Binnacle
Training
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BINNACLE TRAINING STUDENT HANDBOOK

VET in Schools

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1. Welcome

1.1 Your Binnacle Training Journey

At Binnacle Training, we are passionate about providing high-quality vocational education and training to secondary students like you. We believe in empowering young people with the skills and knowledge they need to thrive.

We offer a range of exciting and engaging courses in Fitness, Sport & Recreation, Business, Tourism and First Aid. Our courses are designed to be relevant, practical, and hands-on, giving you the opportunity to develop real-world skills that will set you up for success in your chosen career. We understand that choosing the right path can be challenging, so we've designed our courses to provide clear pathways and support you in developing valuable skills for your future.

We are proud to partner with secondary schools to deliver our training programs. This unique model allows you to gain valuable qualifications while still at school, giving you a head start on your future. Binnacle Training is committed to working closely with every school and teacher to make sure that you have the resources and guidance to achieve your goals.

Welcome aboard and thank you for choosing Binnacle Training!

1.2 Purpose of this Handbook

This handbook is your essential guide to studying with Binnacle Training. It is designed to provide you with all the information you need to make the most of your Binnacle journey. Inside, you'll find details about:

Our Courses: Detailed descriptions of the qualifications and courses we offer, including what you'll learn and how you'll be assessed.

Policies and Procedures: Important guidelines on enrolment, training & assessment, fees, code of conduct and academic integrity.

Support Services: Information about the support available to you and how to access help when you need it.

Student Rights and Responsibilities: An outline of your rights as a student and your responsibilities within the Binnacle Training community.

We encourage you to read this handbook carefully and refer to it throughout your studies. It's your go-to resource for any questions or concerns you may have. Keeping it handy will help you navigate your learning journey smoothly and successfully.

1.3 The Binnacle Training Model

Binnacle Training has partnered with your school to provide you with the opportunity to gain nationally recognised qualifications. This means that you will be learning alongside your peers in a familiar environment, with your teacher guiding you through the course.

How it Works

1. Binnacle Training designs the courses: We develop the curriculum, learning materials, and assessments, ensuring they meet industry standards and are engaging for secondary students.

2. Your school conducts the training and assessment: Your school incorporates our courses into their curriculum, and your teacher, who is also a qualified Binnacle Trainer & Assessor, delivers the training, provides support and conducts assessment.

3. You can gain a nationally recognised qualification: Upon successful completion of the course, you'll receive a qualification from Binnacle Training that is recognised across Australia.

This partnership model offers several benefits

- ✓ Gain a head start: You can gain valuable qualifications while still at school, giving you an edge in the job market or further education.
- ✓ Learn in a familiar environment: You'll study with your peers and an appropriately qualified vocational education teacher at your school, making the learning experience more comfortable and supportive.
- ✓ Access quality training: You'll benefit from Binnacle Training's expertise in vocational education and our commitment to student success.

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2. Course Information

2.1 Binnacle Programs

Binnacle Training offers a variety of exciting and engaging courses designed to help you gain valuable skills and qualifications while you are still at school.

Our programs fall into three main areas:

Sport, Fitness & Recreation:

Explore your passion for sport and fitness with our dynamic programs. Learn how to coach, officiate, and conduct recreation sessions. Develop skills in conditioning, fitness instruction, and sports administration. Discover career pathways in coaching, sports development, recreation management, and more.

Key Skills: Coaching, officiating, sports administration, fitness instruction, teamwork, communication.

Possible Career Paths: Coach, sports development officer, recreation assistant, fitness instructor, gym instructor, sports administrator.

Unique Aspects: Opportunities to specialise in a chosen sport (AFL, NRL, Netball, Rugby Union), gain practical experience through hands-on projects, and participate in industry events.

Business & Tourism:

Gain essential business skills and knowledge with our project-based learning programs. Develop skills in communication, teamwork, customer service, digital technologies, and business administration. Explore career pathways in business management, tourism, marketing, and entrepreneurship.

Key Skills: Communication, customer service, teamwork, problem-solving, digital literacy, business administration.

Possible Career Paths: Business manager, customer service representative, marketing assistant, tourism officer, entrepreneur, events coordinator.

Unique Aspects: Participate in real-world business projects, develop your own business ideas, and gain insights into the tourism industry.

First Aid:

Become equipped with life-saving First Aid skills through our comprehensive training programs. Learn how to respond to emergencies, provide CPR, and manage a range of medical situations. Gain a nationally recognised First Aid qualification that is essential for many workplaces and community settings.

Key Skills: CPR, emergency response, First Aid management, injury and illness response, bandaging, patient assessment.

Possible Career Paths: Lifeguard, sports trainer, First Aid officer, healthcare assistant, community worker.

Unique Aspects: Flexible delivery options to fit your schedule, practical hands-on training, and the opportunity to make a real difference in your community.

