Binnacle Training Third-Party Handbook

1. Introduction

The VET Quality Framework

The Australian vocational education and training (VET) sector is built on a foundation of quality and integrity, ensuring that training and qualifications are nationally consistent and meet industry needs. This foundation is known as the VET Quality Framework.

At its core, the framework ensures that RTOs like Binnacle Training deliver high-quality training and assessment that leads to positive outcomes for students and employers. In this arrangement, your organisation plays a vital role in upholding this quality.

The RTO-Third Party Model

This handbook details the operational guidelines for our arrangement. In this model, Binnacle Training is the Registered Training Organisation (RTO), retaining full accountability for the delivery and quality of all training and assessment. Your organisation will act as a **Third Party**, delivering services on our behalf.

This arrangement is formalised by the Third-Party Agreement and this handbook, which provides the practical processes for fulfilling your organisation's responsibilities in:

- Marketing and student recruitment.
- Enrolment and student support.
- Training and assessment delivery.
- General compliance and administration.

By working together in this way, we can ensure students receive the highest quality VET and achieve nationally recognised qualifications.

Purpose of this Handbook

This document is your primary operational guide, providing the policies, procedures, and practical instructions

needed to successfully deliver Binnacle Training's programs. It complements the formal Third-Party Agreement, transforming its high-level legal obligations into clear, actionable steps for your organisation's personnel.

2. Third-Party Responsibilities

This section lists the responsibilities of Third Parties as per the Third-Party Agreement. All third-party personnel should be familiar with these obligations.

- **Marketing and Recruitment:** Submit all marketing materials for prior approval; use only RTO-approved materials; provide clear and accurate information to students; and prominently display the RTO's registration code.

- **Enrolment:** Assist students with online enrolment, including collecting USIs and parent/guardian consent; review prospective students' skills and competencies; and notify the RTO of any significant changes.

- **Training and Assessment:** Deliver training and assessment in accordance with the RTO's approved Training and Assessment Strategy (TAS) and course materials; ensure trainers are qualified and skilled; conduct rigorous assessment processes; and submit all student assessments to the RTO for moderation and validation; provide and maintain all necessary physical resources (facilities and equipment).

- **Student Support:** Collaborate on student support plans; ensure students have access to support services; implement reasonable adjustments for students with disabilities; and foster a safe and inclusive learning environment.

- **Compliance:** Comply with this handbook and all applicable laws; cooperate with the VET Regulator during audits; maintain current public liability insurance; notify the RTO of material changes; and maintain accurate records of all activities.

3. RTO Responsibilities

As the RTO, Binnacle Training is responsible for the overall quality and compliance of all [Training Products](#) delivered. This section outlines our core responsibilities in supporting your organisation throughout the arrangement.

- **Marketing and Recruitment:** Develop and provide approved marketing and advertising guidelines and materials; review and approve all third-party marketing materials; and monitor third-party marketing activities.

- **Enrolment:** Provide and maintain the online enrolment system; provide guidance and tools for pre-enrolment screening; and manage the reporting of Unique Student Identifiers (USIs).

- **Training and Assessment:** Develop, approve, and maintain current Training and Assessment Strategies (TAS) and course materials/resources; define trainer and assessor qualification requirements; provide professional development; and manage moderation and validation processes.

- **Student Support:** Develop and provide policies and resources for student support services, including reasonable adjustments and wellbeing support.

- **Student Completions:** Manage the finalisation of student results and the overall completion process; issue AQF Certification Documentation to qualifying students; and report student results to relevant authorities.

- **Compliance:** Maintain RTO registration; comply with all applicable laws; conduct systematic monitoring and audits of the third party's operations; and manage the RTO's complaints and appeals system.

4. Third-Party Processes

This section provides a detailed guide on the operational procedures for all third-party personnel, transforming the high-level responsibilities in the Third-Party Agreement into clear, actionable steps. To select the courses you want to deliver on Binnacle's behalf, you'll need to start by submitting the relevant form:

- For new Third Parties: the initial [Statement of Engagement](#) form
- For existing Third Parties: the annual [Third-Party Engagement](#) form

4.1 Marketing and Recruitment

This section outlines the requirements for marketing and recruiting students for Binnacle Training programs. It is essential to ensure all activities are transparent, accurate, and compliant with national VET standards. Binnacle Training is the Registered Training Organisation (RTO) and is solely accountable for all services, including those delivered on its behalf.

