



Binnacle Training

RTO CODE 31319

RTO Policy Manual

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iii. Preamble

Binnacle Training is committed to providing **high-quality vocational education and training (VET)** that meets the needs of our students and stakeholders. As a Registered Training Organisation (RTO), we are bound by the **National Vocational Education and Training Regulator Act 2011 (NVETR Act)** and the **Standards for RTOs 2025**. This includes the **Australian Qualifications Framework (AQF)**, which sets out the requirements for regulated qualifications. These legislative requirements mandate that we provide quality training and assessment services, maintain accurate student records, and operate in an ethical and transparent manner.

This policy manual outlines Binnacle Training's commitment to complying with the NVETR Act and the Standards for RTOs. It details the core policies that establish the framework for our operations and direct our efforts to meet regulatory obligations. The policies in this manual are regularly reviewed and updated to reflect changes in legislation, industry standards, and best practices.

Binnacle Training's commitment to VET compliance is not merely a matter of meeting legal requirements. It is an integral part of our mission to provide excellent VET services that empower our students to achieve their career goals. By adhering to the highest standards of quality and compliance, we aim to provide a positive and rewarding learning experience for all.

iv. Introduction

Purpose of this Manual

This RTO Policy Manual outlines the high-level policies of Binnacle Training (RTO No. 31319) and serves as a guide to ensure compliance with the **Standards for RTOs 2025** and the broader VET Quality Framework. It defines the RTO's commitment to providing quality training and assessment, supporting students, and maintaining ethical and professional standards. This manual is a key resource for staff, third parties, and stakeholders, providing a clear understanding of Binnacle Training's operational framework and commitment to excellence in vocational education and training.

Scope of this Manual

This manual applies to all operations of Binnacle Training, including:

- The development and delivery of training and assessment for Australian Qualifications Framework (AQF) qualifications
- The management of third-party arrangements
- The provision of student support services
- The management of RTO resources and information
- Compliance with all relevant legislation and regulatory requirements

This manual is intended for use by:

- Binnacle Training staff (including management, trainers, assessors, and administrative personnel)
- Approved third parties
- Students enrolled in Binnacle Training courses
- Stakeholders (including industry representatives and regulatory bodies)

RTO Details

- **RTO Name:** Binnacle Training
- **RTO Registration Number:** 31319
- **Scope of Registration:** As per the [National Training Register](#)

Part 1: Governance and Accountability

1.0 Leadership and Accountability Policy

1.1 Purpose Statement

This policy outlines Binnacle Training's commitment to operating with integrity and accountability. It establishes the RTO's governance framework to ensure all staff and third parties understand their roles, act diligently, and contribute to a culture of fairness and transparency, thereby maintaining the quality and integrity of VET delivery.

1.2 Scope

This policy applies to all Binnacle Training staff, governing persons, and third parties involved in the delivery of VET services.

1.3 Policy Statement

Binnacle Training is committed to:

- Operating with integrity, fairness, and transparency, led by our governing persons who are fit and proper persons as required by the Fit and Proper Person Requirements.
- Ensuring our governing persons are suitable to oversee the RTO's operations, act diligently, and make informed decisions that facilitate compliance with all relevant instruments and regulatory requirements.
- Clearly defining and documenting the roles, responsibilities, and accountabilities of all staff and third parties to ensure accountable decision-making. We will ensure these roles are well-understood and are communicated effectively.
- Supporting staff to understand their obligations under the Standards for RTOs and any other relevant instruments.
- Informing staff of any changes to regulatory or legislative requirements that may affect the delivery of services.
- Having a system in place to ensure that any third parties meet all requirements of the Standards and are aware of their obligations.

1.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.1
 - Standard 4.2
- Compliance Requirements
 - Schedule 1 – Fit and Proper Person Requirements

2.0 Risk Management Policy

2.1 Purpose Statement

This policy outlines Binnacle Training's commitment to identifying, managing, and reviewing risks to VET students, staff, and the organisation itself. It aims to ensure a stable and supportive environment for all stakeholders by proactively managing financial, operational, and safety risks in alignment with regulatory requirements.

2.2 Scope

This policy applies to all operations and activities of Binnacle Training, including those conducted through third-party arrangements.

2.3 Policy Statement

Binnacle Training is committed to:

- Identifying, managing, and reviewing risks to VET students, staff, and the organisation itself.
- Managing, monitoring, and ensuring our governing persons understand the financial position, performance, and cash flows of the organisation.
- Having a documented system for identifying, managing, and disclosing any real or apparent conflicts of interest.
- Where training or assessment is offered to students under 18, we will identify and manage risks to their safety and wellbeing by having regard to the training content and modes of delivery, and in accordance with the National Principles for Child Safe Organisations.
- Ensuring our risk management system considers the context of our operations, is informed by strategic planning, environmental scanning, and feedback from students, staff, and regulators.

2.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.3
- Compliance Requirements
 - Fit and Proper Person Requirements
- National Principles for Child Safe Organisations
- Financial Viability Risk Assessment Requirements 2021

3.0 Continuous Improvement Policy

3.1 Purpose Statement

This policy outlines Binnacle Training's commitment to undertaking systematic monitoring and evaluation of its performance to support quality delivery and the continuous improvement of services. It aims to embed a culture of self-assurance and responsiveness, ensuring the RTO consistently meets the needs of students, staff, and industry.

3.2 Scope

This policy applies to all operations and activities of Binnacle Training, including those delivered through third-party arrangements.

3.3 Policy Statement

Binnacle Training is committed to:

- Having a system in place for monitoring and evaluating its performance with the requirements set out in the Standards for RTOs and any other relevant instruments.
- Using outcomes derived from this monitoring and evaluation to inform continuous improvement.
- Having mechanisms in place to lawfully collect and analyse data, including any feedback received from VET students, staff, industry, VET regulators, and employers of current or former VET students.
- Ensuring continuous improvement activities are systematic and proportionate to the RTO's context, size, and complexity.
- Communicating the outcomes of monitoring and evaluation to relevant stakeholders, including governing persons, to inform decision-making and continuous improvement.

3.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.4
- Compliance Requirements

4.0 Fit and Proper Person Requirements Policy

4.1 Purpose Statement

This policy outlines Binnacle Training's commitment to ensuring that its governing persons are and remain fit and proper, in accordance with the Fit and Proper Person Requirements. The policy aims to safeguard the integrity of VET by ensuring that those with influence over the RTO's operations are suitable and capable of upholding its legal and ethical obligations.

4.2 Scope

This policy applies to all of Binnacle Training's governing persons, including executive officers and high managerial agents.