To explore the Binnacle Programs in detail (keeping in mind which courses are delivered at your school), including course structures, units of competency, and career pathways, please refer to our latest Course Brochure or website.

2.2 Fees

Binnacle Training invoices your school directly for the cost of your chosen program. This means that you do not pay any fees directly to Binnacle.

You should check with your school about payment - it may be set up like other subjects, and there may be additional fees for:

1. Learning resources or textbooks
2. Excursions or site visits
3. Equipment or materials specific to your program

For information about the fees that Binnacle Training invoices to schools, please visit our website.

2.3 Funding Options: VET in Schools (VETiS)

Binnacle Training is an approved Skills Assure Supplier for SIS20122 Certificate II in Sport and Recreation. If you are undertaking this qualification in your Binnacle Program, you may be eligible to utilise VET in Schools (VETiS) funding. The VETiS funding program covers training fees for VET courses that are aligned to jobs and skills in demand (as identified on the Queensland Subsidised Training List), putting secondary school students on a path to employment and further VET opportunities.

To be eligible to access a VETiS 2026 qualification funded by the Queensland Government, you must:

1. be first enrolled under the VET in Schools 2026 Program on or after 1 January 2026;
2. be enrolled in a Queensland school in Years 10, 11 or 12;
3. not be an international secondary exchange student in Queensland;
4. not be enrolled in a Qualification funded by the Department including a school-based apprenticeship or traineeship;
5. not have previously completed a Qualification funded by the Department under VETiS or a similar program by whatever name; and
6. have a genuine interest in pursuing a post-school vocational occupation.

Qualifications which are funded by the VET investment budget, under the VETiS program, are fee-free for students so your school should not pass on any fees pertaining to the SIS20122 Certificate II in Sport and Recreation if you have chosen (and are eligible) to access VETiS funding for this qualification.

Students can only utilise VETiS funding to complete one employment stream qualification at the certificate I or II level. So please note that if you are undertaking the SIS20122 Certificate II in Sport and Recreation and choose to use your VETiS funding for this qualification, you will no longer be eligible for a government-subsidised training place under this funding program once you complete the qualification.

For further information, please click here.

2.4 Refund Requests

At Binnacle Training, we understand that circumstances may change, and occasionally refunds become necessary. Our aim is to be fair and transparent in our refund processes.

To minimise the need for refunds, we invoice your school directly for your program only after the enrolment cut-off date (30 June in the year of commencement). This means that you don't pay any fees directly to Binnacle Training.

However, if you are dissatisfied with your Binnacle Training program, you can apply for a refund through your school, and they will contact us to process it.

You can also request a refund directly from Binnacle Training by completing a **Refund Request** form. We will then contact your school to confirm the request.

Refund Process

We will consider all refund applications and notify you of the outcome within ten business days. If your application is unsuccessful, we will provide a reason for the decision.

If your refund is approved, it will be issued through your school or directly from Binnacle Training via bank transfer within ten business days of providing the nominated account details.

Where the request relates to program non-attendance, a $50.00 administration fee will be deducted from the original amount paid.

Statement of Attainment

If you do not complete your Binnacle Program in full, Binnacle Training will still issue a Statement of Attainment for any units of competency that you have successfully achieved.

2.5 How to Enrol

Enrolling in a Binnacle Training program is a straightforward process. Here's how it works:

1. **Explore Binnacle Programs:** You can find information about the exciting Binnacle Programs offered by your school during the subject selection process. You can also find additional information on the Binnacle Training website.

2. **Select Your Program:** During subject selections and SET planning interviews, choose the Binnacle Program offered by your school that best aligns with your interests and career goals.

3. **Complete the Online Application:** Fill out the online enrolment application provided by your teacher. As part of the online application, you will need to provide your USI - for more information please see the USI website. You will receive an email with instructions on how to access the online platform - the Binnacle Lounge.

4. **Complete the LLND Screening:** After completing the online application, you will be provided with a Course Information pack and access to the Language, Literacy, Numeracy and Digital Literacy screening. This is an important step as you will be provided with course suitability advice based on your results.

5. **Review the Course Suitability Advice:** It is important to review your course suitability advice carefully (along with your parent/guardian) so that you can make an informed decision about your enrolment and ensure that you are enrolled in the right course for you.

6. **Confirm Enrolment Decision:** After reviewing the course suitability advice, you (and your parent/guardian) will need to confirm your decision to finalise your enrolment with Binnacle Training.

3. Training & Assessment

3.1 Training

Binnacle Training programs typically use a blended delivery model that combines face-to-face learning with online resources so you can enjoy a dynamic and engaging learning experience.

Face-to-face Learning

Your class teacher (aka Binnacle Teacher) is a qualified trainer and assessor who will lead interactive lessons in the classroom and simulated work environment. These lessons will cover both the theoretical knowledge and practical skills needed for your chosen program.

