



Binnacle
Training

RTO Code 31319

POLICY MANUAL

2019

BINNACLE TRAINING

Binnacle Training College Pty Ltd – Registered Training Organisation

PO Box 110

New Farm QLD 4005

www.binnacletraining.com.au

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FORWARD

The Binnacle Training Policy Manual encompasses the activities and services of ***Binnacle Training College Pty Ltd*** – Recognised as a Registered Training Organisation (RTO 31319) by the Australian Skills Quality Authority under the National Vocational Education and Training Regulator Act 2011. *Start Date: 10 March 2006.*

Please refer to the following link for our registration details:

<http://training.gov.au/Organisation/Details/31319>

Binnacle Training operates within the Vocational Education and Training (VET) Quality Framework. The VET Quality Framework comprises the:

- Standards for Registered Training Organisations (RTOs) 2015;
- Australian Qualifications Framework;
- Fit and Proper Person Requirements (which, as of 2015, are part of the Standards);
- Financial Viability Risk Assessment Requirements; and
- Data Provision Requirements.

To access The Vet Quality Framework, refer to the following link:

<http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/the-vet-quality-framework.html>

Binnacle Training College Pty Ltd makes life easier for teachers delivering Vocational Education in Schools.

1.0 ACCESS AND EQUITY POLICY

Element 2.1 and 2.3 AQTF Condition 3

Clauses 1.3, 1.7, 5.1, 5.2, 8.5 SRTO 2015

1.1 Purpose

Binnacle Training is committed to providing all students with equitable opportunities to pursue their training and development. This policy and procedure is to be used by Binnacle Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

1.2 Scope

This policy covers all Binnacle Training policies and procedures and all training function activities.

1.3 Definitions

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged groups may include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

Discrimination can be direct, indirect or systemic.

Direct discrimination

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it. An action that is based on irrelevant reasons or circumstances such as personal characteristics (e.g. gender, ethnic origin) is direct discrimination.

Indirect discrimination

Sometimes the rules, practices and decisions made by a person or organisation treat people the same (in a way that actually disadvantages some). By treating everyone exactly the same means that those who may need individual assistance are not being supported. Therefore, because they will have their chances of opportunity or success significantly reduced, they are being indirectly discriminated against.

Systemic discrimination

Systematic discrimination occurs when certain groups (because of a group they are in) are disadvantaged because of the way the rules, practices and decisions are implemented. This means that other groups (because of the group they are in) get the advantages of the ways the rules and decisions are implemented. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate, have the opportunity to reach their potential, make choices and receive responsive and appropriate products and services and therefore benefit to the same level.

Legislation includes

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006

Sexual harassment is defined by the Commonwealth Sexual Discrimination Act 1984, as when a person:

- makes an unwelcome sexual advance or an unwelcome request for sexual favours;
- engages in unwelcome conduct of a sexual nature, and a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

1.4 Policy

1. The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and any employment opportunities without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
3. Students will receive equitable access to resources, facilities, equipment and training and assessment opportunities to ensure the best potential outcomes for success, no matter where or how they are studying.
4. Entry/admission requirements to courses will be clearly outlined in all Training and Assessment Strategies and in all marketing material, allowing all parties to be well informed in the course selection process.
5. Admission requirements may include material, academic, physiological and psychological requirements considered to be pre-requisite for enrolling candidates. The enrolment process and the ability of the RTO to support the enrolment of a student is determined based on the student meeting these pre-requisite requirements.
6. On the basis of the criteria levels established for enrolment in each course, a range of educational and support services will be provided by the RTO to cater for the needs of students and to support their ongoing training.
7. Allowable reasonable adjustment may be offered for those requiring aids, technology, extra time, alternative assessment methods etc.
8. A person may be excluded under this policy if they are unable to meet occupational health and safety standards or if their ability to participate poses risks to safety to themselves or others
9. All trainers/assessors are responsible to adhere to and be advocates for the policy.
10. This policy will be widely disseminated in the organisation (included to students in the Participant Handbook and on the Binnacle Training [website](#)).

11. Binnacle Training has a published Complaints and Appeals Policy which provides students and others with avenues to make a complaint or to appeal a decision (including assessment decisions).
12. Binnacle Training's policies and procedures will be monitored and reviewed to ensure that they continue to recognise and incorporate the rights of individuals.

Binnacle Training's Quality/Compliance Specialist will be the person responsible for the implementation and maintenance of the policy.

2.0 ADMINISTRATIVE AND RECORDS MANAGEMENT

The 'Director - Operations & Quality' is responsible for upholding the accuracy and integrity of Binnacle Training's records management systems, including its Student Management System, client information (e.g. survey data), assessment evidence, partner school information (including partnership agreements) and records of attainment of units of competency and qualifications.

2.1 Records and Archives

Records are maintained of program development, program delivery, participants, human and physical resources, financial and management activities. Records are kept accurate and up-to-date. Version control protocols are used to ensure the appropriate instruments are used at all times (refer to [Version Control Policy](#)).

The 'Director - Operations & Quality' is responsible for archival of closed files and past records. Physical records are archived systematically and consistently, and stored in a secure location. All digital records are systematically backed up on a regular basis.

All records are kept in a secure and confidential environment. Access to files is limited to staff involved in their maintenance and appropriate program personnel.

The 'Director – Operations & Quality' ensures all stored and archived records are kept accessible at all times.

2.2 Retention of Participant Results and Qualifications/Statements of Attainment Issued

Binnacle Training utilises its 'Student Management System' and 'Digital Network' to retain client records of attainment of units of competency and qualifications in an accessible format for a period of 30 years.

Item	Description	Period and Number to be Retained	Method of Retainment
Participant Results	Records must show, for each unit of competency, the result (usually a notation of competent/not yet competent), and the date of result.	Keep 100% for 30 years	Student Management System
Qualifications/ Statements of Attainment issued	A record of qualifications / Statements of Attainment issued to each individual participant must be retained. This must contain enough information to reproduce the qualification / Statement of Attainment if required.	Keep 100% for 30 years	Student Management System

2.3 Retention of Assessment Records

Binnacle Training retains completed assessment items and assessment instruments as follows.