4.3 Policy Statement

Binnacle Training is committed to:

- Ensuring all governing persons meet the Fit and Proper Person Requirements as specified in the Compliance Requirements.
- Regularly assessing the suitability of governing persons and ensuring they submit a full Fit and Proper Person Declaration to the National VET Regulator upon commencement and whenever there is a change in circumstance that may impact their fitness and propriety.
- Having a system in place to assess any issues declared by a governing person and determine their suitability to be involved in the RTO's management or operation.
- Fostering a culture of integrity and ethical conduct, where governing persons act diligently and make informed decisions that facilitate compliance with all relevant instruments.
- Having documented due diligence processes for the recruitment and ongoing monitoring of governing persons to ensure they remain fit and proper for their roles.

4.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.1
- Compliance Requirements
 - Schedule 1 – Fit and Proper Person Requirements

5.0 Financial Viability Risk Assessment Requirements Policy

5.1 Purpose Statement

This policy outlines Binnacle Training's commitment to complying with the Financial Viability Risk Assessment Requirements. It aims to ensure that the RTO maintains a sound financial position, manages its financial risks effectively, and is transparent with the regulator to mitigate any risks to VET students.

5.2 Scope

This policy applies to all financial operations, reporting, and decision-making within Binnacle Training.

5.3 Policy Statement

Binnacle Training is committed to:

- Maintaining effective financial management practices to ensure long-term financial viability.
- Regularly monitoring financial performance, including cash flows, and taking corrective action as necessary.
- Proactively managing and assessing financial risks to minimise the likelihood of financial distress.
- Providing accurate and timely financial information to the National VET Regulator as required.
- Ensuring governing persons manage, monitor, and understand the financial position and cash flows of the organisation.

5.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.3
- Financial Viability Risk Assessment Requirements 2021
- Compliance Requirements
 - Prepaid fee protection measures

6.0 Annual Declaration on Compliance Policy

6.1 Purpose Statement

This policy outlines Binnacle Training's commitment to submitting an accurate and timely Annual Declaration on Compliance (ADC). This is to ensure accountability with the RTO's obligations under the National Vocational Education and Training Regulator Act 2011.

6.2 Scope

This policy applies to Binnacle Training's entire scope of registration, including all services delivered by third parties on behalf of the RTO.

6.3 Policy Statement

Binnacle Training is committed to:

- Submitting an ADC in the approved form and within the specified reporting period.
- Using the ADC process to reflect on the RTO's systems, practices, and processes, and to inform future improvements.
- Disclosing any self-identified non-compliance to the Australian Skills Quality Authority (ASQA) through the ADC and outlining the rectification actions being taken.
- Ensuring that the ADC is submitted by the CEO, as the person legally responsible for the RTO's registration, after verifying the compliance of all services, including those delivered by third parties.
- Retaining evidence to support all answers provided in the ADC.

6.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Annual declaration on compliance

7.0 Notification of Material Changes Policy

7.1 Purpose Statement

This policy outlines Binnacle Training's commitment to notifying the National VET Regulator of any material changes that may significantly affect the organisation's ability to comply with its obligations under the National Vocational Education and Training Regulator Act 2011. The policy aims to ensure transparency and accountability in all changes to the RTO's operations and governance.

7.2 Scope

This policy applies to all operations and governance of Binnacle Training, including its ownership and governing persons.

7.3 Policy Statement

Binnacle Training is committed to:

- Notifying the National VET Regulator of any event that would significantly affect the organisation's ability to comply with its obligations under the Act within 10 business days of the event occurring.
- Providing notification of any prospective changes to the ownership of the organisation as soon as practicable before the change takes effect.
- Notifying the Regulator of any prospective or actual change in relation to a governing person as soon as practicable before the change takes effect.
- Submitting all required notifications in writing or electronically.
- Providing any further information relating to a notice as soon as practicable, if requested by the National VET Regulator.

7.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.1
- Compliance Requirements
 - Notification of material changes

8.0 Third-Party Arrangements Policy

8.1 Purpose Statement

This policy outlines Binnacle Training's commitment to establishing and managing effective third-party arrangements in compliance with regulatory requirements. This is to ensure that all training and assessment delivered on behalf of the RTO meets the required quality standards and that associated risks are effectively managed.

8.2 Scope

This policy applies to all third-party arrangements entered into by Binnacle Training where another party delivers services on behalf of the RTO. This includes, but is not limited to, arrangements with schools for the delivery of training and assessment.

8.3 Policy Statement

Binnacle Training is committed to:

- Entering into a written agreement with all third parties before they deliver any services on behalf of the RTO.
- Ensuring all written agreements clearly define the roles and responsibilities of both parties, the scope of services, and a right for Binnacle Training to regularly monitor the quality of services provided by the third party.
- Requiring third parties to cooperate with the National VET Regulator during any audit of the RTO's operations.
- Prohibiting third parties from using the Nationally Recognised Training (NRT) logo, using Binnacle Training's branding, or issuing any Australian Qualifications Framework (AQF) certification documentation.
- Notifying the National VET Regulator of any new or ended written agreements within 30 calendar days.
- Implementing strategies to monitor the quality of services delivered by third parties to ensure compliance with the Standards for RTOs.

8.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.2
- Compliance Requirements
 - Third-party arrangements

9.0 Public Liability Insurance Policy

9.1 Purpose Statement

This policy outlines Binnacle Training's commitment to holding public liability insurance that covers all of the RTO's operations for the entire period of its registration. This ensures that the RTO, its staff, and students are protected from financial loss in the event of an incident that causes personal injury or property damage.

9.2 Scope

This policy applies to all activities and operations of Binnacle Training, including those conducted on its own premises, off-site, and through third-party arrangements.

9.3 Policy Statement

Binnacle Training is committed to:

- Holding and maintaining current public liability insurance coverage that covers all the organisation's operations for the entire period of registration under the National Vocational Education and Training Regulator Act 2011.
- Regularly reviewing its insurance coverage to ensure it remains adequate and appropriate for the RTO's activities and risk profile.
- Ensuring that all staff, contractors, and third parties involved in the delivery of VET services are aware of the RTO's public liability insurance coverage and its limitations.
- Generally requiring third parties/partner schools to maintain their own public liability insurance coverage for activities conducted on their premises or under their direct control.

9.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Public liability insurance

10. Compliance with laws

10.1 Purpose Statement

This policy outlines Binnacle Training's commitment to complying with all applicable Commonwealth, State, and Territory laws. It aims to ensure all RTO operations are conducted legally and ethically, safeguarding the privacy of individuals and the integrity of the organisation.

10.2 Scope

This policy applies to all of Binnacle Training's operations and activities, including those delivered through third-party arrangements.