Online Resources

You'll also have access to online resources through the Binnacle Lounge, which includes virtual lessons, practice activities, and additional materials to support your learning.

Theory and Practical Lessons

Most Binnacle Programs include a combination of theory lessons and practical lessons which allows you to develop a well-rounded understanding and apply your knowledge in real-world scenarios.

Duration and Schedule

Certificate II programs are typically designed for one year, while Certificate III programs are generally two years in length. Your Binnacle Program will usually be scheduled like any other school subject, with a set number of classes per week.

Training Support

Throughout your training, you'll have access to support from your Binnacle Teacher and Binnacle Training staff. More details about the support available can be found in the 'Student Support' section of this handbook.

3.2 Assessment

Binnacle Training uses a variety of assessment methods to ensure you have the opportunity to demonstrate your skills and knowledge in different ways.

Assessment Methods

You will be assessed each term using a range of methods, including:

- Knowledge (multiple-choice quiz): Tests your understanding of key concepts and information.
- Knowledge Extension (short-answer questions): Requires you to explain and apply your knowledge in more detail.

- Projects (research and long answer): Involves in-depth research and analysis of a specific topic.
- Prac (practical skills): Demonstrates your ability to perform practical tasks and skills.
- Major Programs/Projects: These are the main skills observations each term, where you demonstrate your skills in a comprehensive project or program.

Criteria for Successful Completion

In Vocational Education and Training (VET), assessment is all about demonstrating that you have the skills and knowledge to do a job or task to the required industry standard - this is known as competency-based assessment. Each VET qualification is made up of units of competency. These units outline the specific skills and knowledge you need to be competent in that area. Your Binnacle Teacher will use a variety of methods to assess your competency, such as written tests, practical demonstrations, projects, and assignments. Each assessment task clearly outlines the requirements for a satisfactory outcome. Your Binnacle Teacher will assess your performance against these criteria to determine your competence.

If you demonstrate all the required skills and knowledge for a unit, you will be assessed as 'competent'. If you don't meet all the requirements, you will be assessed as 'not yet competent'. If you're assessed as 'not yet competent,' you'll receive feedback and additional support to help you improve. You'll then have the opportunity to be reassessed. The goal of VET assessment is to ensure you graduate with the skills and knowledge employers are looking for and that you're job-ready.

Assessment Attempts

We understand that everyone learns at their own pace. If you are assessed as 'not yet satisfactory' for an assessment item, your Binnacle Teacher will provide detailed feedback and additional training to help you improve. You will have the opportunity to be reassessed at no extra cost until the course concludes.

Assessment Feedback

Your Binnacle Teacher will provide you with both verbal and written feedback on your assessments. This feedback will help you understand your strengths and areas for improvement. Written feedback is recorded in the Binnacle Lounge, so you can access it anytime.

Assessment Support

Your Binnacle Teacher and Binnacle Training staff are here to support you throughout the assessment process. The Student Support section of this Handbook has further information and if you have any questions or concerns about assessment, please do not hesitate to ask for help.

3.3 Variations for VET in Schools Funding

If you are undertaking the SIS20122 Certificate II in Sport & Recreation and utilising your VETiS funding, there will be a slight variation in the training and assessment arrangements.

Due to funding requirements, your school is only permitted to deliver 50% of the training and assessment services for this qualification. As a result, 5 units from this qualification will be delivered by your school in the usual blended delivery method, with face-to-face lessons and online resources through the Binnacle Lounge.

The other 5 units making up the qualification will be delivered by Binnacle Training using an online delivery mode for both training and assessment.

The online delivery mode will utilise the Binnacle Lounge, where you will find:

- Pre-recorded virtual lessons (Binnacle Delivered Lesson or BDL)
- Learning Modules (interactive)
- Online practice activities (ACT tab)
- Online assessment tasks (which may include recording performance skills for practical assessment, such as participating in a conditioning session)
- Support for Online Learning

If you have any questions or require support with the online training and assessment, you can contact Binnacle Training Assessors at support@binnacletraining.com.au.

3.4 Credit Transfer

Binnacle Training recognises that you may have already completed some units of competency that are part of the qualifications we offer. If so, you may be eligible for credit transfer, which means you won't have to repeat those units.

Binnacle Training will grant credit transfer if:

- The unit codes are an exact match to the units in our qualifications.
- The units are superseded or equivalent units of competency.
- There are no extra requirements for the unit (e.g., licensing or registration requirements).

To apply for credit transfer, you will need to provide one of the following documents for Binnacle Training to authenticate:

- A Statement of Attainment from the Registered Training Organisation (RTO) where you completed the unit.
- A transcript from the USI registry showing the completed unit of competency.
- Grant Binnacle Training view-only access to your USI transcript.

You can apply for credit transfer at any time by completing a Credit Transfer Application or asking your Binnacle Class Teacher to contact Binnacle Training on your behalf to process your credit transfer.

