



# Student Handbook

## College Information and Contacts

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ABSLC and PMI reserve the right to revise and alter this Handbook at any time without notice.

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## 1. About ABSLC (Australian Boat Safe Licence College)

Australian Boat Safe Licence College is a division of All Licences.com Pty Ltd, a family owned operation with a long history in the marine industry. ABSLC is committed to providing its clients with a quality training experience that meets both their recreational and workplace requirements.

ABSLC is a registered training organisation that offers personalised training programs meeting both national standards under the Australian Quality Training Framework and the requirements of the State marine licensing organisations.

### ABSLC Responsibility to Students

ABSLC responsibility to you as the student is to provide a quality training experience that complies with the organisation's own policies and procedures, and those of the governing bodies.

## 2. Student Responsibilities and Conduct

ABSLC requires all students to:

- Conduct themselves in an acceptable manner during their studies, interaction with ABSLC staff and course candidates
- Not be under the influence of illegal substances or alcohol when attending course programs
- Ensure all information supplied to ABSLC is accurate
- Not submit work that they claim as their own that is gained from another source or person
- Notify ABSLC of any change to enrolment information and contact details

## 3. Course Enrolment Information

### Course Information

Course Info Packs including information on training locations, times, pre-assessment requirements and items you will need during the course are available at the ABSLC website – [www.myboat.net.au](http://www.myboat.net.au), by telephoning ABSLC Administration or from one of our ABSLC Boat Dealer or Chandlery Affiliates.

### Enrolment Checklist

When enrolling in an Australian Boat Safe Licence College course please make sure you have considered these points and reviewed the materials nominated below:

- That the course meets your workplace or recreational requirements
- Have available the identification materials required for your boating licence
- Have read the ABSLC refund policy, payment policy and student responsibilities
- Have the required skills in numeracy and literacy to participate in the course
- Have considered if you require any special assistance to participate in the practical or theory component of the course.

***If you require assistance with any of the above items, please contact the ABSLC Administration.***

### **Enrolment Procedures**

To enrol in an ABSLC course contact ABSLC Administration directly to receive an Information Pack or purchase a Course Pack from one of our Boat Dealer or Chandlery Affiliates. If you have purchased a Course Pack from an Affiliate, you will need to phone the ABSLC Administration to book your course date and location.

### **Withdrawal from Enrolment**

A participant may withdraw from a course at any time by contacting the ABSLC trainer conducting the course or ABSLC Administration, and then confirming their withdrawal in writing to ABSLC. You will be awarded recognition for any units completed satisfactorily. A refund may be available, please refer to our refund policy to determine if you qualify. You may arrange to restart your course within a 3 month period.

### **Withdrawal from Enrolment without Notice**

Withdrawal from a course without notice to your ABSLC Trainer or Administration will result in all fees paid to date forfeited. You will only be awarded recognition of units completed if fees are paid in full.

### **Reassessment of Withdrawn Students**

If a long period has elapsed since withdrawing from a course, students who qualify to recommence their course may be asked to complete an assessment of knowledge and skills previously obtained. A reassessment fee may be charged.

## **4. Refund Policy**

- **ABSLC Cancels A Course**

If ABSLC cancels a course for any reason, you have the option of a complete refund of all fees paid in advance without any administration fees imposed, or the choice of transferring to the next available course.

- **You Withdraw before Course Commences**

If you withdraw from a course before the course commences, you have the option of transferring to the next available course or a refund in full of fees paid in advance. A cancellation fee of 25% of fees paid directly to ABSLC applies if you request a refund.

- **Withdrawal once a Course Commences**

No refund applies if you withdraw from the course once it commences. You will receive recognition for any units completed satisfactorily and may request to transfer your uncompleted units to other training date at the same location.

- **Withdrawal due to Hardship or Illness**

If you are required to withdraw from a course due to illness or personal hardship, ABSLC may at its discretion provide a refund as long as you can provide a medical certificate. You can request to transfer your prepaid fees to another course date. If a refund is provided, a 25% cancellation fee will apply and no recognition of units completed will be issued.

### **Course Extension Policy**

ABSLC believes in supporting all students in attaining the course qualification or licence they are studying for, however ABSLC is not obligated to offer a course extension or additional training and assessment to any student who does not complete their course in the allocated time. ABSLC will offer any student who requires additional training or assessment the opportunity, but a fee may apply.