10.3 Policy Statement

Binnacle Training is committed to:

- Complying with all applicable Commonwealth, State and Territory laws, including but not limited to privacy laws and the Student Identifiers Act 2014.
- Ensuring personal information is collected, used, and disclosed in accordance with all applicable privacy laws.
- Ensuring compliance with all applicable requirements under the Student Identifiers Act 2014.
- Identifying and considering all legislative and regulatory requirements across our entire scope of operations.
- Ensuring our staff and third-party providers have knowledge of, and comply with, all applicable laws at all times, including any changes to legislative and regulatory requirements.
- Ensuring that the design of training and assessment tasks does not breach the privacy of any individuals.

10.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Compliance with laws
- Privacy Act 1988 (Cth)
- Student Identifiers Act 2014

11.0 Data Provision Requirements Policy

11.1 Purpose Statement

This policy outlines Binnacle Training's commitment to complying with the Data Provision Requirements 2020. It aims to ensure the accurate, complete, and timely provision of data to the National VET Data Collection and other relevant authorities, thereby supporting VET sector accountability and transparency.

11.2 Scope

This policy applies to all Binnacle Training operations, including those delivered through third-party arrangements, and all data collected, stored, and reported to relevant authorities.

11.3 Policy Statement

Binnacle Training is committed to:

- Providing accurate and timely data to the National VET Data Collection in accordance with the Data Provision Requirements.
- Collecting, storing, and using data in a lawful, transparent, and ethical manner.
- Implementing and maintaining secure systems and processes for data management to protect the privacy and confidentiality of personal information.
- Ensuring all staff and third parties involved in data collection and reporting are aware of their obligations and comply with all applicable requirements.
- Using data, including feedback received from students, staff, industry, and regulators, to inform continuous improvement.

11.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Data Provision Requirements 2020
- Privacy Act 1988 (Cth)
- Student Identifiers Act 2014

12.0 Skills Assure Supplier (SAS) Policy

12.1 Purpose Statement

This policy outlines Binnacle Training's commitment to complying with all requirements of the Queensland Government's Skills Assure Supplier (SAS) Framework, including the SAS Agreement and associated SAS Policy. This ensures that Binnacle Training provides high-quality, government-subsidised training and assessment services that meet the needs of Queenslanders.

12.2 Scope

This policy applies to all Binnacle Training staff, third parties, and operations involved in the delivery of Queensland Government-subsidised training under the SAS Framework.

12.3 Policy Statement

Binnacle Training is committed to:

- Delivering all Queensland Government-subsidised training in accordance with the SAS Agreement, SAS Policy, and all associated program schedules and policies.
- Ensuring that all qualifications offered under the SAS Framework are actively advertised and remain on the RTO's current scope of registration in Queensland.
- Maintaining the capacity to deliver each approved qualification and ensuring at least one qualification for each program is active with enrolled students.
- Providing prospective students with a Pre-Enrolment Assessment (PEA) to determine their suitability for the program and to identify any learning support needs or reasonable adjustments.
- Using the Department's Apprenticeships / All Students Info - Self Service (AISS) tool to confirm prior training for credit transfer and to verify a student's eligibility before enrolment.
- Conducting an Employer Resource Assessment for apprenticeships and traineeships in consultation with the employer and student, to ensure adequate facilities, work, and supervision are provided in line with the Further Education and Training (FET) Act 2014.
- Ensuring all staff involved in SAS delivery complete the Department's mandatory Inclusive Practice Micro-Credential and implement effective inclusive practice strategies.
- Submitting accurate and compliant AVETMISS data to the Department via the Partner Portal, including all mandatory fields, within the specified timelines.
- Complying with all responsible marketing practices outlined in the SAS Policy, including providing accurate program details and refraining from offering inducements to prospective students.
- Maintaining and providing financial records and other information to the Department upon request to enable financial viability assessments and compliance audits.
- Ensuring third-party arrangements are only entered into with the Department's prior written consent and are governed by a Memorandum of Understanding (MOU). The RTO remains solely responsible for all obligations, duties, or liabilities under the SAS Agreement, regardless of any third-party arrangements.

12.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Skills Assure Supplier Agreement
- Skills Assure Supplier Policy 2025-2028
- Further Education and Training Act 2014
- Outcome Standards for RTOs 2025
- Data Provision Requirements 2020

13.0 Work Health and Safety (WHS) Policy

13.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing a safe and healthy working and learning environment for all staff, learners, and visitors. It aims to ensure compliance with all relevant WHS legislation and promote a strong safety culture within the RTO and its third-party arrangements.

13.2 Scope

This policy applies to all Binnacle Training operations, including those conducted at its own premises, off-site, and through third-party arrangements with schools. It covers all staff, learners, contractors, visitors, and anyone else who may be affected by the RTO's activities.

13.3 Policy Statement

Binnacle Training is committed to:

- Providing and maintaining a safe and healthy working and learning environment for all staff, learners, and visitors.
- Identifying and managing WHS risks in accordance with the hierarchy of controls (elimination, substitution, isolation, engineering controls, administrative controls, and personal protective equipment).
- Complying with all relevant WHS legislation, regulations, and codes of practice, including the Work Health and Safety Act 2011 (Cth), the Work Health and Safety Act 2011 (Qld), and the Workers' Compensation and Rehabilitation Act 2003 (Qld).
- Providing WHS information, instruction, training, and supervision to all staff and learners.
- Consulting with staff and learners on WHS matters.
- Promoting a positive safety culture where everyone is responsible for their own safety and the safety of others.
- Providing adequate resources to support WHS initiatives.
- Regularly reviewing and improving WHS performance.
- Ensuring that third-parties comply with WHS legislation and maintain a safe learning environment for Binnacle Training learners.

13.4 Related Legislation/Standards/Documents

- Work Health and Safety Act 2011 (Cth)
- Work Health and Safety Act 2011 (Qld)
- Workers' Compensation and Rehabilitation Act 2003 (Qld)
- Outcome Standards for RTOs 2025
- Compliance Requirements

14.0 Child Protection Policy

14.1 Purpose Statement

This policy outlines Binnacle Training's commitment to the safety and well-being of children and young people involved in its training and assessment programs. It aims to create a child-safe environment and ensure compliance with relevant child protection legislation and the National Principles for Child Safe Organisations.

14.2 Scope

This policy applies to all Binnacle Training staff, trainers, assessors, contractors, volunteers, and any other individuals who work with or have contact with children and young people in the course of their duties for the RTO. It also applies to all learners under the age of 18 who are enrolled in Binnacle Training courses, including those attending third-party partner schools.