You can identify the units of competency within a qualification by checking the Student Information document available in your Pre-Enrolment Pack or on the Binnacle Training website. This will help you determine if you have already completed any of the units and are eligible for credit transfer.

3.5 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process which acknowledges the skills and knowledge that have been gained through previous formal and informal learning. Please note that the RPL pathway is generally not applicable to secondary school students. It is usually ideal for people who have already gained skills and knowledge through full-time work or previous qualifications such as a university degree.

RPL is offered per unit of competency. To be eligible, you need to demonstrate that you have already achieved the required skills and knowledge through previous learning which could include:

- Previous qualifications
- Work experience
- Life experiences

You will also need to provide supporting evidence such as:

- Certificates or Statements of Attainment
- Work history/resume
- References from employers or supervisors

To apply, you will need to complete an RPL Application and list the units of competency for which you would like to be considered.

If your application is successful, you will be able to bypass the training component and proceed straight to the assessment whereby you will be provided with an RPL kit for each unit of competency. The kit will contain the relevant assessments for those units, which will be marked by a qualified assessor.

If your application is unsuccessful, you will be notified with a reason for the decision. You can then undertake the unit in the normal manner, which involves completing both the training and assessment components.

3.6 Training and Assessment Guarantee

Binnacle Training guarantees that all training and assessment will be provided as agreed in your enrolment, even in the unlikely event of unforeseen circumstances.

Our Guarantee Covers:

- Completion of your program: We are committed to ensuring you can complete your enrolled training program.
- Unforeseen circumstances: This guarantee extends to situations such as the closure of Binnacle Training or your school ceasing to deliver the program.

Specific Scenarios:

- School Closure or Program Discontinuation: If your school closes or discontinues your program, Binnacle Training will make arrangements for you to complete your training and assessment through another suitable RTO and you will be formally notified of these arrangements.
- Student Leaving the School: If you leave the school part-way through your program, you may not be able to continue your studies within the Binnacle school model. However, Binnacle Training will assist you in finding an alternative RTO where you can continue your training. Please note that any costs incurred at the new RTO will be your responsibility.

Exception:

You may be able to continue your Binnacle Training program if you transfer to a new school that:

- Is also a Binnacle partner school
- Offers the same program
- Has the capacity to accommodate you in their timetable

This guarantee reflects our commitment to your success and ensures you have the opportunity to complete your chosen qualification, even in unexpected situations.

3.7 Receiving Your Certificate

Upon successful completion of your Binnacle Training program, you will be issued a nationally recognised certificate or Statement of Attainment. This credential signifies that you have achieved the required competencies and skills for your chosen qualification.

Certificate or Statement of Attainment:

- If you complete an entire qualification, you will receive a certificate along with a transcript of results displaying the units of competency you have completed.
- If you only complete specific units of competency within a qualification, you will receive a Statement of Attainment for those units.

Your certificate or Statement of Attainment will be issued within 30 calendar days once all assessment has been completed and your results have been finalised.

Your Binnacle Training certificate or Statement of Attainment is a valuable credential that can help you:

- Gain a competitive edge in the job market.
- Pursue further education and training opportunities.
- Demonstrate your skills and knowledge to potential employers.

If you have any questions or concerns about your certificate or Statement of Attainment, please contact your Binnacle Teacher or Binnacle Training staff.

4. Code of Conduct

4.1 Code of Conduct

As a Binnacle Training student, you are expected to demonstrate a commitment to your learning and uphold the highest standards of conduct to help ensure a positive and productive learning environment for all.

Responsibilities

- School Expectations: Follow your school's expectations for behavior, attendance, learning, and assessment. Remember that your Binnacle Training program is delivered as a school subject, and you are expected to abide by your school's code of conduct and any other relevant school policies.
- Enrolment Application: Provide all necessary information and documentation for your enrolment application.
- Active Engagement: Engage actively and positively with all training and assessment activities.
- Authentic Work: Ensure that all work you produce for assessments is your own original work.
- Attempting Assessment: Attempt all assessments properly and submit your work on time.
- Acknowledging Sources: Acknowledge the work of others where necessary, such as proper referencing.
- Academic Progression: Maintain academic progression and work towards program completion to the best of your ability.
- Binnacle Lounge: Utilise the online training and assessment platform (Binnacle Lounge) for its intended purpose and follow the guidelines for online conduct.
- Seeking Support: Seek support from the available services (school and Binnacle Training) when needed.

Consequences of Breaches

Any breaches of the Binnacle Training Code of Conduct may result in disciplinary action, which could include:

- Verbal or written warnings
- Suspension from the Binnacle Program
- Withdrawn from the Binnacle Program
- Your school may also impose additional consequences in line with their own policies.