Item	Description	Period and Number to be Retained	Method of Retainment
Completed Assessment Items	<p>Refers to the participant's completed work and includes evidence collected for RPL purposes.</p> <p>Retained evidence must have enough detail to demonstrate the assessor's judgement of the participant's performance against the standard required.</p>	<p>All completed participant assessment items - demonstrating sufficient evidence of how assessment decisions were made - for individual participants will be retained:</p> <ul style="list-style-type: none"> • until the appeal period ends; or • for a period of six months from the date on which the judgement of competence for the participant was made; or • the duration of the participant's enrolment - whichever is the longer period. 	<p>PDF (Google Drive Digital Network)</p> <p>Online (Binnacle Website)</p>
Assessment Instruments <i>(including assessor marking guides)</i>	A master copy of each version of all assessment tools. This includes criteria by which an assessor would base assessment decisions, such as model answers which list the key points and/or other benchmark criteria.	Keep a master copy of all versions of assessment instruments used for seven (7) years following the last date of use.	<p>Google Drive Digital Network</p> <p>Online (Binnacle Website)</p>

3.0 ASSESSMENT POLICY

All assessment must meet the assessment criteria of the training package or accredited program on which the program is based. All assessment materials must be appropriate to participants' needs and program delivery methods.

Assessors are required to have the correct qualifications to assess the program, and:

- Be fair and reasonable during assessment.
- Have appropriate industry experience.
- Be familiar with relevant industry standards and Work health & Safety requirements.
- Be up-to-date with assessment methods and procedures appropriate for the participants and learning environment.
- Make proper assessment decisions based on explicit evidence of competency.
- Expedite assessment to avoid unnecessary delay.
- Consider the authenticity, validity, reliability and relevance of assessment evidence to the requirements of the unit of competency within the nominated training program.

4.0 ASSESSMENT APPEALS POLICY

Binnacle Training will ensure that appeals regarding assessment outcomes are dealt with fairly and with high regard to the participant's level of understanding and needs. Where appeals cannot be resolved between Binnacle Training and the participant, other options including independent mediation and/or referral to the appropriate governing or regulatory body are available.

At Binnacle Training we ensure that participants expressing appealing decisions are fairly represented either by their staff representative or by any other person they may wish to have present.

All assessment appeals should - in the first instance - be discussed with your teacher to explore the possibility of re-assessment. If re-assessment is not granted, the participant must make contact with Binnacle Training Head Office who will investigate the matter with the teacher. If the matter is not resolved, Binnacle Training will organise a time, date and different assessor. If the participant is still not satisfied, they will have the opportunity to make a complaint or schedule a meeting with the 'Director – Operations & Quality'. If we are not able to resolve the situation independent mediation will be organised.

Participants have six (6) months from the date an assessment decision was made by the Assessor to appeal the assessment decision.

5.0 PARTICIPANT SELECTION/ENROLMENT

5.1 Participant Selection

Our training programs are predominantly targeted to secondary students and teachers in schools/colleges across Australia. All requirements are specified in the 'Participant Handbook' and 'Code of Practice' - available on our website.

5.2 Enrolment and Induction Procedures

Prior to program commencement, the participant is required to complete an enrolment agreement. This includes participant contact details, learning needs, and a written agreement regarding the training, assessment and services that the participant is to receive.

Once enrolled into a program, the participant will be provided with those materials appropriate for the enrolled program.

Prior to enrolment, participants are inducted into Binnacle Training's 'Participant Handbook', 'Code of Practice' and 'Policy Manual'.

6.0 PRIVACY AND PERSONAL INFORMATION POLICY

6.1 Purpose

Binnacle Training is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. Binnacle Training is committed to maintaining the privacy and confidentiality of all student and personnel records. Binnacle Training complies with the Privacy Act 1988 (C'With), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'With).

6.2 Scope

This policy applies to all students, employees and contractors.

6.3 Responsible Parties

The 'Director – Operations & Quality' is responsible for the control and issuance of this policy.

6.4 Policy

1. Open and transparent management of personal information.

- a. Binnacle Training will publish this policy on its website.
- b. The policy will be included in Binnacle Training's Participant Handbook, Staff Handbook, and made available on request.

2. Anonymity and pseudonymity.

- a. Individuals have the option not to identify themselves when dealing with Binnacle Training, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
- b. Individuals who wish to undertake nationally recognised training with Binnacle Training will be required to disclose information of a personal nature as outlined in this policy.

3. Collection of solicited personal information.

- a. Binnacle Training will collect information you provide on enrolment into a nationally accredited course or on commencement of employment. Binnacle Training may also collect information you provide on websites, enrolment forms, course materials and assessments.
- b. Binnacle Training may sometimes collect information, with your consent, from your employer, school, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
- c. Binnacle Training collects information of a personal and sometimes sensitive nature. Information Binnacle Training collects may include: full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous background, concession status, language, literacy and numeracy skills and educational/course progress. Binnacle Training may also collect information on your next of kin or parent/guardian.

4. Dealing with unsolicited personal information

- a. Binnacle Training only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).

- b. Information which is received that is not related to training and assessment or employment with Binnacle Training is destroyed in a safe and secure manner.

5. Notification of the collection of personal information

- a. Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.

6. Use or disclosure of personal information

- a. Binnacle Training only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
 - i. Registering bodies such as the ASQA (National), VRQA (Victoria) or TAC Western Australia),
 - ii. Government funding bodies in each state and territory and/or Commonwealth Government
 - iii. Apprenticeship Centres,
 - iv. Employers and Job Services Providers,
 - v. External auditors and our consultants,
 - vi. The Australian Taxation Office,
 - vii. Other entities required by law and in accordance with the Privacy Act 1988.
- b. Binnacle Training will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life threatening situations.

7. Direct marketing

- a. Your personal information will never be sold to any marketing company or third party.
- b. Binnacle Training may use your personal information to market directly to you only for the provision of further training and assessment with Binnacle.
- c. Binnacle Training will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication.

8. Cross-border disclosure of personal information

- a. Binnacle Training will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent.
- b. All records will be kept in Australia.

9. Adoption, use or disclosure of government related identifiers

- a. Binnacle Training is required to collect, in some circumstances, government related identifiers. Binnacle training will not use these identifiers for any reason or purpose except for the explicit reason it is required (e.g. Concession numbers, Unique Student Identifier, Tax File Numbers, Drivers Licence Number, etc.) and will not use these numbers as an identifier of individuals.
- b. Binnacle Training will only disclose government related identifiers where required by law or express consent has been given to disclose this information.

10. Quality of personal information

- a. Binnacle Training collects information and ensures it is accurate, up-to-date and complete.
- b. Binnacle Training will take all reasonable steps to ensure that the information provided from individuals is correct and any third party information received can be verified for accuracy, currency and completeness.

11. Security of personal information

- a. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information.
- b. Personal and sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
- c. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.

12. Access to personal information

- a. Individuals may request copies of information which is kept about them at any time free of charge. Binnacle Training may charge for printing and postage in some circumstances.
- b. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed.
- c. All requests must be made to:

Melissa Bulow
Director – Operations & Quality
PO BOX 110
New Farm QLD 4005
melissa.bulow@binnacletraining.com.au

13. Correction of personal information

- a. Individuals who feel that the information Binnacle Training uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such corrections must be in writing.