14.3 Policy Statement

Binnacle Training is committed to:

- Providing a child-safe environment where children and young people are protected from harm.
- Complying with all relevant child protection legislation, including the Child Employment Act 2006 (Qld) and the Child Protection Act 1999 (Qld).
- Having documented procedures in place to monitor and address risks to the safety and well-being of VET students under the age of 18. This includes regularly assessing the training content and modes of delivery, and in accordance with the National Principles for Child Safe Organisations.
- Implementing procedures for responding to and reporting suspected child abuse or neglect.
- Providing training and information to staff on child protection responsibilities and procedures.
- Working collaboratively with third-party schools to ensure a child-safe environment for all learners.
- Fostering a culture where child safety and well-being are embedded in organisational leadership, governance, and culture.

14.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 4: Governance
 - Standard 4.3
- Child Employment Act 2006 (Qld)
- Child Protection Act 1999 (Qld)
- National Principles for Child Safe Organisations

15.0 Equal Opportunity and Anti-Discrimination Policy

15.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing equal opportunities for all learners and staff and to preventing discrimination and harassment. It aims to create an inclusive learning and working environment where everyone is treated with dignity and respect.

15.2 Scope

This policy applies to all Binnacle Training staff, learners, contractors, visitors, and anyone else who may be involved in the RTO's operations, including those conducted through third-party arrangements.

15.3 Policy Statement

Binnacle Training is committed to:

- Providing equal opportunities to all learners and staff, regardless of age, disability, race, sex, gender identity, sexual orientation, marital status, pregnancy, breastfeeding, family responsibilities, religious belief, political opinion, or any other protected attribute under Commonwealth and state anti-discrimination legislation.
- Creating and maintaining an inclusive learning and working environment free from discrimination, harassment, and victimisation.
- Taking reasonable steps to prevent discrimination and harassment and to address any incidents that may occur.
- Promoting diversity and inclusion in all aspects of its operations.
- Providing reasonable adjustments for learners with disabilities to ensure they have equal access to training and assessment.

15.4 Related Legislation/Standards/Documents

- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Discrimination Act 1991 (ACT)
- Outcome Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Standard 2.4
 - Standard 2.5
- National Principles for Child Safe Organisations

16.0 Consumer Protection and Fair Trading Policy

16.1 Purpose Statement

This policy outlines Binnacle Training's commitment to complying with consumer protection and fair trading laws and regulations. It aims to ensure that all interactions with learners are honest and fair, providing accurate information and avoiding misleading or deceptive conduct.

16.2 Scope

This policy applies to all of Binnacle Training's interactions with learners, including marketing, advertising, enrolment, course information, fee collection, and the provision of training and assessment services. It also applies to services delivered through third-party arrangements.

16.3 Policy Statement

Binnacle Training is committed to:

- Providing accurate and truthful information to learners about its courses, services, fees, and refund policies.
- Ensuring that all marketing and advertising materials are clear, accurate, and not misleading or deceptive.
- Complying with the Australian Consumer Law, including prohibitions on misleading or deceptive conduct, unconscionable conduct, and unfair contract terms.
- Handling learner complaints and disputes in a fair and timely manner.
- Meeting all legislative and regulatory requirements related to consumer protection and fair trading.

16.4 Related Legislation/Standards/Documents

- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010 (Cth)
- Competition and Consumer Act 2010 (Cth)
- Fair Trading Act 1989 (Qld)
- Fair Trading Act 1992 (ACT)
- Outcome Standards for RTOs 2025
- Compliance Requirements

17.0 Employment Policy

17.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing fair and equitable working conditions for all employees and complying with the legal framework for workplace relations in Australia. This ensures that Binnacle Training meets its obligations as an employer and fosters a positive and productive work environment.

17.2 Scope

This policy applies to all employment practices within Binnacle Training, including recruitment, remuneration, leave entitlements, workplace health and safety, and termination of employment.

17.3 Policy Statement

Binnacle Training is committed to:

- Providing fair and equitable working conditions for all employees.
- Complying with the Fair Work Act 2009 (Cth).
- Paying employees at least the minimum wage and entitlements as specified in relevant awards or agreements.
- Providing employees with their leave entitlements, including annual leave, personal/carer's leave, and long service leave.
- Ensuring a safe and healthy workplace for all employees.
- Treating all employees with dignity and respect and promoting equal opportunity in all aspects of employment.
- Complying with all requirements of the Fair Work Act 2009 (Cth) relating to issuing payslips and keeping accurate employment records, consulting with employees on workplace changes, handling employee grievances and disputes, and providing a fair and lawful process for termination of employment.

17.4 Related Legislation/Standards/Documents

- Fair Work Act 2009 (Cth)
- Outcome Standards for RTOs 2025

18.0 Copyright Policy

18.1 Purpose Statement

This policy outlines Binnacle Training's commitment to respecting and protecting copyright. It aims to ensure that copyrighted materials are used legally and ethically, supporting creators and promoting a culture of respect for intellectual property.

18.2 Scope

This policy applies to all staff, learners, and third parties involved in the creation, use, or distribution of materials within Binnacle Training's operations, including training and assessment materials, learning resources, and marketing content.

18.3 Policy Statement

Binnacle Training is committed to:

- Respecting the copyright of others and obtaining permission to use copyrighted materials where necessary.
- Using copyrighted materials only for purposes permitted by the Copyright Act 1968 (Cth) or under a relevant licence or agreement, such as a licence with the Copyright Agency.
- Appropriately acknowledging the creators and sources of all third-party materials used in training, including learning resources, images, and documents, in accordance with fair use provisions or licensing agreements.
- Ensuring that any materials created by Binnacle Training staff are either original or used with proper authorisation, and that copyright is appropriately attributed.
- Educating staff and learners about copyright law and the responsible use of copyrighted materials.
- Implementing procedures to prevent copyright infringement.

18.4 Related Legislation/Standards/Documents

- Copyright Act 1968 (Cth)

Part 2: VET Workforce

19.0 VET Workforce Management Policy

19.1 Purpose Statement

This policy outlines Binnacle Training's commitment to effective workforce management to ensure appropriate staffing for the delivery of quality services. It aims to ensure that the RTO has a sufficient number of skilled and qualified staff to support all aspects of its operations and that these staff are committed to ongoing professional development.

19.2 Scope

This policy applies to all Binnacle Training staff, including trainers, assessors, and other personnel, as well as any individuals engaged through third-party arrangements.

19.3 Policy Statement

Binnacle Training is committed to:

- Ensuring the number of trainers, assessors, and other staff are appropriate for the delivery of the services it offers.
- Strategically managing the workforce to align staffing needs, skills, and qualifications with the demands of its services.
- Facilitating access to continuing professional development opportunities for all staff to enable them to effectively perform their role.
- Identifying the roles to be filled, the knowledge, skills, and experience required for each role, and the number and mix of staff needed to deliver its operations.
- Having documented systems, policies, and processes for attracting, recruiting, verifying, and retaining appropriately skilled and qualified staff.
- Regularly monitoring and reviewing staff performance to determine if professional development offered is sufficient and to identify opportunities for improvement.