Marketing Materials

All marketing and advertising materials related to Binnacle's training products must be approved by Binnacle Training prior to any publication or dissemination. This ensures compliance with regulatory requirements and maintains the integrity of our brand and training products.

To get marketing materials approved:

1. **Retrieve Materials:** Your organisation must only use the approved marketing and advertising materials provided by Binnacle Training which are available on the [website](#) under 'Subject Selection Information'.

2. **Draft Your Content:** Develop your marketing materials using the provided templates and guidelines.

3. **Include Mandatory Information:** Your materials **must** contain the following (refer to the [Third-Party Marketing Requirements](#) for details):

   - **RTO Full Name and Code:** Binnacle Training RTO 31319, to be listed alongside the qualification code and title.

   - **Program Disclosure Statement (PDS) Declaration:** A statement indicating that the document should be read in conjunction with Binnacle Training's Program Disclosure Statement.

   - **LLND Skills Statement:** A statement specifying that a Language, Literacy, Numeracy and Digital Literacy (LLND) screening process is undertaken as part of pre-enrolment.

   - **Third-Party Services Statement:** A statement clarifying that the organisation is a Third Party that has entered into an agreement with Binnacle Training to deliver services on its behalf.

4. **Submit for Approval:** Send the completed draft to Binnacle, using the [Third Party Marketing Approval Form](#), for review and approval before publication.

5. **Publish After Approval:** Once you have received written approval from Binnacle, you may publish or

distribute the materials.

Prohibited Actions for Marketing Materials

The third party must not:

- Make any verbal or written guarantees that a student will successfully complete a training product or obtain a particular employment outcome.
- Use the **Nationally Recognised Training (NRT) logo** on any third-party marketing/advertising materials for Binnacle Training programs.
- Use Binnacle's branding, trademarks, or logos.
- Engage in any conduct that may mislead a current or prospective student.
- Represent itself as an agent, employee, or direct representative of Binnacle.

Recruitment Processes

Recruitment activities, such as subject selection or information sessions, must be conducted using only Binnacle-approved materials. The goal is to provide prospective students with all the necessary information to make an informed decision about their training.

Key Responsibilities during Recruitment:

- **Provide Transparent Information:** Ensure all information sessions clearly state that Binnacle Training is the RTO and your organisation is the third-party provider delivering services on our behalf.

- **Set Realistic Expectations:** Be honest about course duration and requirements. Do not imply that a course can be completed in an unrealistic timeframe or that a particular job outcome is guaranteed.

4.2 Enrolment

The enrolment process is a critical first step in a student's journey. Your role as a Third Party is to assist prospective students with this process and ensure they are well-informed about their course of study. The RTO (Binnacle) retains the ultimate responsibility for formally approving and managing all student enrolments.

Enrolment Process

All students must complete Binnacle Training's online enrolment application. As a Third Party, you are responsible for assisting students with this process.

- **Online Application:** Guide students through the online application, ensuring all fields are completed accurately including their Learner Unique Identifier (LUI).

- **Unique Student Identifier (USI):** Assist students in applying for or locating their USI. A valid USI is a mandatory requirement for all students and must be collected as part of the enrolment process.

- **Required Documentation:** Help students gather and submit all necessary documentation required by the enrolment application.

- **Parent/Guardian Consent:** For students under 18, it is a requirement to obtain and submit parent or guardian permission for their participation in the training product. Please confirm that the parent/guardian contact details provided by students match the details on your records system so that the Parent/Guardian Acknowledgement form can be issued. Binnacle will be notified directly through the online platform once

parent/guardian permission has been provided for each student.

Pre-Enrolment Screening and Course Suitability

Before formal enrolment is approved by Binnacle, your organisation must review a prospective student's prior competencies and skills (including language, literacy, numeracy and digital literacy) in order to provide advice to each student on the suitability of the training product they have selected. This process helps to ensure students have the foundational skills required to succeed and are not placed in a program that is unsuitable for them.