6.4.1 Relevant Legislation

Legislation includes

- The Privacy Act 1988 (C'Wlth)
- The Australian Privacy Principles (APP), 2014 (C'Wlth)

7.0 COMPUTER USAGE POLICY

7.1 General

For the purposes of this policy, the term 'computer' includes all components of a computer work station and all associated software and hardware peripherals, including printers, scanners, digital and web cameras, microphones, speakers and any other such device that may operate in conjunction with a work station.

Workplace computers must never be used to access, download, store, print, scan, alter, create, manipulate or view:

- **Illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data.**

The consequence of not adhering to the conditions described above will be dismissal.

No software is to be loaded onto computers without first seeking permission from supervisors. If Binnacle Training staff are unsure of the suitability or safety of a piece of software they should seek advice from the 'Director - Operations & Quality'.

Employees may keep personal files on work computers only if:

- They have obtained permission from their supervisor.
- The employee has subjected the files to a virus scan before transferring them to a work computer.
- The files are not excessively large.
- The files do not contain illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data.
- The files do not cause conflicts with existing files, programs or operating systems.

Employees must never log on and use a work computer using another employee's name, password, setting or identification.

Binnacle Training will not take responsibility for any damage, corruption, alteration, loss or deletion of any personal file or data an employee has chosen to store on a work computer.

Employees may not remove work computers, including laptops, from the workplace for personal use unless authorised by the 'Director – Operations & Quality'.

The consequence of not adhering to the above guidelines may lead to dismissal from Binnacle Training.

7.2 Security

Binnacle Training owns all files on our computers, and therefore is responsible for their safety and security. It is essential that all employees have their own access passwords to their work computer, where the operating system allows this function. Employees must not share passwords with other staff.

All Binnacle Training employees must save their work to the company's digital network (google drive).

Any work computer operating as a network server must be located in a secure, lockable location.

- Employees must log off and turn off their computers when finishing work.
- Clients are not permitted to use workplace computers. The only exception is if a computer has been designated for specific client use and cannot access any other work computer.

- For privacy and confidentiality reasons, management files should not be available for general access over a network.
- Any work computer with internet and/or email access must have adequate virus protection software loaded and active.

7.3 Electronic Mail

- Binnacle Training does not recognise email as a secure, confidential or private means of communication, and therefore email must not be used to transfer or comment on any sensitive, confidential or private information.
- Email sent or received at work, whether work-based or personal, must not contain illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data.
- Employees are permitted to use email at work for personal purposes, such as confirming appointments or receiving information, as long as their email activity is not disruptive to the work environment and does not incur a great cost to Binnacle Training.
- When an employee receives unsolicited email of an illegal, criminal, pornographic or offensive nature, the email must be deleted immediately and a return email made to inform the sender that they must discontinue sending the employee offending mail.

7.4 The Internet

Binnacle Training encourages the use of the internet in the work place for effective research, publicity, networking and information-sharing purposes.

At no time, whether during or outside normal working hours, may employees use the internet to access, download, store, print, scan, alter, create, manipulate or view illegal, criminal, pornographic or offensive files, images, sounds, videos, music or data.

At all times, employees should be mindful of the accumulated size of files they download, recognising the cost of downloading from the internet as an additional expense to Binnacle Training.

If for specific research or work purposes an employee deems it necessary to view internet sites that may be considered offensive due to their explicit sexual, violent, anti-social, unethical or prohibited content, permission to access such sites must be sought and gained from the 'Director - Operations & Quality'. Information, cookies, links, data, files and images downloaded from such sites must be deleted immediately after use.

It is Binnacle's responsibility to ensure work computers that store sensitive, confidential and private information have significant virus-protection and hacker-protection software installed and active.

7.5 Software and Upgrading

Binnacle Training recognises the importance of equipping its services with up-to-date IT hardware and software and will plan to upgrade work computers regularly as part of a cyclical maintenance plan.

To ensure a uniform service standard and maintain the ability for Binnacle Training to share documents, statistics, budgets, papers, policies and other information on-line, all services should be equipped with a current or recent version of Microsoft Word, Microsoft Excel and Adobe Reader.

8.0 SOCIAL MEDIA POLICY

Binnacle Training recognises that social media offers a platform for the company to perform marketing, stay connected with clients and build its profile online. Binnacle Training also believes its staff should be involved in industry conversations on social networks. Social media is an excellent way for employees to make useful connections, share ideas and shape discussions. Binnacle therefore encourages employees to use social media to support the company's goals and objectives.

This policy applies to all staff, contractors and volunteers at Binnacle Training who use social media while working – no matter whether for business or personal reasons.

It applies no matter whether that social media use takes place on company premises, while travelling for business or while working from home.

8.1 Use of Binnacle Social Media Accounts

Authorised Users

Only people who have been authorised to use the Binnacle's social networking accounts may do so. Authorisation will be provided by the 'Director – Operations & Quality'. Authorisation will typically be granted when social media-related tasks form a core part of an employee's job.

Allowing only designated people to use the accounts ensures the company's social media presence is consistent and cohesive. Binnacle's current social media accounts are limited to:

- Facebook
- Twitter
- Instagram
- LinkedIn

Creating Social Media Accounts

New social media accounts in Binnacle Training's name must not be created unless approved by the 'Director – Operations & Quality'. Binnacle Training operates its social media presence in line with a strategy that focuses on the most-appropriate social networks, given available resources. If there is a case to be made for opening a new account, employees should raise this with the 'Director – Operations & Quality'.

Purpose of Binnacle Training Social Media Accounts

Binnacle Training's social media accounts may be used for many different purposes. In general, employees should only post updates, messages or otherwise use these accounts when that use is clearly in line with Binnacle's overall objectives.

For instance, employees may use company social media accounts to:

- Share blog posts, articles and other content created by Binnacle.
- Share insightful articles, videos, media and other content relevant to the business, but created by others.
- Promote events (e.g. VET in Schools conference), marketing campaigns and special offers.
- Respond to enquiries and requests for help.
- Provide followers with an insight into what goes on at Binnacle.
- Support new service offerings and other initiatives.

Social media is a powerful tool that changes quickly. Employees are encouraged to think of new ways to use it, and to put those ideas to the 'Director – Operations & Quality'.

Inappropriate Content and Uses

Binnacle Training social media accounts must not be used to share or spread inappropriate content, or to take part in any activities that could bring the company into disrepute.

When sharing an interesting blog post, article or piece of content, employees should review the content thoroughly, and should not post a link based solely on a headline.