## **5. Course Credits and Recognition of Prior Learning**

You may qualify to have your current skills and/or qualifications recognised via one of the systems outlined below:

### **Credit Transfer**

Credit can be obtained for study already completed. Credit transfer involves assessing previously completed courses or study that is equivalent to the study you are now undertaking. You will need to be able to provide documentation such as a Statement of Attainment from another RTO for a unit that has equivalent outcomes to the unit(s) in the course you are undertaking. Please contact ABSLC to arrange information on application process.

### **Recognition of Prior Learning (RPL)**

Recognition of prior learning recognizes a student's skills and experience gained through formal and informal training, the workplace and general life. RPL process is different for each student, if you believe your marine workplace activities or training in other forms of boating may contribute to some or all of the course units, please contact ABSLC Administration for an RPL Information Pack.

## **6. Access and Equity**

ABSLC encourages and supports people of all abilities to participate in training programs.

### **Anti-Discrimination**

ABSLC does not tolerate nor does it condone any form of unlawful discrimination or harassment by ABSLC staff of any student, employee or prospective employee based on their age, gender, nationality, sexuality, disability, pregnancy, religious beliefs, or ethnic background. If you believe you have been the subject of discrimination or harassment please contact ABSLC Administration immediately.

### **Access for people with Disability**

Students with a disability are encouraged to participate in ABSLC courses. Parts of ABSLC courses can be adapted to suit the needs of students with various disabilities. Some courses require a specific level of mobility and the ability to meet the minimum licence requirements. If you have any accessibility or physical learning needs, please contact ABSLC prior to the commencement of the course.

### **Numeracy and Literacy**

ABSLC is committed to assisting students with differing numeracy and literacy skills. Many courses may require a high level of numeracy and literacy to complete the course. If you have any concerns, ABSLC can provide assistance by referring you to professional services who offer training in these skills.

## 7. Appeals Policy

ABSLC seeks to minimise appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful at all times. If you have any concerns about your assessment, RPL or results you should discuss these with your Trainer/Assessor, and if not satisfied contact the ABSLC Administration. ABSLC Appeals Policy states:

- Students have the ability to submit or undertake any assessment task two (2) times
- Students should discuss any concerns about their results with their trainer before contacting ABSLC Administration
- If a student is not satisfied with the outcome after consulting their Trainer, they have 21 days from the date of the result being awarded to submit a written appeal to the ABSLC
- If a student is unsatisfied with the result of the formal appeal, they can request the matter be referred to the ABSLC Appeals Panel
- ABSLC Appeals Panel comprises one or more independent persons appointed by the Directors of ABSLC, who are experienced in the course field and the assessment process
- Decisions of the ABSLC Appeals Panel is final
- Any expenses related to the appeal process will be borne by the student unless the Appeals Panel finds in favour of the Student.

You can request an Appeal Application Form from ABSLC Administration.

## 8. Accessing Student Personal Information and Results

Students can request copies of their submitted enrolment information, RPL applications, assessments, results, Statement of Attainments and Qualifications. A fee may be applicable if the requested copy is a replacement for information or certificate already provided by ABSLC. ABSLC Privacy Policy will apply to all requests for student information and results.

## 9. ABSLC Code of Practice

As a Training Organisation, Australian Boat Safe Licence College has agreed to operate in accordance with the Principles and Standards of the Australian Quality Training Framework (AQTF) and the Code of Practice of the parent BoatSafe Training Organisation (AAA Australian Boatsafe Licence College). This includes a commitment to recognise the training and/or qualifications issued by other Recreational Boat Training Organisations.

### Legislative Requirements

ABSLC will comply with all legislative requirements of State and Federal governing organisations including workplace health and safety, Work Place Relations, Office of Fair Trading and Education Authorities.

### Access and Equity

ABSLC has a policy of equal access to training and employment regardless of race, colour, religion, gender or physical disability and regardless of the prevailing community values.

### **Quality Management and Administration**

Australian Boat Safe Licence College has policies and management strategies that ensure that sound financial and administrative practices are brought consistently applied and continuously improved. Management guarantees that the College's sound financial position will safeguard and protect client fees until used in training / assessment. Our Refund Policy is fair and equitable to all. ABSLC maintains adequate insurance policies.

### **Sanctions**

Australian Boat Safe Licence College will honour all guarantees outlined in its Code of Practice.

### **Records and Documentation Management**

ABSLC has policy and procedures to ensure all student, assessment and version control records meet AQTF Standards; and that client records are managed securely and confidentially, and are available for client perusal upon request. Under AQTF Standards records will be maintained for 30 years and provision will be made to transfer the records to an alternative organisation if ABSLC ceases operation.

### **Marketing and Advertising Policy**

Australian Boat Safe Licence College markets a Recreational Power Boat training product with integrity, accuracy and professionalism, avoiding vague and misleading statements. In providing information to our clients, no false or misleading comparisons are drawn with any other training organisations or training product.

