



Yachting Western Australia – Registered Training Organisation Learners' Service Code of Practice

Yachting WA has developed a Code of Practice outlining its undertaking to provide equitable and accessible training, and clear and accurate information to its clients. The Code of Practice (CoP) is provided to those enrolling in courses and is discussed during learner induction.

Code of Practice

Yachting WA aims to provide effective quality courses to people seeking training. To that end we will endeavour to support and assist our clients to meet their needs. It should be remembered that the training environment has particular health, safety and behaviour requirements. Our instructors are authorised to remove from the course any persons breaching these rules.

Yachting WA Member Protection Policies include Child Protection, Anti-Discrimination and Harassment, and many others. The index page is at the end of this Handbook. You may access the policies document at:

Yachting WA website www.wa.yachting.org.au

Click on Sport Services

Click on Member Protection Policy

You will then have download and print options.

In brief, all training activities of Yachting WA must be alcohol, drug and smoke free, and follow the requirements of the SunSmart protection policy. Any queries or difficulties should be referred promptly to the Manager – RTO & RST, or General Manager of Yachting WA.

Yachting WA has at least two members of staff as qualified Member Protection Officers (MPO). If any issue is raised that is covered by these Policies, it must be referred to an MPO without delay.

Canteen

Our venues generally do not have canteen facilities. If you are on a course over meal times, you will need to bring your meal with you, or go to a shop nearby. Coffee and tea facilities are provided at all training and assessment venues.

Certification

When you have completed the units of competency in your course, you will be issued with a Statement of Attainment showing those for which you are successful. These competencies are recognised by every other Registered Training Organisation around Australia. This Statement must be issued within 30 days of completing your final assessment.

Complaints and appeals

Please see the separate document on this topic, also in the Learner Handbook and on the Yachting WA website www.wa.yachting.org.au. select RST Assessor, select How to become an assessor.

Feedback

This is a critical element of the training process. You will receive verbal feedback during the formative (learning) stages of your course, and written feedback on your performance in assessment activities.

At the end of your course, you will be asked to give written feedback to Yachting WA on your:

- course, its content, equipment and relevance
- trainer(s), their presentation and conduct of assessments.

This is an important part of Yachting WA's Continuous Improvement Process.

Good learning policy

Everyone is entitled to a happy and secure place of learning, free of any form of discriminatory and harassment behaviour from fellow learners or staff. The policies of Yachting WA shall be followed, especially:

- Alcohol and drugs-free
- Child protection policy
- Smoke free
- Anti-harassment
- Sun protection policy

Breach of these policies, or any behaviour which impacts upon the safety and well-being of another person, will result in a range of penalties. These penalties can range from a temporary "time-out" for minor disruptions up to exclusion from the course for a serious breach of behaviour standards.

Health and safety responsibilities

Everyone has a responsibility under the *Workplace Health and Safety Act 1995*:

To act in a manner which protects the health and safety of themselves and any other person while at a course being run by Yachting Western Australia (Inc.)

Carry out safety directions given by members of Yachting Western Australia

Use the best standards of care with equipment and premises in the interests of health and safety

On-water activity is not inherently dangerous, but it has its hazards. You should:

Wear long shorts and long-sleeved shirt

Wide-brimmed hat

Sunglasses

Sunscreen

Warm clothing and spray jacket appropriate to weather conditions

Bring a shower bag and change of clothes

You will receive a briefing on environment and task-specific safety issues at every session. Yachting WA will supply you with a life-jacket when going afloat, which must be worn. If you prefer, you may bring your own life-jacket. You will also learn about how to establish and manage a safe training environment as part of your course work, and will regularly address these topics:

- emergency procedures
- hazards and their means of control
- incident reporting
- use of personal protective equipment
- safe work practices
- safety briefings
- site-specific safety rules.

Learner induction

The induction is carried out at the commencement of each course. It includes information on venue safety and practices, course information and outcomes, code of conduct for learners and instructors, and equity and access issues.

Learning resources

All learning and assessment materials, including notes and workbooks, are supplied prior to or at the commencement of your course. You will be given a full outline of the course and a clear indication of the assessment requirements. The course notes will generally provide a list of recommended resources for supplementary information and for further learning.