8.2 Use of Personal Social Media Accounts at Work

Acceptable use:

- Employees may use their personal social media accounts for work-related purposes during regular hours but must ensure this is for a specific reason (e.g. affiliate research). Social media should not affect the ability of employees to perform their regular duties.
- Use of social media accounts for non-work purposes is restricted to non-work times, such as breaks and during lunch.

Talking about the company:

- Employees should ensure it is clear that their social media account does not represent Binnacle's views or opinions.
- Staff may wish to include a disclaimer in social media profiles (e.g. 'The views expressed are my own and do not reflect the views of my employer').

8.3 Copyright

Binnacle Training respects and operates within copyright laws. Users may not use social media to:

- Publish or share any copyrighted software, media or materials owned by third parties, unless permitted by that third party. If staff wish to share content published on another website, they are free to do so if that website has obvious sharing buttons or functions on it.
- Share links to illegal copies of music, films, games or other software.

8.4 Security and Data Protection

Employees should be aware of the security and data protection issues that can arise from using social networks.

Maintain Confidentiality

Users must not:

- Share or link to any content or information owned by Binnacle Training that could be considered confidential or commercially sensitive. This might include sales figures, details of partner schools/affiliates, or information about future strategy.
- Share or link to any content or information owned by another company or person that could be considered confidential or commercially sensitive.
- Share or link to data in any way that could breach Binnacle's [Privacy and Personal Information Policy](#).

Protect Social Accounts

- Company social media accounts should be protected by strong passwords that are changed regularly and shared only with authorised users.
- Staff must not use a new piece of software, app or service with any of the company's social media accounts without receiving approval from the 'Direction – Operations & Quality'.

Avoid Social Scams

Staff should watch for phishing attempts, where scammers may attempt to use deception to obtain information relating to either Binnacle Training or its customers.

8.5 Policy Enforcement

Monitoring Social Media Use

Company IT and internet resources – including computers, smart phones and internet connections – are provided for legitimate business use. Binnacle Training therefore reserves the right to monitor how social networks are used and accessed through these resources. Any such examinations or monitoring will only be carried out by authorised staff.

Additionally, all data relating to social networks written, sent or received through the company's computer systems is part of official Binnacle Training records. Binnacle Training can be legally compelled to show that information to law enforcement agencies or other parties.

Potential Sanctions

Knowingly breaching this social media policy is a serious matter. Users who do so will be subject to disciplinary action, up to and including termination of employment. Employees, contractors and other users may also be held personally liable for violating this policy.

Where appropriate, Binnacle Training will involve the police or other law enforcement agencies in relation to breaches of this policy.

9.0 COMPLAINTS AND APPEALS

9.1 Purpose

This policy and procedure provides clear and practical guidelines to ensure that complaints and appeals received about the RTO, about and from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

9.2 Scope

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- Binnacle Training, its trainers, assessors and other staff
- Stakeholders and others
- The partner school providing services on Binnacle Training's behalf, its program deliverers, assessors or other staff
- A student of Binnacle Training

9.3 Definitions

Complaint - is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

Appeal - is where a student or staff member or stakeholder of Binnacle Training or another interested party disputes a decision arising from a complaint, an assessment decision, or another **decision made by the RTO**.

Complaints and appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- student support
- materials
- discrimination
- harassment

Natural Justice - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

Person – is the someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.

9.4 Policy

Binnacle Training believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

Binnacle Training will manage all complaints and appeals fairly, equitably and as efficiently as possible. Binnacle Training will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

Binnacle Training seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Binnacle Training acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. Binnacle Training seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to the public, all stakeholders, students and staff via the Binnacle Training website and is available in the Participant Handbook. Information and contact details of external authorities who may be approached, is also included.

9.5 Procedure

Should a person have a complaint or appeal, the following steps are to be followed:

1. Discuss the issue directly with those involved to try and resolve it verbally.
2. If no resolution is reached, discuss the issue with the Administration Manager to see if it can be resolved.
3. If this resolves the situation, the outcomes will be put in writing and signed by both parties. One of the two copies of the outcome will be placed on file with the Administration Manager and securely stored.
4. If there is still no resolution, the person should put the following information relating to the complaint or appeal in writing to the Chief Executive Officer (admin@binnacletraining.com.au). This **written notification** can be made using the Complaints Form or by email, letter or over the phone (with a dictation made by the RTO representative), and must include:
 - A description of the complaint or appeal
 - A statement about whether the person wishes to formally present their case
 - Information about any prior steps taken to deal with the complaint or appeal
 - What they would like to happen to fix the problem and prevent it from happening again
5. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant within five working days.
6. The Chief Executive Officer will either deal with the issue personally or arrange for it to be dealt with by another management representative. This process must commence within two working days from the time the Chief Executive Officer receives the **written notification** and a response/resolution must be presented within 14 working days.
7. The Chief Executive Officer will:
 - Undertake a preliminary enquiry to determine nature of the complaint/appeal

- Inform other relevant parties (if necessary)
 - Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
 - Discuss with the parties any resolution and any arrangements required by the RTO
 - Record the outcome of discussion on the Complaints Form
 - Provide the outcome in writing to the person (and other parties if relevant)
8. Should the issue still not be resolved to the person's satisfaction, Binnacle Training will make arrangements for an independent party to resolve the issue and outline any costs that may be involved with this to happen, to the person. The person will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 working days.
 9. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If the process is taking longer than 60 days from the complaint or appeal being received, the person will be notified in writing of the reason for the delay and kept informed of all progress.
 10. If the person is still not happy with outcomes from the independent process, they may take their complaint to the VET Regulator - the Australian Skills Quality Authority.
 - Information about the process can be found at:
<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/before-you-make-a-complaint---domestic-students.html>
 or at the National Complaints Hotline at <https://www.education.gov.au/NTCH>
 11. From any substantiated complaints and appeals, the causes will be reviewed as part of Binnacle Training's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the Continuous Improvement Register.
 12. Any complaint that is related to illegal activity, such as theft, assault etc., will be immediately referred to the appropriate authority.
 13. All documentation relating to complaints or appeals will be stored securely as per the 'Administrative and Records Management' procedure.
 14. The Binnacle Training CEO will be personally responsible for the implementation and maintenance of the policy.

9.6 Relationship to Other Binnacle Policies

This policy does not over-ride the established administrative or appeal procedures which would normally be followed in relation to training program matters (e.g. appeals against assessment outcomes, exclusion, etc).