4.2 Academic Integrity

Academic integrity means being honest and responsible in your work. It's about producing original work, acknowledging the contributions of others, and upholding ethical standards in all of your studies.

Academic integrity is crucial because it:

- Ensures fairness and equity for all students.
- Will maintain the value and credibility of your qualifications.
- Develops essential skills and habits for your future career.
- Promotes a culture of trust and respect in the learning environment.

Here are the key principles to follow:

- Produce original work: Only submit your own work for assessments.
- Acknowledge sources: Properly cite any sources you use, such as books, articles, or websites.
- Avoid plagiarism: Plagiarism is presenting someone else's work as your own. It can include copying and pasting text, paraphrasing without attribution, or submitting work that someone else has done for you.
- No cheating: Cheating includes any attempt to gain an unfair advantage in assessments, such as using unauthorised materials, collaborating with others when not permitted, or asking someone else to complete your work.
- Honest collaboration: If group work is allowed, ensure that all members contribute fairly and acknowledge each other's work.

Some common forms of academic misconduct include:

Plagiarism

Plagiarism is presenting someone else's work or ideas as your own, without proper acknowledgment. It can include:

- Copying and pasting text from a website, book, or article without quotation marks and citation.
- Paraphrasing someone else's ideas without giving them credit.
- Using images, videos, or other media without permission or attribution.

Cheating

Cheating involves any attempt to gain an unfair advantage in assessments. It can include:

- Using unauthorised materials during an exam, such as notes or electronic devices.
- Getting someone else to complete your assessment tasks.
- Impersonating another student or having someone impersonate you.

Collusion

Collusion is a form of cheating that involves unauthorised collaboration with others on an assessment task. It can include:

- Working together on an assignment when it's supposed to be individual work.
- Sharing answers or ideas during an exam.
- Copying from another student's work.

Breaches of academic integrity can have serious consequences, including:

- Failing assessments
- Suspension from your Binnacle Program
- Withdrawn from your Binnacle Program

4.3 Using Artificial Intelligence

Binnacle Training recognises the growing presence of Artificial Intelligence (AI) tools in education. While these tools can be helpful resources, it's important to use them responsibly and ethically.

Guidelines for AI Use

- Original Work: Binnacle Training expects all content you create for your studies to be your original work. AI tools should only be used for assistive purposes, not to generate substantive content for assessments.
- School Policies: Follow your school's policies regarding AI use in education.
- Assistive Purposes: AI tools can be helpful for tasks such as:
  - Researching topics
  - Generating ideas
  - Improving your writing
  - Editing and proofreading
- Responsible Use: When using AI tools, ensure you:
  - Understand how the tool works and its limitations.
  - Critically evaluate the information and content generated by the tool.
  - Do not rely solely on AI-generated content; use it as a starting point or to enhance your own work.
  - Properly cite any AI-generated content that you use in your work.

Academic Integrity and AI

Using AI to generate content and submitting it as your own work is a form of academic misconduct. It is essential to maintain academic integrity by producing original work and acknowledging the contributions of others, including AI tools.

5. Student Rights

5.1 Making a Complaint

Binnacle Training is committed to providing you with a high-quality learning experience. However, we understand that concerns or complaints may arise from time-to-time. We take all complaints seriously and strive to handle them efficiently and fairly, with the goal of achieving a satisfactory outcome for everyone involved.

Considerations for School Students

Binnacle Training values its partnership with schools and recognises the importance of collaboration in addressing student complaints. We will keep your school informed throughout the complaint process, as appropriate, and work together to ensure a positive and productive learning environment for all students.

What is a Complaint?

In the context of Binnacle Training, a complaint is a formal expression of dissatisfaction about any aspect of your training or assessment experience, which could include:

- Course content: If you feel the course content is inaccurate, outdated, or not relevant to the qualification.
- Assessment procedures: If you believe the assessment methods are unfair, inconsistent, or not aligned with the training.
- Trainer conduct: If you experience unprofessional or inappropriate behaviour from a Binnacle Teacher or staff member.
- Support services: If you are dissatisfied with the support services provided or feel you are not receiving adequate assistance.
- Facilities and resources: If you have concerns about the quality or availability of learning resources, equipment, or facilities.
- Discrimination or harassment: If you experience or witness any form of discrimination or harassment during your training.

It's important to remember that a complaint should focus on specific issues or concerns related to your training or assessment experience. Informal complaints, general grievances or personal opinions about the program are not usually considered formal complaints.

If you're unsure whether your concern constitutes a formal complaint, you can always contact Binnacle Training staff for guidance.

Informal vs. Formal Complaints

Binnacle Training encourages open communication and aims to resolve concerns quickly and amicably. Before lodging a formal complaint, we recommend trying to resolve the issue informally. This approach often leads to a faster and more satisfactory resolution.