19.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 3: VET Workforce
 - Standard 3.1
- Compliance Requirements

20.0 Trainer and Assessor Competencies Policy

20.1 Purpose Statement

This policy outlines Binnacle Training's commitment to ensuring all trainers and assessors are appropriately qualified, skilled, and current in their VET and industry competencies. It aims to ensure that training and assessment is delivered by credentialed individuals who can provide high-quality and industry-relevant VET, upholding the integrity of the qualifications issued.

20.2 Scope

This policy applies to all trainers and assessors engaged by Binnacle Training to deliver training and assessment services, including those through third-party arrangements. It also applies to any industry experts engaged for training and assessment activities.

20.3 Policy Statement

Binnacle Training is committed to:

- Ensuring all persons delivering training and assessment hold the appropriate credentials as specified in the Credential Policy.
- Where a person is permitted to deliver training or assessment under direction, having a system in place to ensure they do not make assessment judgements. Such persons will work under the direction of a trainer and assessor with the appropriate credentials to provide direction.
- Ensuring all trainers and assessors undertake continuing professional development to maintain current skills and knowledge in training and assessment, including skills related to engaging and supporting VET students.
- Ensuring all persons delivering training or assessment have industry competencies, skills, and knowledge that are relevant to, and at least to the level of, the training product being delivered.
- Maintaining an understanding of current industry practices relevant to the training or assessment being delivered.
- Having a system in place for engaging industry experts on an as-needed basis and ensuring they work under the direction and oversight of a credentialed person. When an expert is involved in an assessment judgement, they will conduct the assessment alongside a fully qualified assessor.

20.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 3: VET Workforce
 - Standard 3.2
 - Standard 3.3
- Credential Policy

Part 3: Training and Assessment

21.0 Training Policy

21.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing engaging, well-structured, and industry-relevant training that enables VET students to attain nationally recognised competencies.

21.2 Scope

This policy applies to all aspects of training design and delivery for all qualifications and units of competency offered by Binnacle Training, including training delivered through third-party arrangements and work placements.

21.3 Policy Statement

Binnacle Training is committed to:

- Designing and delivering training that is consistent with the requirements of the training product and the Australian Qualifications Framework (AQF).
- Ensuring the modes of delivery are appropriate and enable students to attain the skills and knowledge consistent with the training product.
- Structuring and pacing training to support student progression, providing sufficient time for instruction, practice, feedback, and assessment.
- Using a variety of training techniques, activities, and resources that engage VET students and support their understanding, recognising diverse learning needs and styles.
- Ensuring that where training requires work placements or other community-based learning, the necessary skills and knowledge can be attained in that environment.
- Engaging with industry, employer, and community representatives to effectively inform the industry relevance of training.
- Using relevant advice and feedback from industry to inform and make changes to training strategies and practices.
- Ensuring training reflects current industry practice and prepares students to be job-ready.

21.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 1: Training and Assessment
 - Standard 1.1
 - Standard 1.2

22.0 Assessment Policy

22.1 Purpose Statement

This policy outlines Binnacle Training's commitment to an assessment system that produces valid and reliable judgements of student competency. It aims to ensure that all assessments are fair, appropriate, and aligned with the requirements of the training product, upholding the integrity of VET qualifications.

22.2 Scope

This policy applies to all assessment activities, tools, and judgements made for qualifications and units of competency offered by Binnacle Training, including those conducted through third-party arrangements and in work placements.

22.3 Policy Statement

Binnacle Training is committed to:

- Ensuring the assessment system is fit-for-purpose and consistent with the requirements of the training product. This includes addressing all requirements of the training product and meeting packaging rules.
- Reviewing all assessment tools prior to use to ensure they enable assessment to be conducted in a way that is consistent with the principles of assessment and rules of evidence.
- Facilitating assessments that are conducted in accordance with the principles of assessment:
 - **Fairness:** Accommodating the needs of the VET student, including making reasonable adjustments where appropriate.
 - **Flexibility:** Being appropriate to the context, training product, and student, regardless of how or where the skills and knowledge were acquired.
 - **Validity:** Including practical application components that enable students to demonstrate relevant skills and knowledge in a practical setting.
 - **Reliability:** Interpreting assessment evidence consistently by assessors to ensure comparable outcomes.
- Ensuring assessors make individual assessment judgements that are justified based on the following rules of evidence:
 - **Validity:** Evidence is adequate to reasonably assure the assessor that the student possesses the required skills and knowledge.
 - **Sufficiency:** The quality, quantity, and relevance of evidence enable an informed judgement of competency.
 - **Authenticity:** The evidence is the original and genuine work of the VET student.
 - **Currency:** The evidence demonstrates the student's current skills and knowledge.
- Quality assuring the assessment system through regular validation of assessment practices and judgements by appropriately skilled and credentialed persons.
- Validating every training product on the RTO's scope of registration at least once every five years, and more frequently where risks are identified or feedback is received.
- Utilising a risk-based approach to determine the components of the assessment system to be validated and the sample size of assessments.

22.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 1: Training and Assessment
 - Standard 1.3
 - Standard 1.4
 - Standard 1.5
- Credential Policy

23.0 Recognition of Prior Learning (RPL) and Credit Transfer Policy

23.1 Purpose Statement

This policy outlines Binnacle Training's commitment to supporting students who have prior skills, knowledge, or competencies to progress efficiently through their training. It aims to ensure that decisions on RPL and Credit Transfer are fair, transparent, and consistent, upholding the integrity of the training product.

23.2 Scope

This policy applies to all prospective and current students who may be eligible for RPL or Credit Transfer, encompassing all qualifications and units of competency offered by Binnacle Training.

23.3 Policy Statement

Binnacle Training is committed to:

- Offering opportunities for students to seek Recognition of Prior Learning (RPL). This policy is transparently communicated to students prior to their enrolment to enable informed decisions.
- Ensuring decisions relating to RPL are based on evidence of prior skills, learning, and experience. RPL assessments will be conducted with the same rigour as other assessments, adhering to the principles of assessment and the rules of evidence.
- Documenting all RPL decisions in a fair, transparent, and consistent manner that maintains the integrity of the training product.
- Offering opportunities for students to seek Credit Transfer and making them aware of the process for doing so.
- Ensuring all decisions on Credit Transfer are based on evidence of prior completion of an equivalent training product, as demonstrated by Australian Qualifications Framework (AQF) certification documentation or an authenticated VET transcript.
- Granting credit for equivalent units of competency, even in cases where a unit has been superseded, in line with training package developer recommendations.
- Documenting all Credit Transfer decisions in a way that is fair, transparent, consistent, and maintains the integrity of the training product.