10.0 CONTINUOUS IMPROVEMENT PROCESS

Standard 2.2, 7.5 & 8.4

10.1 Purpose

Binnacle Training encourages the continuous improvement of training and assessment strategies and practices to ensure ongoing compliance with Standard 1. In order to achieve this, Binnacle Training systematically evaluates quality/performance indicator data, validation outcomes, client (partner schools, including participating Program Deliverers), trainer and assessor feedback and complaints and appeals. Data outcomes are used to continually improve the RTO's training and assessment strategies and practices, and an annual *Declaration on Compliance* confirms the RTO has systematically monitored its compliance with the Standards.

10.2 Policy

For the achievement of ongoing improvement, procedures are in place to monitor and evaluate the RTO's training and assessment strategies and practices. The data collected, analysed and acted upon must include:

- information from quality indicator and performance data
- validation outcomes
- client (partner schools, including participating Program Deliverers), trainer and assessor feedback; and
- complaints and appeals.

In addition, Binnacle Training must provide an annual declaration (*Declaration on Compliance*) to ASQA stating that it is compliant with the Standards across its entire scope of registration and that the training and assessment strategies and practices in place ensure that current and prospective learners are assessed in accordance with the requirements of the Standards. Further, Binnacle Training must comply with the *Data Provision Requirements* and provide accurate and current information on its performance and governance and the satisfaction of clients, trainers and assessors and associated activities to ensure conformity to standards to better meet client needs and create a benchmark of quality services.

The use and development of process improvement strategies involves the outcomes of management reviews, internal and external monitoring, self-assessment and performance measurement in the areas of training and assessment strategies and practices, and management systems.

Issues and concerns identified are recorded in the Continuous Improvement Register which is analysed and information is then used in strategic planning, program development, service delivery changes and in the implementation of process improvement activities.

Management also encourages every employee to 'own' their respective position and the relevant responsibilities involved and to examine the instructions included in the duty statements and advise where improvements could be made.

This information can be transmitted by way of formal meetings, internal audits and management system reviews and is expected to point to ways of improvement.

10.3 Procedure

Information from quality indicator data

Binnacle Training is required to submit information to ASQA, as outlined by the *Data Revision Requirements 2012*. Quality Indicator data is due to ASQA annually by 30 June for the previous calendar year and consists of collecting and reporting on data gathered from learner engagement and employer satisfaction questionnaires.

This data can be reported through ASQA's Quality Indicator Annual Summary Report template or the Survey Management, Analysis and Reporting Tool. Information gathered from Quality Indicator data should then be used in the RTO's continuous improvement process.

Information from performance data

Binnacle Training is required to submit Total VET activity data to NCVER or their state training authority on all enrolments and completions by 28 February for the previous calendar year. Both the individual RTO data and the results of overall VET system data published by NCVER can be used by the RTO to pinpoint issues relating to under and over performance, niche opportunities, threats to ongoing training/assessment delivery business in market segments and overall rates of completion in relation to effort.

Validation outcomes

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool(s) produce(s) valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations (*Users' Guide Standards for Registered Training Organisations (RTOs) 2015, p 97*).

Each training product on Binnacle Training's scope of registration must undergo validation once every 5 years and validation of at least 50% of the training products must be validated in the first three years of that cycle. Persons involved in the validation process must have appropriate vocational competencies, current industry skills and knowledge, the appropriate training and assessment qualification or assessor skill set and current knowledge and skills in vocational teaching and learning.

Partner School and Program Deliverer feedback

Student and assessor (program deliverer) feedback is collected to gauge satisfaction and gain an overview of opinions of the course.

Partner Schools are able to complete a program-specific survey at any time via the Binnacle Lounge side-bar. Binnacle Training uses the Survey Monkey platform for collection of survey results and analysis of data.

Upon uploading of student Certificates (at completion), a simultaneous email is sent to the program teacher with a link to a Teacher Survey – requesting feedback on program. It is a responsibility within Binnacle's Third Party Agreement with each school to provide this feedback at completion.

In the final term of each Certificate program (e.g. Term 7 for Binnacle's 2-Year program), an assessment tab titled 'Student Survey' is included. This assessment tab contains the following two links:

1. Course-specific survey – to gather feedback on the student's learning experience across the program. This is managed through the Survey Monkey platform.
2. Quality Indicator Learner Engagement Survey – to obtain quality indicator data. This is managed through our Student Management System, aXcelerate.

At the bottom of this assessment, the student must acknowledge they have completed each survey (and the teacher is to verify the student has been allocated time).

The nominated Binnacle Program Manager will review these Student/Program Survey's and note positive feedback as well as identify areas of concern which need to be raised at the next management meeting. Serious issues must be brought to the immediate attention of the Chief Executive Office and discussed as soon as possible.

All areas of concern should be discussed, and a determination should be made what items need to be recorded on the Continuous Improvement Register.

Any items recorded on the register; need to be actioned by the person nominated on the register and the Program Management specialist team are responsible for overseeing the process and ensuring any issues identified are actioned.

Complaints and Appeals

Binnacle Training has a Complaints and Appeals policy which is publicly available on the RTO's website. Where complaints or appeals are received, Binnacle Training retains this information on the Complaints and Appeals Register, detailing how the matter was dealt with and the outcome. This process identifies the cause of the complaint or appeal and the steps undertaken to ensure it does not happen again. The information identified in the Complaints and Appeals Register forms part of the Continuous Improvement Process for Binnacle Training.

10.4 Management Meetings

Management within Binnacle Training will hold weekly meetings involving the Program Management and administrative team to ensure all aspects of the RTO are functioning in line with business and regulatory requirements.

The Quality/Compliance Specialist will set aside a period of time each month or will call a meeting as required to discuss various issues relating to the *Standards for RTOs 2015*.

A Management Meeting Agenda will be used to formally discuss various activities and any relevant actions identified during the meeting will be recorded and then form the meeting minutes for future reference. All meeting minutes must be filed for future reference and audit purposes.

10.5 Internal Audit / Self Assessment

Internal reviews are conducted annually by the 'Director – Operations & Quality'. Refer to the Internal Audit Policy and Internal Audit Self Assessment tool for more information.

10.6 Summary

Binnacle Training must retain evidence to demonstrate that monitoring has been systematically planned and carried out. Similarly, evidence showing that actions match the outcomes of reviews must also be retained and if results indicate the need for change, evidence must show that the change has been implemented, or justification provided if the change has not been made.

11.0 FINANCIAL MANAGEMENT POLICY

11.1 Policy

The financial management will be accurate and have systems and procedures in place for the protection of and full accountability for Government and community funds (should Binnacle Training be engaged in government or community sponsored projects).

Accounts shall be properly maintained and conform to any recommendations of the Auditor, to Australian Accounting Standards and in accordance with directions of any funding body.