Informal Resolution:

- Discuss with your Binnacle Teacher: If you have a concern, first try discussing it with your Binnacle Teacher. They may be able to address the issue directly or offer helpful advice.
- Contact Binnacle Training staff: If you're unable to resolve the issue with your teacher, or if you feel uncomfortable doing so, you can contact Binnacle Training staff. They will listen to your concerns and try to find a resolution.

If your attempts at informal resolution are unsuccessful, or if the issue is serious or sensitive in nature, you may choose to lodge a formal complaint.

Lodging a Complaint

Binnacle Training aims to make the complaint process as clear and straightforward as possible. All you need to do is complete the online Complaint Form with the relevant details and a Binnacle staff member will contact you to address your concerns as efficiently as possible.

Binnacle Training will acknowledge receipt of your complaint within 2 business days. We will then investigate your complaint and aim to provide a written response within 10 business days.
Binnacle Training will treat your complaint with confidentiality and sensitivity. We will only share information with those directly involved in investigating or resolving the complaint.

For the most efficient processing, we recommend using the online Complaint Form; however, you may also send an email to admin@binnacletraining.com.au with the relevant details or call Binnacle Training on 1300 303 715 and explain your complaint to a staff member.

In some cases, it may take longer than 60 days to resolve a complaint. If this occurs, we will inform you in writing, explain the reason for the delay, and provide regular updates.

Complaint outcomes

Binnacle Training takes all complaints seriously and strives to resolve them fairly and efficiently. The outcome of your complaint will depend on the nature of the issue and the findings of the investigation.

Possible Outcomes:

- Complaint upheld: If your complaint is upheld, Binnacle Training will take appropriate action to address the issue which could include:
  - Apologising for the issue
  - Providing additional support or training
  - Reviewing or changing policies or procedures
  - Taking disciplinary action against a staff member
- Complaint not upheld: If your complaint is not upheld, Binnacle Training will provide you with a written explanation of the reasons for this decision.

Binnacle Training will communicate the outcome of your complaint to you in writing. We will also inform any other relevant parties, such as your school, if appropriate.

If you are not satisfied with the outcome of your complaint, you may choose to escalate the matter further by lodging an appeal (see the 'Appeals' section of this handbook).

5.2 Lodging an Appeal

Binnacle Training is dedicated to ensuring that all students have a positive and productive learning experience. We understand that there may be times when you disagree with a decision made regarding your program. We have a fair and transparent appeals process to address these situations and ensure that all students are treated equitably.

Considerations for School Students

Binnacle Training values its partnership with schools and recognises the importance of collaboration in addressing requests for an appeal. We will keep your school informed throughout the appeals process, as appropriate, and work together to ensure a positive and productive learning environment for all students.
What is an Appeal?

An appeal is a formal request for reconsideration of a decision you believe is unfair or incorrect. This could include decisions about your assessments, credit transfer, or other aspects of your Binnacle Training program.

Grounds for an Appeal

You may lodge an appeal if you believe:

- An assessment decision was unfair or inaccurate.
- A decision about credit transfer or RPL was not correctly made.
- You were unfairly disadvantaged in any aspect of your training or assessment.
- A disciplinary decision was unjust or disproportionate.

Appeals Process

Binnacle Training aims to make the appeals process as clear and straightforward as possible. All you need to do is complete the online Appeals Form with the relevant details, and a Binnacle staff member will contact you to address your appeal as efficiently as possible.

Remember, you must submit your appeal within 28 working days of the decision you are appealing.

Binnacle Training will acknowledge receipt of your appeal within 2 business days. We will then review your appeal and aim to provide a written response within 10 business days.

For the most efficient processing, we recommend using the online Appeals Form. However, you may also send an email to admin@binnacletraining.com.au with the relevant details or call Binnacle Training on 1300 303 715 and explain your appeal to a staff member.

In some cases, it may take longer than 60 days to resolve an appeal. If this occurs, we will inform you in writing, explain the reason for the delay, and provide regular updates.

Confidentiality

Binnacle Training will treat your appeal with confidentiality and sensitivity. We will only share information with those directly involved in the appeals process.

Possible Appeal Outcomes

- Appeal upheld: The original decision is overturned or changed in your favour.
- Appeal not upheld: The original decision stands.

Binnacle Training will communicate the outcome of your appeal in writing, providing a clear explanation of the decision.

Further Action

If you are not satisfied with the outcome of your appeal, Binnacle will arrange for an independent third party (Raspberry Training and Consulting) to review the case at no cost to you.
Independent reviews are conducted by a qualified VET professional with expertise in assessment and RTO compliance. A written outcome is provided, confirming whether the original decision is upheld or should be reconsidered, based on a fair and impartial review of the available evidence.

5.3 Service Changes

Binnacle Training is committed to providing you with a consistent and high-quality learning experience. However, there may be times when changes to our services become necessary.