23.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 1: Training and Assessment
 - Standard 1.6
 - Standard 1.7
- Australian Qualifications Framework (AQF)
- Credential Policy

24.0 Facilities, Equipment, and Resources Policy

24.1 Purpose Statement

This policy outlines Binnacle Training's commitment to ensuring that facilities, resources, and equipment are fit-for-purpose, safe, accessible, and sufficient for each training product. It aims to ensure that students can effectively participate in and complete their training and assessment in a safe and appropriate learning environment.

24.2 Scope

This policy applies to all facilities, resources, and equipment used by Binnacle Training, including those provided by third-party partner schools and for work-integrated learning or work placements.

24.3 Policy Statement

Binnacle Training is committed to:

- Identifying the facilities, resources, and equipment required to deliver each training product, including those provided by the organisation and any third parties.
- Ensuring that all facilities, resources, and equipment provided by Binnacle Training or its third parties are, and will continue to be, suitable and safe for use by VET students.
- Guaranteeing that VET students have access to the facilities, resources, and equipment they need to participate in their training and assessment.
- Maintaining documented strategies and procedures to identify and manage risks associated with students using facilities, resources, and equipment during work-integrated learning, work placements, or other community-based learning.
- Ensuring any simulated environments used for training and assessment reflect current industry settings.
- Taking a proactive approach to work health and safety by ensuring risks are promptly identified and addressed, and students receive guidance and instruction before using equipment.

24.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 1: Training and Assessment
 - Standard 1.8
- Work Health and Safety Act 2011 (Qld)

Part 4: VET Student Support

25.0 Student Information Policy

25.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing clear, accurate, and current information to VET students. It aims to ensure that prospective and current students are well-informed about the RTO, the relevant training products, and any changes that may affect them, enabling them to make informed decisions about their education.

25.2 Scope

This policy applies to all information provided by Binnacle Training or its third parties, including marketing materials, course information, student handbooks, and any communications with prospective and current students.

25.3 Policy Statement

Binnacle Training is committed to:

- Ensuring all information provided to VET students by the organisation or any third parties is clear, accurate, and current.
- Communicating information required by VET students prior to their enrolment, including the training product code and title, duration, modes of delivery, location, commencement dates, and any licensing requirements.
- Making information easily accessible to VET students, including details on available training support and wellbeing support services.
- Clearly outlining all fees, costs, and charges, including payment terms, refund policies, and the availability of any government entitlements or subsidies.
- Informing students of any obligations or liabilities, such as the need to acquire materials, costs associated with withdrawing from training, and requirements for work placements.
- Providing students with documentation prior to enrolment or before any fees are paid that sets out the training to be provided, all fees, and any obligations or liabilities.
- Informing students, as soon as practicable, of any changes to training products or the organisation's operations that may affect them, including changes related to the transition of superseded, deleted, or expired training products.

25.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Standard 2.1
- Compliance Requirements
- Australian Consumer Law

26.0 Student Support Policy

26.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing VET students with access to support services, trainers, assessors, and other staff to support their progress throughout the training product. It aims to ensure that all students have the resources and guidance needed to be successful in their studies and achieve their learning goals.

26.2 Scope

This policy applies to all learners enrolled in Binnacle Training courses, including those enrolled directly and through third-party arrangements.

26.3 Policy Statement

Binnacle Training is committed to:

- Determining the training support services required for each VET student to enable them to meet training product requirements and progress through their course.
- Making training support services available to each VET student. These services may include online learning resources, assistance with language, literacy, and numeracy (LLN) skills, and individualised support from trainers and assessors.
- Ensuring students have reasonable access to trainers, assessors, and other staff who are responsible for supporting them.
- Informing students about how and when they can access trainers, assessors, and other support staff.
- Responding to queries from VET students in a timely manner.
- Fostering a culture where students feel comfortable to raise concerns and ask for help.
- Providing reasonable adjustments for VET students with a disability to enable them to access and participate in training and assessment on an equal basis.

26.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Standard 2.3
- Compliance Requirements
- Disability Standards for Education 2005

27.0 Diversity and Inclusion Policy

27.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing a safe and inclusive learning environment that promotes and supports the diversity of all VET students. It aims to ensure that the RTO's environment, activities, and services are accessible, respectful, and culturally safe for everyone.

27.2 Scope

This policy applies to all Binnacle Training staff, learners, contractors, visitors, and any other individuals involved in the RTO's operations, including those conducted through third-party arrangements.

27.3 Policy Statement

Binnacle Training is committed to:

- Fostering a safe and inclusive learning environment for all VET students. This includes ensuring the learning environment is free from racism, discrimination, and any other form of harassment.
- Actively considering how the training environment, activities, and materials, as well as assessment processes and support services, are accessible and inclusive for all students, including those from under-represented groups.
- Fostering a culturally safe learning environment for First Nations people. This involves acknowledging the unique experiences of First Nations people and actively addressing unconscious bias, racism, and discrimination.
- Taking action to increase participation in VET from under-represented groups, such as people with disability and First Nations people.
- Regularly reviewing and improving how the learning environment promotes and supports diversity.
- Ensuring recruitment policies and practices contribute to creating a safe and inclusive environment.

27.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Standard 2.5
- Anti-Discrimination Act 1991 (Qld)
- Disability Standards for Education 2005 (Cth)
- Disability Discrimination Act 1992 (Cth)

28.0 Wellbeing Policy

28.1 Purpose Statement

This policy outlines Binnacle Training's commitment to identifying and putting in place strategies to support the wellbeing needs of the VET student cohort. It aims to uphold the safety and well-being of all students, thereby enhancing their engagement, progression, and completion of their training.

28.2 Scope

This policy applies to all VET students enrolled in Binnacle Training courses, including those enrolled directly and through third-party arrangements.

28.3 Policy Statement

Binnacle Training is committed to:

- Identifying, by reference to the training product content, the wellbeing needs of the VET student cohort and appropriate wellbeing support services.
- Advising the VET student cohort of the availability of wellbeing support services, and any organisations students can contact, or additional actions students can take to support their wellbeing.
- Being aware of potential risks to students' well-being and putting strategies in place to protect and uphold their safety and well-being.
- Fostering an environment where students feel safe to ask for help.
- Advising students of available supports, which may be external to the provider, and guiding them on how to access these supports as appropriate.
- Ensuring that the extent of wellbeing support provided is appropriate to the nature of the training product, duration of enrolment, characteristics of the student cohort, and the size of the provider.
- Having documented strategies for continuous improvement in relation to student well-being, such as seeking feedback from students or leveraging established well-being frameworks.