11.2 Procedure

The systems will comply with the requirements of the Corporations Act and Government funding accountability. The system will be rigorous enough to ensure fraud and misappropriation does not occur whilst being administratively simple and understandable to all stakeholders in the organisation. The system will ensure the protection of the Company, its members and staff from accusation of fraud and/or misappropriation.

All expenditure must have a direct relationship to the administration and/or management of our training programs.

11.3 Budgets

The 'Director – Operations & Quality' has the responsibility to oversee the finances and report to the Management Committee on performance. Reporting on budget performance will occur at quarterly intervals.

11.4 Accounts

An operating cheque account will be held to enable the Company's general income and expenditure activity. All monies paid shall be processed through this account.

An additional 'Maximiser' account will be held for all Company deposits. This account is to be used for money which is surplus to short term needs and attracts a higher rate of interest. Transfers between the Cheque and Maximiser accounts will be performed as necessary and at the discretion of the 'Director – Operations & Quality'.

Accounting methods used will be on a cash accounting basis whereby income is recorded when it is received and expenditure is recorded when it is paid.

11.5 Cash Handling

Systems will be in place to ensure an accurate audit trail can be followed and to minimise opportunities and/or accusations of fraud and misappropriation.

- All income will be immediately receipted and banked without deduction.

Please note: Binnacle Training – except in those circumstances deemed extraordinary – will not accept cash for the settlement of invoices.

- Supporting documentation is required for all expenditure.
- All receipts and expenditure documentation is to be filed in date order for the annual audit and retained for 5 years.
- Monthly reconciliation of bank statements within Xero is required.
- Normal accounting practices, on a cash (or accrual) accounting basis, will be followed using the Xero online accounting software.

- Chart of accounts will be explicit to allow separation of expenditure for different types of expenditure.
- All cheques and payment authorisations require the signature of a Director.

11.6 Payment of Staff

All staff shall maintain an appropriate record of attendance. A responsible officer (Director - Operations & Quality) shall authorise payment of staff in accordance with Industrial Awards or Agreements or in accordance with agreed Employment Contracts.

A record of pay as you go withholding (PAYGW) deducted shall be maintained. Payments to the Australian Taxation Office shall be made at the required time.

11.7 Audit

Internal

Routine monitoring of all documentation and systems will be carried out by the 'Director - Operations & Quality' and external accountant (Sammut Bulow) to ensure the system is not breached and all staff are adhering to the correct procedures.

Where deficiencies are found within the system, a revised procedure should be immediately developed by the 'Director - Operations & Quality' in conjunction with an external accountant and introduced on a trial basis with both people responsible to monitor the new system for efficiency. After a trial period, the new system is to be formally adopted by the 'Director – Operations & Quality' allowing for its inclusion in the Policies Manual.

External

An external audit will be carried out each year at the end of the Company's financial year by a qualified and practising accountant. Sammut Bulow is the accountant of Binnacle Training. The audit will be carried out in accordance with Australian Auditing Standards on a test basis to provide a reasonable assurance to the shareholders that the report is free of material misstatement.

11.8 Fraud and/or Misappropriation

In the event that a suspicion or accusation of fraud or misappropriation is made against a member of staff or member of the Management Committee the following process should occur:

1. Investigate the matter thoroughly and gather the evidence. If the suspicion is confirmed -
 - a. Arrange a meeting with the staff member as soon as possible. It would be advisable also to have a Management Committee member or third party present. It would be advisable for a decision to have been made that, in the event the staff member confesses to the fraud and/or misappropriation, whether further action will involve dismissal and/or criminal charges or acceptance of resignation.
 - b. Have a written statement prepared, in the employee's name, outlining the situation and acknowledging their part in the offence. The statement should give an indication of the value and/or extent of the fraud or misappropriation and be signed by those present at the meeting.
 - c. When the staff member arrives for the meeting briefly outline the issues and allegations and offer to arrange for them to have an independent person present.
 - d. When all parties present commence the meeting by fully outlining the issues and allegations and substantiate these with the evidence. With the permission of all parties it may be decided to record the meeting. Alternately a precise written record should be made of the meeting.

- e. Give the staff member the opportunity to explain his/her actions.
- f. If they confess to the accusation, request they sign the statement and proceed with further action as previously decided.

If the staff member denies the accusation call the Police and arrange for the person to be charged. Stand the staff member down immediately on full pay until such time as the Court has decided the matter.

Inform your insurance provider of the circumstances and the possibility of a claim against your policy. If, in the initial investigation, proof is not absolute, a full review of the procedures should occur immediately and changes made to ensure the situation cannot occur. The new procedures should be monitored closely to establish their efficacy.

12.0 FEES, CHARGES & REFUND POLICY

12.1 Fees and Charges

Binnacle Training programs are predominantly delivered by way of a Third Party Agreement with the nominated secondary school. The school (as third party) will have a signed Agreement in place with Binnacle Training and as such, is authorised to deliver training under the auspices of Binnacle Training. **Binnacle Training does not charge participants directly for program fees.**

12.2 Fees Charged to the School (Third Party)

All fees related to Binnacle programs are invoiced directly to the school (third party). Payment terms are 14 days from the date of invoice.

A participant fee is assigned to each of our programs (both 'Programs for Schools' and 'RPL for Teachers'). For any students undertaking Binnacle's Certificate II in Sport and Recreation, funded by the Queensland Government VET Investment Budget (see below), this 'per participant' fee is 100% waived.

In addition to a participant fee, a program fee is assigned to each of our Certificate III Programs for Schools. A full outline of our fees can be found [here](#).

Any course fees passed on to the participant are to be paid direct to the school. Participant fees are available on request from your school prior to enrolling in the program.

12.3 Vocational Education and Training in Schools (VETiS) Initiative, Funded by Queensland Government

Binnacle Training is approved as a Pre-qualified Supplier (PQS) for the following VETiS funded qualification: **Certificate II in Sport and Recreation**.

Under the PQS system, funding follows the eligible student to their chosen PQS and is paid directly to the PQS on submission of the student's validated training data.

VETiS funded by the VET investment budget is fee-free for students. Under Binnacle's partnership arrangement with schools, this means that the school should not pass on any fees to the student where this has been subsidised through VETiS.

The VET investment budget will only fund one employment stream qualification. This means if a student has previously enrolled in VETiS funded qualification prior to enrolling in Binnacle's VETiS-funded Certificate II in Sport and Recreation, then this student would only be able to enrol into the Binnacle Certificate II as a 'fee for service' student.