Notification of Changes

If there are any changes to the agreed services, Binnacle Training will advise you as soon as practicable. This includes:

- New third-party arrangements: If Binnacle Training enters into a new partnership with a third party to deliver services.
- Change of ownership: If Binnacle Training undergoes a change of ownership or structure.
- Changes to existing third-party arrangements: If there are any changes to the services provided by an existing third-party partner.

How Changes Are Communicated

Binnacle Training will communicate any service changes to you through the Binnacle Lounge to alert you and your teacher. We will also inform your school of the changes so they are aware of any processes that may need to be updated.

Your Rights

If you are significantly affected by a service change, you may have the right to:

- Withdraw from the program: You may be able to withdraw from your program and receive a refund, depending on the nature of the change and the terms of your enrolment.
- Negotiate alternative arrangements: You may be able to negotiate alternative arrangements with Binnacle Training to continue your studies.

If you have any questions or concerns about a service change, please contact your Binnacle Teacher or Binnacle Training staff.

5.4 Consumer Protection

Your Rights as a Consumer

When you undertake a Binnacle Training course, you are protected under Australian Consumer Law. This law provides you with certain rights and guarantees as a consumer of education and training services.

Key Protections

- Unfair Contract Terms: The law protects you from unfair terms in your enrolment contract.
- Consumer Guarantees: You are entitled to certain guarantees about the quality and delivery of your training and assessment.
- Unscrupulous Sales Practices: The law protects you from aggressive or misleading sales tactics.

Your Responsibilities

- Read the Materials: Please read all materials provided by Binnacle Training carefully. These materials explain the services we provide and your rights as a consumer.
- Understand the Terms: Make sure you understand the terms and conditions of your enrolment before you sign the enrolment form.

More Information

You can find out more about your rights as a consumer from the Australian Consumer Law website. This website has helpful guides about specific areas of consumer protection.

5.5 Cooling-Off Period

What is a Cooling-Off Period?

A cooling-off period is a period of time that allows you to cancel a contract without penalty. In the context of education, it usually applies when you enroll in a course as a result of unsolicited marketing, such as a door-to-door sales visit or a telemarketing call.

Binnacle Training does not engage in unsolicited marketing or sales tactics. You and your school choose to work with us to deliver our training programs. Therefore, a statutory cooling-off period does not apply to your enrolment.

Important Note: If you are ever approached by an education provider using unsolicited marketing tactics, remember that you have the right to cancel your enrolment within the cooling-off period (usually 10 days) without penalty.

5.6 Privacy Notice

Why we collect your personal information:

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide personal information to us, we may not be able to enrol you as a student.

How we use your personal information:

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

Audio and video recording used as assessment evidence:

We use audio and video recording as a mandatory method of assessment evidence in some of our training programs. This may require - at times - verifiable (able to be proved) video evidence, showing your identity, to verify your skills. This evidence will only be used by the trainers and assessors of Binnacle Training for the sole purpose of making assessment decisions.

How we disclose your personal information:

We may be required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). NCVER is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information:

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth)(Privacy Act), the NVETR Act and the Student Identifiers Regulation 2014. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), other relevant Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities, including:

- administration of VET, such as program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

DEWR may be authorised by law to share 'public sector data' with third parties, including under the Data Availability and Transparency Act 2022 (Cth) (DAT Act). 'Public sector data' is defined in the DAT Act to mean "data lawfully collected, created or held by or on behalf of a Commonwealth body…" and therefore includes any data collected by the department as part of performing VET related functions.

For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice.

Surveys:

You may receive a student survey from a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note that you may opt out of the survey at the time of being contacted.

Contact information:

At any time, you may contact Binnacle Training to:

- request access to your personal information;
- correct your personal information;
- make a complaint about how your personal information has been handled;
- ask a question about this Privacy Notice.

Binnacle Training Contact Details

Email: admin@binnacletraining.com.au
Phone: 1300 303 715
Website Privacy Policy

Last updated 2/10/26

6. Student Support

6.1 Language, Literacy, Numeracy & Digital Literacy (LLND) Skills

Importance of LLND Skills

Language, literacy, numeracy and digital literacy (LLND) skills are essential for success in your Binnacle Training program and future career. These skills will help you:

- Understand course content and assessments
- Communicate effectively with your teachers and peers
- Complete workplace tasks and assignments
- Develop critical thinking and problem-solving skills

Based on your LLND skills and prior to your enrolment, you will be provided with advice about whether the course you have selected is suitable for you. This will allow you (and your parent/guardian) to make an informed decision about your enrolment and any support you may need.

Identifying LLND Needs

To help identify your LLND needs, you will need to complete the provided LLND screening before your enrolment is confirmed. The LLND screening will give you and your Binnacle Teacher a better understanding of your strengths and areas for improvement.

Your Binnacle Teacher may also use school data and processes to identify your LLND needs and provide additional support.