### **Internal and External Reviews Policy**

ABSLC agrees to participate in external monitoring and audit processes as required by the Registering Authorities and have in place a process of regular Internal Review focusing on evidence collected during the year relevant to all areas of service and delivery within the College, grievances, and feedback from clients / industry.

### **Training and Assessment Standards Policy**

ABSLC will ensure personnel have appropriate qualifications and experience to deliver the training and assessment within the organisation's scope of registration. Courses will be delivered to meet the requirements of the relevant Training Package or Accredited Course. Trainee trainers must be notified to Maritime Safety Queensland before commencing training as per BIB 0032008.

### **Conflict of Interest**

Australian Boat Safe Licence College will not employ any person who is an employee of Maritime Safety Queensland, Department of Primary Industries (Fisheries), and Queensland Police Service.

### **IT Policy**

ABSLC will ensure that only approved personnel have access to IT systems containing student records and personal information, and that measures will be undertaken to maintain the security and reliability of the IT systems.

### **OH & S Policy**

ABSLC maintains policy and procedures to comply with Occupational Health and Safety requirements to ensure training facilities and operations are maintained and operated in a safe manner. Staff and students are required to follow all procedures in place and conduct themselves in a manner in which ensures the safety of others.

### **Risk Management Policy**

ABSLC maintains policies and procedures that minimise the risk of not meeting AQTF Standards in training, assessment, issuing of qualifications and management.

### **Staff Recruitment and Professional Development Policy**

ABSLC undertakes a procedure to ensure personnel have adequate qualifications for their role and meet AQTF qualification standards. ABSLC encourages and provides a progress for continuous professional development and competency verification.

### **Staff Conduct Policy**

ABSLC requires all personnel to conduct themselves in a fair and professional manner at all times. Personnel are required not to bring into disrepute ABSLC, any student, other training organisation, supplier or Registration Authority.

### **Appeals and Complaints Administration Policy**

ABSLC is committed to providing a fair and transparent appeals and complaints system that will resolve any disputes in a timely manner.

### **Refund Policy and Fee Protection Policy**

ABSLC refund policy provides a written guarantee concerning refunds in certain circumstances. ABSLC fee processing procedures and management systems ensure fees are protected and released only once training has commenced.

### **Privacy Policy**

ABSLC maintains a Privacy Policy to protect the information provided by students. ABSLC follows the 10 National Privacy Principles the Federal Government has developed that are derived from the Privacy Act 1998 (and the 2000 Amendment to the Act). These are available at: <http://www.privacy.gov.au/publications/npps01.pdf>

## **10. Privacy Policy**

ABSLC is committed to maintaining the sensitive student information to maintain its privacy obligations. ABSLC has adopted a privacy policy that applies to all information you provide during enrolment, assessment and course evaluation.

ABSLC follows the Australian Federal Government's 10 National Privacy Principles that are derived from the Privacy Act 1998.

### **What information does ABSLC collect?**

ABSLC is required to collect details as part of the enrolment and assessment processes. This information may include but not limited to details of your residence, name and date of birth, forms of identification such as passport and Medicare details, education background, employment history, spoken languages, as well as numeracy

and literacy skills. ABSLC may also collect information in regards to disability status and gather information through promotions and course evaluation surveys.

#### **How does ABSLC use this information?**

ABSLC uses this information to assist in providing the training courses you have enrolled in, prepare individual training plans, process your qualification and keep you informed of ABSLC products or partner products that may be of interest to you.

#### **How does ABSLC store this information?**

ABSLC is required to keep this information and your records of assessment for the purposes of AQTF compliance. This information is stored electronically and in hard copy within secure locations for a minimum period of 30 years as per the AQTF standard.

#### **Who does ABSLC share this information with?**

ABSLC does not share, sell or rent personal information to third parties, including your workplace and family without your consent, except when required as below.

- Submit copies of your competencies and details as required to Licensing Authorities
- Cooperate with a legal process it is obligated to under the law
- Fulfil a request for information as per the process explained below

#### **How do I obtain or release copies of my personal information?**

Principle 6 'Access and correction' of the ten National Privacy Principles from Schedule 3 of the Privacy Act 1988 (Cth) provides for an individual to access their personal information held by an organisation. In most instances the organisation must allow the individual access to the information on request by the individual. If the individual can establish that the information is not accurate, complete and up-to-date, the organisation must take reasonable steps to correct information.

To obtain or release copies of your personal information, please contact ABSLC Administration and request a Information Release Form.