For further information, please refer to the Queensland Government's webpage developed specifically for the VETiS program: <https://desbt.qld.gov.au/training/providers/funded/vetis>

12.4 Exemptions – All Other Fees

Participants are exempt from all other possible fees and charges not listed in '[12.2 Fees Charged to the School \(Third Party\)](#)'. These fee exemptions include, but are not exclusive to:

- Charges imposed if the participant is deemed 'Not Yet Competent' upon completion of training and assessment.
- Issuance of a replacement qualification testamur

NOTE: Binnacle only issues certificates in digital form – full security assured.

12.5 Training / Assessment Guarantee

Binnacle provides a 100% guarantee that all training and assessment will be provided (as agreed in your enrolment) once a participant enrolls and commences in their training program. This guarantee extends to - in the extremely unlikely circumstance that Binnacle Training as the RTO, or the secondary school as the third party delivering training on behalf of the RTO - close or ceases to deliver any part of the training product that the participant is enrolled in.

Programs for Schools

In the event of unforeseen circumstances (e.g. loss of specialist teacher and partner school unable to obtain suitable replacement), Binnacle Training will arrange for agreed training and assessment to be completed through another suitable RTO. In this unlikely circumstance, affected participants will be formally notified of the arrangements (prior to RTO transfer) and an agreement to those new arrangements - including any refund of fees (see '[12.6 Refund Policy](#)') - will be sought.

Student leaving the school: In the event a student leaves the school part-way through the program (e.g. at the end of Year 11), the continuance of this program (at a non-Binnacle school) is untenable within the realms of the Binnacle partner school model. Where a student wishes to continue his/her studies, Binnacle will assist in directing the student to an alternate RTO.*

**Costs incurred with this new RTO will not be borne by Binnacle.*

This situation would be negated (i.e. the student can complete the full program through Binnacle) if the student's new school is:

- also a Binnacle partner school; and
- is offering the same program (e.g. Certificate III in Fitness) in the same year of commencement (e.g. 2014); and
- timetabling at the school permits the student's entry.

12.6 Refund Policy

If a participant is not satisfied with the program content and delivery of Binnacle's training program, a full refund will be provided.

Applications for refunds can be made to Binnacle Training and addressed to the 'Director - Operations & Quality'. All refunds will be considered within (seven) 7 working days. Successful/unsuccessful applications will receive notification and a cheque issued [or transfer arranged (to successful applications)] within 10 working days of receiving the request.

Where the request relates to program non-attendance, an administration fee will apply to cover those bank and administration charges associated with refund processing. This \$15.00 fee will be deducted from the original amount paid and the balance refunded by cheque in accordance with the timeframe above.

All refunds will be actioned through the 'Director - Operations & Quality'.

If applying in person, participants are encouraged to complete the 'Request for Refund' form. Alternatively, a Binnacle staff member is able to complete this form per details provided.

13.0 INSURANCE POLICY

Binnacle Training will comply with the VET Quality Framework (VQF) requirements for maintaining insurances as a Registered Training Organisation. This includes uninterrupted public liability insurance, professional indemnity insurance, and WorkCover at a level suitable for the size and scope of its operations.

Per our Third Party Agreement with each school, it is a stipulation that all insurance requirements (including public liability insurance for all venues where training is conducted) are current and in place at all times. This requirement extends to any non-school environments used by the school (third party) as part of the training/assessment towards the program.

14.0 INTERNAL AUDIT POLICY

14.1 Internal

Binnacle Training considers the internal audit process as an essential and interactive component of its quality system. The process plays a number of roles in the organisation. The first is to integrate with the continual improvement process to ensure that any opportunities for product or service enhancement are identified and included in the development planning for the company.

The second is to integrate with the risk management process and system to ensure that changes to products and services do not impact adversely on any aspect of risk in the company or introduce a new hazard.

Thirdly, the internal audit process involves staff at all levels in the ongoing management of quality in the company. This is achieved by the involvement of staff in the conduct of audits and in the risk team on a rotational basis as well as playing an ongoing part in continual improvement processes.

Policy

Internal audits against the Standards for Continuing Registration (SNR) [Registered Training Organisation] form a vital part of the management process at Binnacle Training and are conducted in two ways:

1. A regular (e.g. monthly) review that incrementally examines each of the Standards for Continuing Registration over a 12-month period, and
2. A formal annual full internal audit undertaken by a lead auditor.

The regular review of evidence of performance against a nominated standard is undertaken by delegated members of staff. This activity is undertaken against the requirements of the current ASQA internal audit guide as downloaded from the ASQA website at time of audit. The results of these audits are provided to the 'Director – Operations & Quality' and at his/her discretion, based on the criticality of the non-compliance, corrective action reports are raised and actioned.

The annual, formal audit is undertaken by an external lead auditor in cooperation with the Chief Executive Officer and assisted by operational staff members. This audit is comprehensive and addresses every criterion in the internal audit guide.

Corrective action reports are to be raised and actioned under the management of the 'Director – Operations & Quality'. The Chief Executive Officer is required to review in depth, sign-off on this audit and present the findings formally to the Binnacle Training Board.

14.2 External

A qualified and practising accountant will carry an external audit out each year at the end of the Company's financial year. The audit will be carried out in accordance with Australian Auditing Standards on a test basis to provide a reasonable assurance to the members that the report is free of material misstatement.

15.0 INTERNAL MONITORING POLICY

All functions, processes and procedures are reviewed regularly for effectiveness and efficiency. Monitoring and review occurs through:

- Internal compliance audits
- Regular staff meetings to review current activities
- Annual review of business plan and its implementation
- Program records
- Customer (partner school) surveys
- Participant feedback
- Staff feedback
- Management monitoring and review

16.0 LEGISLATION POLICY

Binnacle Training complies with all relevant local, state and federal government regulations and requirements. All relevant legislative and regulatory requirements relating to Binnacle Training are incorporated in the Company's policies and procedures. As such all staff and participants need to be aware of the relevant legislation, including:

- Commonwealth legislation – www.comlaw.gov.au
- State legislation – www.legislation.qld.gov.au/OQPChome.htm
- Education (General Provisions) Act 2006
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968 (2006)
- Child Protection Act 1999
- Work Health and Safety Act 2011
- Anti-discrimination Act 1991
- Privacy Act 1988 (2014)
- Information Privacy Act 2009
- Working with Children (Risk Management and Screening) Act 2000

Staff should also make special note of Binnacle Training's own policies including '[Access and Equity Policy](#)', '[Harassment Policy](#)', '[Work Health & Safety Policy](#)', Child and Youth Risk Management Policy (located [here](#)).

Staff involved in the training and assessment process must possess the appropriate competencies and knowledge as specified in national principles and standards, industry standards and program curricula. Binnacle Training will ensure that all qualifications or their equivalent will be verified and that all Program Deliverers meet the national standards for training and assessment.