Learner services

Our Manager – RTO & RST can help you with:

- Course information
- Course entry requirements
- Enrolments and enrolment fees

Legislation

There is a variety of Acts and Regulations of Commonwealth and State Governments which affect the operation of Registered Training Organisations, covering topics such as business practices, occupational health and safety and anti-discrimination laws. A list of these is included in this Learner Handbook.

Privacy policy

All assessment results and personal information is to be kept strictly confidential and private. Results are kept confidential and only released to the participant and the Manager – RTO & RST for storage purposes.

As part of the Yachting WA Continuous Improvement Program, candidates' assessment documentation will be presented to an external validation panel, with the candidate's name and any other means of identification blanked out

The Yachting WA Privacy Policy covers the full range of its activity, and information collected. This section deals specifically with learner information collected as part of the operations of nationally recognised training.

Yachting WA is not permitted to disclose information about learners enrolled in courses to any third party, without the specific consent of the learner. There is a form available from the Manager – RTO for this. If such information is requested, Yachting WA will seek your permission and have you sign the Release of Information Consent form before any such information is released.

Under its national reporting obligations Yachting WA is required to supply information collected on the enrolment form to State or Federal Government agencies for purposes of research, statistics and program evaluations. By signing the enrolment form and attesting to the validity of the information supplied, you are agreeing to the supply of this information for the stated purposes. No other disclosure will be made without your consent except as authorised or required by law. You have on request a right of access to personal information we hold about you.

RST Assessors are listed on the Yachting WA website, as providers of training and assessment services for the RST in WA. If you do not wish your email address and/or telephone number to be listed, please advise the Manager - RTO & RST at your induction as an Assessor.

Individuals have a right to access all the personal information that an organisation holds on them, except when it is unlawful to do so. An individual may request details and a copy of their personal information held by Yachting WA at any time during business hours. Yachting WA implements this policy based on the new privacy laws and the existing State legislation and the Commonwealth Privacy Act (1988), as updated by the Australian Privacy Principles in 2014.

Recognition of qualifications and Statements of Attainment by other RTOs

Yachting WA will recognise a qualification or Statement of Attainment issued by any other Registered Training Organisation (RTO) in Australia. Other RTOs will recognise a Statement of Attainment issued by Yachting WA. Learners will receive credit in Yachting WA courses for units completed at another RTO.

Recognition of Prior Learning

If you have previous experience and/or qualifications in training and assessment, you may be able to claim recognition of it. Our experience to date with sporting instructor qualifications and experience indicates that this is a great help to complete the training components of the course. However, our experience also shows that there is insufficient work done in recreational /sporting instructor courses in assessment processes to gain credit for any complete unit in this course.

Refund policy

Payment by potential learners and documentation (enrolment forms) must reach the office of Yachting Western Australia prior to commencement of the course. This process is typically part of the commencement session.

Cancellations prior to commencement of the course will receive a full refund. If you decide not to continue after commencement of the course, individual units which have not yet been commenced can be refunded, less \$200 administration fee.

Anyone booked on a course which is cancelled due to lack of numbers, or operational reasons, can be transferred to the next course, or receive a full refund.

If a learner has an unresolved issue with course fees and refunds, or failure to deliver promised training and assessment services, they may contact Dept of Consumer and Employment Protection on 1300 30 40 54.

Service delivery guarantee

Yachting WA will ensure that every learner has maximum opportunity to complete their study program. In the event of Yachting WA ceasing its RTO operations, learners will be given either the opportunity to complete their program, or have their fees transferred to another RTO.

The records of past Statements of Attainment will be transferred to the Training Accreditation Council of WA.

Through the Unique Learner Identifier system, your training records are maintained on a national data base. You can access this at <http://www.usi.gov.au/Pages/default.aspx>

Time limit for your course

To ensure that your skills and knowledge are current at the time you complete your course, this must be achieved within six months from your enrolment.

If your course should be changed after you enrolled, you will be allowed at least until the expiry of your enrolment to complete your course. A later completion date may be negotiated.

Transition of training programs

If any of the courses which Yachting WA has on its scope should be superseded, you will have a maximum of one year to complete the program which you have commenced. We normally have at least 3 months notice that a course is being replaced, and often have prior notice as much as one year ahead of major changes. You will be guided to the most appropriate plan of action in these circumstances.

Withdrawal from a course

Withdrawal from a course is a big decision. Before you withdraw discuss your options with your facilitator or the Yachting WA Manager – RTO & RST. There may be other choices available to you. To formally withdraw you must advise the Manager – RTO & RST in writing.