- **Review Skills:** You must assess prospective students' skills and prior competencies, including their **Language, Literacy, Numeracy, and Digital Literacy (LLND)** proficiency. Binnacle will provide the necessary tools and guidance for this screening.

- **Provide Advice:** Based on the results of this review, you must provide advice to the prospective student about the suitability of the course. If a student requires additional support, this should be identified, discussed and recorded before proceeding with the formal enrolment.

- **Notify the RTO:** You must immediately notify Binnacle of any student withdrawals or other significant changes to a student's enrolment status. This ensures our records are always accurate and current.

4.3 Training and Assessment Delivery

This section is the core operational guide for trainers and assessors. It provides practical instructions and compliance requirements for delivering Binnacle Training programs.

Accessing Resources

Binnacle Training provides an RTO-approved platform and a range of course materials to support effective training and assessment delivery.

- **Online Platforms (LMS/SMS):** Once your trainers/assessors have been approved as a qualified deliverer, they will be provided with instructions on how to access and use Binnacle's online Learning Management System (LMS) and Student Management System (SMS). These platforms house all digital training and assessment resources, including the approved Training and Assessment Strategy (TAS).

- **Course Materials:** All course materials, including trainer and assessor guides, student materials (training & assessment), and presentation resources, are made available through our online platform. You must use the most current versions of these materials to ensure training is aligned with the latest industry standards.

Facilities and Equipment

Your organisation is responsible for providing all necessary facilities and equipment for students to access for training and assessment purposes. The facilities and equipment must be fit-for-purpose, safe, and sufficient to meet the requirements of the training product.

- **Requirements:** Refer to the [Physical Resource Requirements](#) document to ensure you have the necessary physical resources and equipment for each course.

- **Review and Approval:** You must submit evidence of your facilities and equipment using the [Physical Resources Review](#) form. Binnacle will then contact you to schedule a review, which may be conducted on-site or via video call. Final approval of the facilities and equipment is required from Binnacle before you

can commence training and assessment for the relevant course.

- **Student Access:** All students must have reasonable and equitable access to the facilities and equipment they need to participate in training and assessment.

- **Safety and Risk:** Your organisation must have documented strategies and procedures in place to identify and manage risks associated with students using these facilities and equipment. This ensures a safe learning environment at all times.

Trainer and Assessor Requirements

To deliver Binnacle Training programs, trainers and assessors must meet specific qualification and professional development requirements.

- **Qualifications:** Trainers and assessors must hold industry competencies, skills and knowledge that are relevant to the training product and at least to the level they are delivering and assessing. They must also have a current training and assessment credential as per the [Trainer & Assessor HR Requirements](). To check trainer/assessor eligibility, please complete the [Trainer/Assessor Suitability Screening]().

- **Professional Development:** It is a mandatory requirement for trainers and assessors to maintain an understanding of current industry skills directly relevant to the training they provide. You will be required to maintain current skills and knowledge for industry competencies as well as training and assessment competencies. Binnacle Training will provide the necessary PD opportunities to maintain currency, along with a process for submitting evidence via the online platform.

- **Monitoring and Approval:** Binnacle Training is responsible for the monitoring and approval of all trainers and assessors delivering our programs. We will conduct regular checks to ensure all personnel meet and maintain the necessary qualifications and professional development requirements. Please submit details for the proposed trainers & assessors using the relevant form:

    - For new Third Parties: the initial [Statement of Engagement]() form
    - For existing Third Parties: the annual [Third-Party Engagement]() form

Important: Third-Parties must have a sufficient number of fully qualified trainers & assessors to staff the classes for each training program plus at least one qualified backup deliverer per training program.

Classroom Delivery

All training must be delivered in accordance with the RTO's approved Training and Assessment Strategy (TAS) which is accessible for trainers/assessors within the online platform.

- **Adhering to the TAS:** The TAS is the overarching document that outlines the training duration, delivery mode, and assessment methods. Your trainers and assessors must adhere to the TAS and implement the course as designed.

- **Managing Student Progress:** Trainers and assessors are responsible for managing student progress throughout the training product, providing timely feedback, and offering academic support as needed.