28.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Standard 2.6
- Compliance Requirements

29.0 Feedback, Complaints and Appeals Policy

29.1 Purpose Statement

This policy outlines Binnacle Training's commitment to providing fair, transparent, and accessible feedback, complaints, and appeals processes for learners. It aims to ensure that concerns are addressed, assessment decisions can be challenged, and opportunities for continuous improvement are identified.

29.2 Scope

This policy applies to all feedback, complaints, and appeals made by learners enrolled in Binnacle Training courses, including those delivered through third-party arrangements.

29.3 Policy Statement

Binnacle Training is committed to:

- Operating a complaints management system that allows for feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation. The system ensures all parties are afforded procedural fairness, identifies reasonable timeframes for resolution, and provides avenues for further action where complaints are not resolved.
- Making information on how to provide feedback and make complaints publicly available and easily accessible by VET students.
- Using feedback and complaints to inform continuous improvement.
- Operating an appeals management system that allows students to appeal decisions that adversely affect them, such as those related to enrolment, recognition of prior learning, or assessment. The system ensures all parties are afforded procedural fairness, specifies reasonable timeframes, and provides avenues for review by an independent party at no or low cost to the appellant.
- Documenting the outcomes of complaints and appeals and communicating them to all relevant parties to ensure transparency and accountability.

29.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Standard 2.7
 - Standard 2.8

Part 5: Training Product Integrity

30.0 Marketing and Advertising Policy

30.1 Purpose Statement

This policy outlines Binnacle Training's commitment to ensuring all marketing and advertising materials are accurate, factual, and compliant with all relevant legislation and regulatory requirements. It aims to protect prospective students and maintain the RTO's integrity by providing clear, honest, and transparent information about its services and training products.

30.2 Scope

This policy applies to all advertisements and marketing materials published or disseminated by Binnacle Training, its third parties, or any experts engaged by the organisation. This includes digital media, print, and verbal communication.

30.3 Policy Statement

Binnacle Training is committed to:

- Ensuring all advertisements and marketing materials are accurate, factual, and do not make any verbal or written guarantees that a VET student will successfully complete a training product or obtain a particular employment outcome.
- Including the RTO's registration code or a link to the National Register where the code is located in all marketing materials.
- Accurately representing services by clearly distinguishing between training that results in AQF certification documentation and any other training delivered by the RTO.
- When referring to a training product, including the code and title as published on the National Register.
- Ensuring that marketing materials only represent that completion of a training product will lead to a licensed or regulated outcome where this has been confirmed by the relevant industry regulator.
- Identifying which services will be delivered by a third party, particularly when the third party is recruiting prospective students or delivering training and assessment on behalf of the RTO.
- Including accurate information regarding any financial support arrangements available.

30.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Marketing and advertising
 - Guarantees and inducements
- Australian Consumer Law
- Nationally Recognised Training (NRT) Logo Conditions of Use policy

31.0 Guarantees and Inducements Policy

31.1 Purpose Statement

This policy outlines Binnacle Training's commitment to not making misleading guarantees or offering inappropriate inducements to prospective students. It aims to ensure that all marketing and communication is truthful and transparent, protecting the integrity of the RTO and its training products.

31.2 Scope

This policy applies to all Binnacle Training staff and any third parties or experts acting on behalf of the RTO in their interactions with prospective and current VET students.

31.3 Policy Statement

Binnacle Training is committed to:

- Not making any verbal or written guarantees that a VET student will successfully complete a training product.
- Not guaranteeing that a student can complete a training product in a manner inconsistent with the requirements set out in the relevant regulatory instruments.
- Not guaranteeing that a student will obtain a particular employment outcome, especially where such an outcome is not within the organisation's control.
- Ensuring that marketing materials are consistent with the requirements of the training product being advertised, including the expected duration and any mandatory work placement components.
- Not offering any gifts or benefits that could be considered an inducement to influence a person to enrol with the RTO.
- Ensuring that staff, including those of third parties, do not state or imply guaranteed outcomes or offer inappropriate inducements to prospective students.

31.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Guarantees and inducements
 - Marketing and advertising
- Skills Assure Supplier Policy 2025-2028
- Skills Assure Supplier Agreement

32.0 Issuance of AQF Certification Documentation Policy

32.1 Purpose Statement

This policy outlines Binnacle Training's commitment to issuing Australian Qualifications Framework (AQF) certification documentation in accordance with regulatory requirements. It aims to ensure that certification is issued accurately and promptly to students who have been assessed as meeting all the requirements of the training product.

32.2 Scope

This policy applies to the issuance of all AQF certification documentation, including VET qualifications and VET statements of attainment, for all training products offered by Binnacle Training.

32.3 Policy Statement

Binnacle Training is committed to:

- Not issuing AQF certification documentation to any person unless that person is a VET student who the organisation has assessed as meeting the requirements of the training product.
- Issuing AQF certification documentation to students within 30 calendar days from the completion of the assessment, provided the student has completed the qualification or units of competency and has paid all agreed fees associated with the training product.
- Ensuring that only authorised employees have access to produce or issue AQF certification documentation.
- Not allowing a third party to produce or issue AQF certification documentation on the RTO's behalf.
- Verifying that the enrolled student is the person who completed the assessment before issuing certification documentation.
- Issuing a Statement of Attainment to a student who has completed one or more units of an AQF qualification which they have subsequently withdrawn from.
- Not issuing AQF certification documentation to a student until they have been assigned a student identifier, unless an exemption applies.

32.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Issuance of AQF certification documentation
 - Student identifier requirements
- Australian Qualifications Framework (AQF)
- Student Identifiers Act 2014
- Skills Assure Supplier Policy 2025-2028

33.0 Records of AQF Certification Documentation and Assessments Policy

33.1 Purpose Statement

This policy outlines Binnacle Training's commitment to maintaining a complete and accurate register and records of AQF certification documentation and assessments. It aims to ensure that students can access copies of their certification documentation and that the RTO can provide accurate reports to the National VET Regulator upon request.

33.2 Scope

This policy applies to all records of AQF qualifications and VET statements of attainment issued by Binnacle Training, as well as all assessments submitted by students.

33.3 Policy Statement

Binnacle Training is committed to:

- Maintaining a register of all AQF qualifications it is authorised to issue and all AQF qualifications and VET statements of attainment the organisation has issued to VET students.
- Retaining records of all AQF certification documentation issued to students for a period of thirty years.
- Retaining records of all assessments submitted by a VET student for a period of two years after the student has completed the training product.
- Ensuring students, including those previously enrolled, are able to access copies of their AQF certification documentation.
- Providing a report of all issued AQF qualifications and VET statements of attainment to the National VET Regulator upon request.
- Storing all electronic information and documents relating to the delivery of services in Australia (not offshore).
- Retaining electronic copies of the completed assessment items for each unit of competency.

