binnacle.*

This situation would be negated (i.e. the student can complete the full program through Binnacle) if the student is transferring to a new school and their new school is:

- a) also a Binnacle school (third party); and
- b) is offering the same program (e.g. Certificate III in Fitness); and
- c) timetabling at the school permits the student's entry.

## 4.8 'WORKING WITH CHILDREN' STUDENT BLUE CARD REQUIREMENT

### Specific to all Sport and Fitness offerings, including short courses:

Binnacle Training complies with policies/procedures as set out by each state/territory working with children agency (e.g. in Queensland – Blue Card Services).

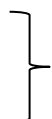
### QUEENSLAND SCHOOLS ONLY:

Each individual student must obtain a (free) 'Working with Children' [Student Blue Card](#). A student's enrolment is unable to be finalised until their Student Blue Card has been issued. Students will need a customer reference number (CRN) and photo from the Department of Transport and Main Roads (TMR) before you apply for your blue card (there is no fee for the CRN or the photo). Find your closest [TMR service centre](#).

## 4.9 DISSEMINATION OF LEGISLATIVE INFORMATION AND COURSE INFORMATION

All participants may have access to any details concerning legislative requirements, pertaining to the training and program information, upon request to management. Some examples are:

- Policy Manual
- Participant Handbook
- Code of Practice



*Please note: The above documents are available on our website: [www.binnacletraining.com.au/rto](http://www.binnacletraining.com.au/rto)*

Binnacle will meet all legislative requirements of State and Federal Government. All relevant Commonwealth and State legislative requirements are to be followed by participants, teachers and administrators in relation to:

- Work Health and Safety
- Anti-Discrimination including equal opportunity, racial vilification, disability discrimination
- Workplace harassment, victimisation and bullying
- Vocational Education and Training (VET)
- Copyright
- Privacy

## 4.10 WORKPLACE HEALTH AND SAFETY

The safety of our participants and program deliverers (teachers) is of primary importance. Binnacle observes all WHS legislation.

Our partner schools incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes WHS requirements. As a student you have obligations to complete any training in a safe manner.

## 4.11 ACCESS AND EQUITY

Binnacle is committed to access and equity principles and processes which relate to admissions, delivery methods, assessment and support arrangements for students with literacy and numeracy needs. Client selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all students to participate in VET training without discrimination. Qualified support staff are available to assist students with special needs and all staff and students are required to adhere to our access and equity policy.

Our programs are designed and wherever possible facilities are set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.

We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.
- Providing reasonable access to learners of all levels.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

## 4.12 RECOGNITION OF PRIOR LEARNING (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

**Programs for Schools:** Students may apply for RPL based on previous and or current work experience, life experience or training. Students are required to indicate their intention to apply for RPL upon enrolment and complete the required documentation. Students will then be informed as to the results of their application and if any further evidence is required.

A Binnacle Program Manager is available to discuss your application or provide advice on evidence that may support an application. The responsibility of providing complete and accurate documentation is on the student.

## 4.13 NATIONAL RECOGNITION

Under national recognition, Binnacle recognises the qualifications issued by other Australian RTO's and will grant an exemption for all previous training resulting in a competent result where the unit of competency can be identified, either as listed in the relevant Training Package or [training.gov.au](http://training.gov.au) website. Participants are required to indicate their intention to apply for exemption at the time of enrolment. Participants will be informed regarding the results of their application and any further evidence required.

## 4.14 RECORDS MANAGEMENT

Files are stored for the legislated period of time and electronic files are backed up regularly.

Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential and stored securely.

Participants have access to personal records upon request to the 'Chief Operating Officer'. In all cases, Binnacle will require proof of identity to protect the privacy of all client information.

Participants are obligated to keep Binnacle informed of their current contact details and to inform us immediately of any change in these details. Participants should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible.

## 4.15 GRIEVANCES AND COMPLAINTS

Binnacle has a 'Complaints' policy ensuring that all participant grievances are considered confidentially with expediency and to the satisfaction of all parties involved.

Binnacle's procedures for handling participant complaints are based on confidentiality, impartiality, procedural fairness and prompt resolution. Participants are encouraged to make all grievances or complaints known to management through the 'Complaints Form' located at our Support Centre:

**[www.binnacletraining.com.au/rto](http://www.binnacletraining.com.au/rto) (Select: Forms)**

Participants can lodge this form to Binnacle administration by email to [admin@binnacletraining.com.au](mailto:admin@binnacletraining.com.au). An appropriate staff member will contact the participant and organise a meeting to discuss their concerns.