Support Strategies

Binnacle Training offers a range of support strategies to help you improve your LLND skills, including:

- Access to LLND resources and learning materials
- Differentiated instruction and assessment tasks
- Use of technology to support learning

Role of Binnacle Teachers

Binnacle Teachers are equipped to support students with LLND needs and have access to:

- A list of suggested LLND support strategies
- LLND training booklets for students
- Professional development opportunities on LLND support

Collaboration with Schools

Binnacle Training works closely with schools to support students' LLND needs. We share resources and strategies to ensure a coordinated approach to LLND development.

If you have any questions or concerns about your LLND skills, please don't hesitate to talk to your Binnacle Teacher or contact Binnacle Training staff.

6.2 Our Commitment to Inclusivity, Diversity & Respect

At Binnacle Training, we believe that a diverse and inclusive learning environment is one where everyone feels welcome, safe, and supported. We are committed to fostering an environment that promotes respect for all students, regardless of their background, identity, or abilities. We believe that celebrating diversity enriches the learning experience for everyone and prepares students for a diverse and interconnected world.

Disability Standards & Reasonable Adjustments

We are committed to providing an inclusive learning environment where all students have equal opportunities to succeed. We comply with the Disability Standards for Education to ensure that students with disabilities can access and participate in our programs.

- Reasonable Adjustments: We understand that students with disabilities may require adjustments to the learning environment, resources, or assessment methods to enable them to participate fully in their Binnacle Training program.
- Requesting Adjustments: If you require reasonable adjustments, please talk to your Binnacle Teacher or contact Binnacle Training staff. We will work with you to identify appropriate adjustments that meet your needs and ensure you have equal access to training and assessment. Each assessment task identifies the reasonable adjustments that are permitted to ensure that the integrity of the unit of competency requirements are not compromised.
- Examples of Reasonable Adjustments:
    - Formatting: Altered print size and layout, supporting images and diagrams, simplified language.
    - Time: Extra time for assessments, rest breaks, assessments administered in segments.
    - Assistive Technology: Text-to-speech software, speech-to-text software, calculators.
    - Environmental: Alternate location for assessments, reduced audience during assessments, note-taking support.
- Confidentiality: All information about your disability and any adjustments you require will be treated confidentially.
- Collaboration with Schools: Binnacle Training works closely with schools to ensure that students with disabilities receive the support they need. We will collaborate with your school to implement reasonable adjustments and provide a positive and inclusive learning environment.
- Important Notes: Any reasonable adjustments must preserve assessment integrity and cannot modify the assessment task or marking criteria for the units of competency. Appropriate reasonable adjustments are those that can be implemented in accordance with the assessment requirements of the unit so that competency can still be achieved. If you require adjustments beyond those permitted, you may not be eligible to achieve competency in the unit. In these cases, please contact Binnacle Training, as a 'Participation Certificate' can be provided as an alternative to acknowledge your training in these units.

Cultural Safety

Binnacle Training is committed to fostering a culturally safe learning environment for everyone, including First Nations people. This means we strive to create a space where you feel respected, understood, and valued for your unique cultural identity. Our commitment includes:

- Engaging respectfully with local First Nations communities.
- Ensuring our training and assessment materials are culturally appropriate.

- Promoting cultural awareness among all students and staff.

We believe that by respecting and valuing all cultures, we can create a more positive and productive learning environment for everyone.

6.3 Student Wellbeing

Our Commitment to Wellbeing

Binnacle Training believes that your wellbeing is a top priority. We understand that studying, working, and managing other commitments can be challenging at times. We are here to support you in maintaining your wellbeing throughout your Binnacle Training program.

School Wellbeing Services

As your Binnacle Program is delivered as a school subject, we encourage you to access the wellbeing services provided by the school to support your physical and mental health. These services may include:

- School counselors
- Pastoral care teachers
- Wellbeing programs and activities
- Peer support networks

Binnacle Wellbeing Resources

Binnacle Training also provides resources to support your wellbeing including:

- Recommended Resources: We have compiled a list of recommended resources from organisations such as Beyond Blue and Readiness. These resources offer information and support on a variety of wellbeing topics including:
  - headspace
  - ReachOut
  - The BRAVE Program
  - MoodGYM
  - Smiling Mind

Looking After Your Wellbeing

Here are some tips for maintaining your wellbeing:

- Stay connected: Connect with friends, family, and your community.
- Be active: Engage in regular physical activity.
- Eat healthily: Maintain a balanced and nutritious diet.
- Get enough sleep: Aim for 7-9 hours of quality sleep each night.
- Practice mindfulness: Take time for relaxation and mindfulness activities.
- Seek help when needed: Don't hesitate to reach out for support if you're struggling.

If you have any questions or concerns about your wellbeing, please talk to your Binnacle Teacher or contact Binnacle Training staff.

Binnacle Training

RTO CODE 31319

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