33.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Records of AQF certification documentation and assessments
- Australian Qualifications Framework (AQF)
- Skills Assure Supplier Agreement

34.0 VET Certificates and Statements of Attainment Policy

34.1 Purpose Statement

This policy outlines Binnacle Training's commitment to issuing VET qualifications and VET statements of attainment that comply with the Australian Qualifications Framework (AQF) Qualifications Issuance Policy. It aims to ensure all certification documentation is accurate, complete, and upholds the integrity of nationally recognised training.

34.2 Scope

This policy applies to all VET qualifications and VET statements of attainment issued by Binnacle Training.

34.3 Policy Statement

Binnacle Training is committed to:

- Ensuring all VET qualifications issued comply with the AQF Qualifications Issuance Policy.
- Including the RTO's name, registration code, and logo on all VET qualifications.
- Depicting the Nationally Recognised Training (NRT) logo on all AQF certification documentation in accordance with the NRT Logo Conditions of Use policy.
- Including the code and title of the AQF qualification and the signature of an individual authorised to sign the qualification.
- Including the RTO's unique watermark on all VET qualifications.
- Ensuring all VET statements of attainment issued comply with the AQF Qualifications Issuance Policy and include the RTO's name, registration code, and logo.
- Including the full title and national code of each unit of competency or module on VET statements of attainment.
- Including the statement "A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules" on all VET statements of attainment.
- Ensuring the integrity of approved certification templates is maintained.

34.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Issue of VET qualifications and VET statements of attainment
 - Nationally Recognised Training logo
- AQF Qualifications Issuance Policy
- NRT Logo Conditions of Use policy

35.0 Student Identifier Requirements Policy

35.1 Purpose Statement

This policy outlines Binnacle Training's commitment to complying with the Student Identifier scheme. It aims to ensure that learner training records are accurately tracked and that the RTO meets its reporting and privacy obligations.

35.2 Scope

This policy applies to all learners enrolled in nationally recognised training delivered by Binnacle Training, including those enrolled through third-party arrangements.

35.3 Policy Statement

Binnacle Training is committed to:

- Collecting and verifying a Unique Student Identifier (USI) from each learner prior to issuing AQF certification documentation, unless an exemption applies.
- Not including any individual's student identifier on a VET qualification or VET statement of attainment.
- Requesting the Registrar to verify that any student identifier provided by a student belongs to that student before using the identifier for any purpose.
- Ensuring learners are aware of the USI requirements and how to obtain a USI.
- Informing students of any exemptions and that their training results will not be accessible through the Commonwealth or appear on any authenticated VET transcript.
- Protecting the privacy of learner USIs and associated personal information in accordance with the Student Identifiers Act 2014 and relevant privacy legislation.
- Using learner USIs only for authorised purposes, such as reporting to the National VET Data Collection.

35.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Student identifier requirements
- Student Identifiers Act 2014
- Privacy Act 1988 (Cth)
- Data Provision Requirements 2020

36.0 Nationally Recognised Training (NRT) Logo Policy

35.1 Purpose Statement

This policy outlines Binnacle Training's commitment to using the NRT logo in a manner that is compliant with the NRT Logo Conditions of Use policy. The policy aims to protect the integrity of VET qualifications by ensuring the logo is used appropriately and does not create misleading impressions.

36.1 Scope

This policy applies to all uses of the NRT logo by Binnacle Training, including on marketing and advertising materials, AQF certification documentation, and other promotional information.

36.2 Policy Statement

Binnacle Training is committed to:

- Using the NRT logo only in accordance with the NRT Logo Conditions of Use policy.
- Using the NRT logo exclusively in association with nationally recognised training that is within the RTO's scope of registration.
- Not using the NRT logo in a way that creates misleading impressions.
- Depicting the NRT logo on all AQF certification documentation issued.
- Not depicting the NRT logo on other testamurs or transcripts of results.
- Ensuring that promotional materials clearly distinguish between nationally recognised training and any other type of training offered by the organisation.
- Reproducing the NRT logo only from hard or electronic copies provided by the National VET Regulator and not altering its proportions or colors.
- Not using the NRT logo on corporate stationery, business cards, building signage, or merchandise.
- Prohibiting any third parties from using the NRT logo.

36.3 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Nationally Recognised Training logo
 - Issue of VET qualifications and VET statements of attainment
 - Third party arrangements
- NRT Logo Conditions of Use policy

37.0 Transition of Training Products Policy

37.1 Purpose Statement

This policy outlines Binnacle Training's commitment to managing the transition from superseded, deleted, or expired training products to current training products in a timely manner. It aims to ensure that learners are not disadvantaged by changes to training packages and have the opportunity to complete their training or transition to a new product seamlessly.

37.2 Scope

This policy applies to all qualifications, skill sets, units of competency, and accredited short courses offered by Binnacle Training that are affected by a transition from a superseded, deleted, or expired training product.

37.3 Policy Statement

Binnacle Training is committed to:

- Not enrolling new individuals in a superseded training product from one year after the date the replacement product was included on the National Register.
- Ensuring all VET students enrolled in a superseded training product complete it or are transferred to the replacement training product in a timely manner.
- Ensuring that for a qualification that is no longer current and has not been superseded, all enrolled students complete the qualification within two years from the date it was removed or deleted from the National Register.
- Ensuring that for a skill set, unit of competency, or accredited short course that is no longer current and has not been superseded, all enrolled students complete it within one year from the date it was deleted from the National Register.
- Not allowing individuals to commence training in a training product that has expired, been removed, or deleted from the National Register.
- Providing clear and timely information to learners about the transition process and any potential impacts on their training.
- Ensuring that learners who transition to a current training product are not disadvantaged and receive appropriate credit for their prior learning.

37.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Transition of training products
- Skills Assure Supplier Policy 2025-2028
- Australian Qualifications Framework (AQF)

38.0 Prepaid Fee Protection Policy

38.1 Purpose Statement

This policy outlines Binnacle Training's commitment to protecting prepaid fees paid by or on behalf of individuals. It aims to ensure that students are not exposed to financial risk and that the RTO complies with all regulatory requirements regarding the management of prepaid fees.

38.2 Scope

This policy applies to all fee collection and management practices within Binnacle Training.

38.3 Policy Statement

Binnacle Training is committed to:

- Not requiring individual students to prepay fees in excess of \$1,500 for any single VET course.
- In the case of third-party arrangements, Binnacle Training will invoice the third party directly, rather than individual students.
- Ensuring that students are not exposed to financial risk associated with pre-paying large sums of money.

38.4 Related Legislation/Standards/Documents

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for RTOs 2025
- Compliance Requirements
 - Prepaid fee protection measures