Where appropriate, complaints will be resolved at the lowest possible level of management. The 'Chief Operating Officer' will monitor progress, engage all relevant levels of management and ensure that action is taken in each case.

Management have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances, and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, Binnacle will achieve resolution of a complaint within four weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of the matter.

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If an amicable result cannot be achieved, the participant may access third party intervention as made available by Binnacle. Binnacle's Complaints and Appeals Policy does not restrict the student's right to pursue other legal remedies.

## 4.16 ISSUANCE OF QUALIFICATIONS

By the end of your training program, Binnacle will have been provided with all assessment records and outcomes relating to your achievement. This information will then be reviewed by Binnacle administration who will issue a qualification or Statement of Attainment. Binnacle administration will verify that code, course or qualification descriptions and other information is correct for issuing.

### **COMPLETION / CANCELLATION OF TRAINING PROGRAM**

All participants who enrol in a Binnacle qualification and are judged competent in any units are entitled to a Statement of Attainment if they do not fully complete the course. Binnacle administration will, on request, ensure the preparation of Statements of Attainment for non-graduating students, from information provided.

Statements of Attainment will be issued within 14 days of notification of cancellation. This period shall also apply for statement requests. Qualifications will be issued within 21 days from date of completion. It is noted that these timeframes are maximums and every effort shall be taken to issue certification and statements in the shortest possible timeframe.

Binnacle, as RTO, will collect information on learner enrolments and results. The final assessment outcome for each unit of competency will be retained by Binnacle for a period of 30 years. Where required, we will forward this information to the relevant state/national body for use in national data collection processes as well as to bank learner results for secondary students undertaking their Senior Certificate.

## 4.17 DIVERSE STUDENT LEARNING NEEDS

Binnacle aims to identify and respond to the learning needs of all participants. It is our intention that all teachers are to identify, at the start of training, the learning and assessment needs of their students.

Teachers will ask questions that reveal the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. Teachers will use this information in their delivery of training and assessment.

Students should express their views about their learning needs at all stages of their learning experience. We want to help students to identify their learning needs through the student enrolment and induction, feedback questionnaires, teacher discussion and an open invitation to approach staff with suggestions at any stage.

## 4.18 YOUR PRIVACY

We take your privacy very seriously and comply with the requirements of the Australian Privacy Principles (APPs) under the Privacy Act (1988) and where they apply to our dealings with you the participant.

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In some cases, we will be required by law to make participant information available to other parties such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarised as:

- **Collection:** We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
- **Use and disclosure:** Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
- **Data quality:** We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
- **Security:** We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

## 4.19 YOUR FEEDBACK

Feedback from you is pivotal in our efforts to continue to improve the programs that we offer. When your teacher asks you to complete a survey, please take time to give a considered response. If, for any reason, you are unable or uncomfortable completing the form in class, there is an additional opportunity to email it to us.

# 5.0 CLIENT SERVICES AND SUPPORT

## 5.1 LANGUAGE, LITERACY & NUMERACY (LLN) SUPPORT

All courses incorporate competency units, which focus on employability skills. Language, literacy and numeric support is accessible to all students and can be organised on a case-by-case basis throughout the program. The program deliverer can organise required support when required.

All delivery, assessment and instruction are carried out in English. We have available for you reasonable adjustment concerning the assessment process, depending on the level of support you require. This will be determined during enrolment.

Some examples of the type of support that we can offer include:

### LITERACY

- Providing assistance with essential writing tasks.
- Considering the use of group exercises for assessments.
- Providing examples and models of completed tasks.
- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

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## **LANGUAGE**

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Giving lots of practical examples.
- Encouraging you to ask questions.
- Asking questions to ensure you understand.

## **NUMERACY**

- Encouraging the use of calculators.

## **5.2 REASONABLE ADJUSTMENTS**

If a participant meets essential entry requirements, the RTO must make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory task is completed – while ensuring the integrity of the competency unit criteria (as stipulated in the training package) is not compromised.

## **5.3 WELFARE AND GUIDANCE SERVICES AND CLIENT SUPPORT**

If you have a problem with your Binnacle program, you should see your teacher or contact administration who will help you find the assistance you need. Career, guidance and pathway advice can be accessed from your relevant State Government Department of Education, or from the Australian Government Department of Education and Training: <http://education.gov.au/>

## **6.0 TRAINING SERVICES INFORMATION**

### **6.1 COMPETENCY BASED ASSESSMENT**

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. This is different from some other assessment systems which only measure knowledge and not the application of that knowledge.