Assessment Procedures

Assessments must be conducted rigorously, using only Binnacle-approved and provided assessment tools and procedures.

The Principles of Assessment

Assessors must ensure that assessment is conducted in a way that is fair and appropriate. Binnacle's assessment system is designed to facilitate assessments in accordance with the Principles of Assessment:

- **Fairness:** Assessment must accommodate the needs of the student. This includes implementing reasonable adjustments where appropriate and enabling reassessment where necessary.

- **Flexibility:** Assessment should be appropriate to the context and the student's needs. It should assess the student's skills and knowledge that are relevant to the training product, regardless of how or where those skills were acquired.

- **Validity:** Assessment must include practical application components that allow students to demonstrate the relevant skills and knowledge in a practical setting.

- **Reliability:** Assessment evidence must be interpreted consistently by all assessors, ensuring that the outcomes of assessment are comparable regardless of who is conducting the assessment.

The Rules of Evidence

Assessors must make individual assessment judgements that are justified based on the Rules of Evidence:

- **Validity:** Assessment evidence must be adequate to give the assessor reasonable assurance that the student possesses the skills and knowledge described in the training product.

- **Sufficiency:** The quality, quantity, and relevance of the evidence must enable the assessor to make an informed judgement of the student's competency.

- **Authenticity:** The assessor must be assured that the evidence presented is the original and genuine work of the student.

- **Currency:** The evidence must demonstrate the student's current skills and knowledge.

Submitting Outcomes

All completed student assessments and assessment outcomes must be submitted to Binnacle Training in a timely manner via the online platform. These submissions are required for Binnacle to conduct moderation and validation, which ensures the quality and consistency of all assessment judgements.

4.4 Student Support and Welfare

This section provides a practical guide for your organisation in meeting student support responsibilities. By working collaboratively with Binnacle Training, you can ensure a safe, inclusive, and supportive learning environment for all students.

Learning Support

It is crucial to identify students who may require additional learning support and provide them with the necessary resources to progress successfully.

- **Identifying Support Needs:** Early identification of learning support needs is vital. This can be done through observation in the classroom, feedback from trainers and assessors, and discussions with the student.

- **Accessing Binnacle Resources:** Once a student has been identified, you can access Binnacle's resources for collaboration on support plans via the online platform. These resources include specific guides and forms to help document and implement support strategies.

- **Collaboration on Support Plans:** Binnacle Training will work with you to develop and implement support plans that assist student progress throughout the training product.

Inclusive Learning Environment

Fostering a safe and inclusive learning environment is a shared responsibility that promotes and supports the diversity of all students.

- **Creating a Safe Environment:** Ensure the learning environment is free from harassment, discrimination, and bullying. This includes fostering respectful interactions between all students and staff.

- **Cultural Safety:** Best practices and policies for creating a culturally safe learning environment for First Nations peoples and other diverse groups must be followed. This ensures all students feel understood, respected, and valued.

Reasonable Adjustments

Reasonable adjustments are made to support students with disabilities to access and participate in training and assessment on an equal basis.

- **Implementing Adjustments:** You must implement reasonable adjustments for students with disabilities where appropriate. Binnacle will provide guidance on which reasonable adjustments are allowed for each assessment item and examples of how to apply these adjustments to ensure the student can meet the requirements of the training product.

- **Documenting Adjustments:** Any adjustments made must be documented for each assessment using the online platform and agreed upon with the student (and parent/guardian). Where an adjustment is not possible, such as where the reasonable adjustment would compromise the integrity of the unit requirements, the reasons why must be clearly communicated to the student.

Wellbeing

Your organisation is responsible for providing wellbeing support services to students.

- **Wellbeing Resources:** Maintain a list of both Binnacle-provided and school-based wellbeing resources. These resources may include counselling services, mental health support, and other community-based support networks.

- **Referral Protocols:** Follow your organisation's established protocols for referring students to appropriate support services as needed.

Complaints and Appeals

A clear, step-by-step process for students to raise a complaint or appeal is essential for ensuring procedural fairness and timely resolution.

- **Complaints Process:** A student must follow the clear, step-by-step process to raise a complaint, as per the

Student Handbook and Complaint Form.