Competency based assessment is also a system for providing portable qualifications and statements of attainment against nationally recognised competency standards. In a competency-based assessment system, it is recognised that learning can come from a variety of sources, both on-the-job and off-the-job, formal and informal. Recognition is given for prior learning and for skills and knowledge which can already be shown.

You will compile a portfolio of evidence through a variety of assessment methods including:

- **QUIZ**  
Often short answer questions which need answers of a single word, a few words, a sentence or paragraph.

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- **PROJECT**  
Requires the development of a document/s towards a specific task.
- **CASE STUDY**  
Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks.
- **PRACTICAL EXERCISE**  
A task which involves an application of knowledge.
- **OBSERVATION**  
Involves observing the demonstration of a student's performance.

**NOTE:**

- All assessment instruments must be supported by documentary evidence. For example, observation instruments must be supported by a checklist.
- All students must be given the opportunity to revisit units of competency to obtain competence.

## 6.2 TRAINING PACKAGE REQUIREMENTS

All Binnacle programs comply with the requirements of the nationally endorsed Training Packages. Our strategy for complying with these requirements can be found on our Training and Assessment Strategy for each of our nominated programs.

This information provides students, parents and our partner schools with course inclusions, the assessments required, and the units of competency within the training program.

## 6.3 TRAINERS AND ASSESSORS

All teachers delivering Binnacle programs are operating within a Third Party Agreement on the basis of having the requisite qualifications, skills, knowledge, experience and attitude for the position. Binnacle follows employment legislation and promotes EEO principles in its recruitment practices.

## 6.4 TRAINING OUTCOMES

All delivery and assessment is geared towards one final outcome - that is, the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

## 7.0 ASSESSMENT SERVICES INFORMATION

### 7.1 INDUSTRY CONSULTATION

Binnacle liaises with industry in an effort to confirm that the current materials, training and assessment reflects industry needs, covers knowledge and skills to meet employment and skill demands of industry; proposed courses are reflective of future industry and employment growth; and assessment strategies assess significant points and provide results that are useful to prospective employers.

### 7.2 VALIDATION

Binnacle validates all assessment tasks to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment task involves checking that the assessment tool produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) as part of our internal review process.

### 7.3 ASSESSMENT APPEALS

All appeals should in the first instance be discussed with your teacher to allow you to see if it is possible to be re-assessed. If re-assessment is not granted, the student must make contact with Binnacle administration who will investigate the matter with the teacher. If the matter is not resolved, Binnacle will organise a time, date and different assessor. If the student is still not satisfied they will have the opportunity to make a complaint or schedule a meeting with the 'Chief Operating Officer'.

Participants have six (6) months from the date an assessment decision was made by the Assessor to appeal the assessment decision.

## 8.0 STUDENT RIGHTS AND RESPONSIBILITIES

### 8.1 MEDICAL PROBLEMS

Students who have medical issues that could affect their performance in the program should identify this in the 'Enrolment Agreement'.

## 8.2 STUDENT MISCONDUCT & DISCIPLINARY PROCEDURES

Binnacle Training will not tolerate misconduct under any circumstance and a student may be asked to leave the program with no refund or for the following:

- Cheating or plagiarising material.
- Impairing others freedom to pursue their study.
- Conduct that brings Binnacle into disrepute or slander of Binnacle, participants or staff.
- Failure to comply with reasonable instruction or supervision.
- Conduct that places another at risk.
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures.
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour.
- Stealing any property or equipment belonging to a student or Binnacle.
- Persistent lateness or unacceptable disruption of classroom.
- The use of profanities, crass or obscene language, drunkenness or influenced by illegal substances.
- Failure to undertake assessments as set out by Binnacle.
- Behaviour that breaches Privacy legislation.
- Criminal or anti-social behaviour.

Binnacle has in place a 'Harassment Policy' in order to create a safe environment for staff and students. The aim of these procedures is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within Binnacle.

Staff and students need to be aware of the following definitions:

- **BULLYING**: Is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.
- **CONFIDENTIALITY**: Refers to information kept in trust and divulged only to those who need to know.
- **DISCRIMINATION**: Is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.
- **HARASSMENT**: Is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.
- **RACIAL HARASSMENT**: Occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

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- **SEXUAL HARASSMENT:** Is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.
- **VICTIMISATION:** Punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint.

*If a staff member or student feels they have been harassed in any way they should report it to the 'Chief Operating Officer' who will initiate an investigation. The 'Chief Operating Officer' will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.*

### 8.3 CONTACT DETAILS

For further information relating to the information contained in this Participant Handbook, please contact Binnacle Training on 1300 303 715 or [admin@binnacletraining.com.au](mailto:admin@binnacletraining.com.au).