- **Appeals Process:** If a student wishes to appeal an outcome (including an assessment outcome), they must follow the appeals process outlined in the Student Handbook and Appeals Form.

- **Forms and Timelines:** The relevant forms and timelines for resolution will also be made available through Binnacle's online platforms.

4.5 Compliance and Administration

This section focuses on the high-level administrative tasks that ensure a smooth and compliant partnership.

Record Keeping

Maintaining accurate and up-to-date records is a critical responsibility for all third-party providers.

- **What to Keep:** You must keep accurate records of all activities related to the delivery of training products on behalf of Binnacle Training. This includes student attendance, progress reports, and any student support plans implemented.

- **Record Retention:** All records must be lodged using the Binnacle online platform (SMS & LMS).

Monitoring and Audits

Binnacle Training conducts systematic monitoring and audits to ensure compliance with the Third-Party Agreement and national VET standards.

- **RTO Monitoring:** Your organisation must cooperate fully with Binnacle's monitoring processes, for all services which are being delivered on behalf of Binnacle (i.e., marketing, recruitment, facilities and equipment, training, assessment and student support). These monitoring processes may include on-site visits and reviews of student records and course delivery.

- **VET Regulator Audits:** As a Third Party, you are obligated to cooperate fully with any audit conducted by the VET Regulator (e.g., ASQA). You must provide accurate and factual responses to all requests for information relevant to the services you provide on behalf of Binnacle.

Invoicing and Payments

This section clarifies the administrative processes for invoicing and payments.

- **Invoicing:** Binnacle Training will invoice your organisation for the agreed-upon training products and participant fees. All invoices will detail the payment terms.
    - Participant Fees:
        - A 'per participant' fee is applied to each certificate program, based on the number of participants once the enrolment cut-off date has lapsed. At the commencement of Term 1, an initial invoice (10 participant places) is sent for each 'Fee for Service' certificate program.
        - NOTE: For eligible students who access their VETiS subsidy with Binnacle's Certificate II in Sport and Recreation, fees applicable to this qualification are waived in full.
        - For class sizes of less than 10: If unable to reach 10 participants, the School (Third Party) is to contact Binnacle Training prior to this initial invoice being sent. Where agreed, a modified initial invoice will be drawn.

- An adjustment invoice will be sent for the balance of places after the enrolment cut-off date (2-year courses = 31 July in the year of course commencement; 1-year courses = 30 April). Fees are invoiced to the school and cover the full course duration.
  - Career Ready-VETiS Funded Certificate II in Sport and Recreation
    - Binnacle Training is approved as a Skills Assure Supplier (SAS) to deliver the Certificate II in Sport and Recreation (SIS20122) as a VETiS funded qualification. All other Binnacle qualifications are delivered as 'Fee for Service' only as invoiced to the School (Third Party).
  - Career Ready-VETiS funded qualifications are fee-free for students so where students access their VETiS subsidy for this qualification, Binnacle will waive all Certificate II participant fees [as invoiced to the School (Third Party)] applicable to each student that accesses their VETiS subsidy with Binnacle as the SAS. Find out more.

- **Refunds:** Your organisation is responsible for managing its own student subject fees and refund responsibilities, independent of Binnacle's financial arrangements. However, all refunds must still be handled in accordance with Binnacle Training's Refund Process.

Notifications

It is essential to keep Binnacle Training informed of any material changes that could affect the partnership.

- **Notify Binnacle:** You must promptly notify Binnacle of any material changes or events that could significantly affect your ability to comply with your obligations under the Third-Party Agreement or the RTO Standards. This includes changes such as new personnel, changes to facilities, or any other significant event that could impact training delivery or student safety.

Thank you!

We are delighted to have you join the Binnacle Third-Party RTO Model. We believe that by working together, we can provide exceptional training and assessment to students and ensure they are well-equipped for their future careers.

If you have any questions or concerns, please do not hesitate to contact us.

Binnacle Training College Pty Ltd
PO Box 2559, North Ipswich QLD 4305
www.binnacletraining.com.au
E: admin@binnacletraining.com.au
P: 1300 303 715