17.0 HARRASSMENT POLICY

17.1 Rationale

Binnacle Training has in place a harassment policy and procedure in order to create a safe environment for staff and participants. The aim of these procedures is to give any staff member or participant who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within Binnacle Training.

This policy describes forms of harassment and the procedures for dealing with allegations of harassment at Binnacle Training.

17.2 Sexual Harassment

Sexual harassment is spoken, written, visual or physical behaviour of a sexual nature which is unwelcome, embarrassing, intrusive, offensive or threatening to the receiver. It is unlawful to:

- Make a request for any form of sexual activity with implied or overt promises or threats of preferential or detrimental treatment.
- Use language (written or spoken), visual material or physical behaviour of a sexual nature, that is both:
 - Unwelcome and offensive; and
 - Either repeated or is of such a significant nature that it has a detrimental effect.

Forms of Sexual Harassment

- Requests for sexual activity with threats or promises.
- Sexually oriented visuals (e.g. cartoons, posters, pin ups, computer images).
- Sexually offensive questions, comments, jokes, abuse, leering, wolf whistles.
- Unwanted and deliberate physical contact (e.g. touching, pinching).
- Suggestive remarks, questions and comments about one's private life.
- Repeated invitations to social events.

Sex Discrimination Act 1984

Sex discrimination occurs when a person is treated less fairly than another person because of their sex or marital status or because they are pregnant. This is **direct** discrimination. **Indirect** discrimination can also occur when a requirement that is the same for everyone has an unfair effect on some people because of their sex, marital status, pregnancy or potential pregnancy.

The *Sex Discrimination Act 1984* makes sex discrimination against the law. Its major objectives are to:

- Promote equality between men and women.
- Eliminate discrimination on the basis of sex, marital status or pregnancy and, with respect to dismissals, family responsibilities; and eliminate sexual harassment at work, in educational institutions, in the provision of goods and service, in the provision of accommodation and the administration of federal programs.

17.3 Racial Harassment

Racial harassment is the use of spoken or written language, visual material or physical behaviour which:

- expresses hostility, or brings into contempt or ridicule, any person, on the basis of their race, colour, ethnic or national origins;

- is hurtful or offensive;
- is either repeated, or is of such a significant nature, that it has a detrimental effect on a person or person's work performance / education.

Racial discrimination occurs when a person is treated less favourably than someone else in a similar situation because of their race, colour, descent or national or ethnic origin. This is **direct** discrimination. **Indirect** discrimination can also occur when the operation of a particular rule or policy disadvantages more people of a particular race, colour, descent or national or ethnic origin than other people.

The *Racial Discrimination Act 1975* makes racial discrimination against the law. The Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin; and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

17.4 General Harassment

General harassment is the use of verbal or written language, visual material or physical behaviour that is:

- Unwelcome, offensive; and
- Either repeated, or is of such a significant nature, that it has a detrimental effect on a person or person's work performance / education.

The grounds on which this harassment may occur include a person's:

- Gender
- Colour
- Disability
- Ethnic or national origin
- Age
- Family or marital status
- Sexual orientation
- Political opinion
- Religion or ethical belief
- Employment status
- All other forms of harassment which involve the improper use of power, either personal or institutional, by one person over another, or others.

Disability Discrimination Act 1992

For the purpose of this Act, a person cannot treat a person with a disability differently than others.

Disability Services Act (DSA) 2006

The DSA sets out a series of principles relating to the rights of people with a disability. It also states how these principles should be applied in services for people with disabilities which are funded by the State Government.

The Act states that all people with a disability have the same human rights as other members of society and should be empowered to exercise their rights. These include rights when using disability services, such as the right to receive services:

- In a way that respects the confidentiality of personal information.
- In a safe, accessible built environment appropriate to the person's needs.

17.5 Binnacle Management Responsibilities

No form of harassment will be tolerated. Binnacle Training's key responsibilities include:

- The administration of a fair harassment procedure.
- Taking any complaint of harassment seriously and resolving it as effectively and timely as possible.
- Protection of the complainant(s) from recrimination, once a complaint has been made.
- Ensuring appropriate disciplinary penalties are carried out.
- Working to prevent harassment by making known staff and participant rights, and encouraging codes of conduct which promote appropriate behaviour.

17.6 Who Can Make A Complaint? When?

Any person who is, or has been, a staff member or participant may lay a complaint within a period of twelve (12) months after the last incident of harassment. This time lapse may be extended at the discretion of the Chief Executive Officer.

17.7 Procedures

In order that any participant or staff member who believes that they have a complaint may be heard in a fair and humane manner, Binnacle has a structure to handle complaints. Refer to ['9.0 Complaints and Appeals'](#).

All parties (including both the respondent and complainant), involved in a harassment case must ensure all aspects of the case are kept confidential.

17.8 Rights of Complainant and Respondent

These include:

- The right to be accompanied by a support person.
- The right to be informed of the nature and extent of the complaint.
- The right to respond to all relevant evidence.
- The right to have all contributing factors taken into account.
- The right to be heard before any decision is made about the respondent, and before any person's identity is known to anyone outside the complaints procedure.

17.9 Contact Person

The role of the Contact Person is to provide the first point of contact for a person who feels s/he has been harassed. The Contact Person will listen to and advise the complainant on the options open to them. The complainant may wish just to talk. Every effort will be made to resolve the matter in a low-key manner. This may involve the complainant approaching the respondent. The complainant must not speak to anyone other than the alleged harasser, or to those with a 'genuine need to know'. The Contact Person will not have direct contact with the respondent.

A Contact Person should help a complainant by providing guidance on any further program of action which may be available, or by providing support to a complainant during any subsequent procedure. Contact people will not be involved in mediation, or the procedures of the Grievance Committee, unless invited to participate.

Any complainant may request a meeting with a mediator by making a formal complaint to the 'Director – Operations & Quality' using the appropriate form.

If the complaint is to proceed into mediation, the respondent is to be informed by the 'Director – Operations & Quality', of the allegations made against him/her.

17.10 Mediation

An appropriate mediator will be selected for each case by the 'Director – Operations & Quality' who will inform the complainant and the respondent. Where a party has strong grounds for opposing the choice of mediator, an alternative mediator, acceptable to both parties, will be appointed from the list.

The complainant and the mediator are to meet. The complainant has the right to request the presence of a support person.

The respondent and the mediator are to meet. The respondent has the right to request the presence of a support person.

Where possible the mediator is to effect conciliation by any method which appears appropriate. Methods may include:

- Hearing the complainant alone and the respondent alone.
- Mediating between the parties together.

Possible Outcomes

Possible outcomes include:

- The respondent agreeing to apologise in writing and giving an assurance that there will be no repetition of the behaviour.
- Requiring that the respondent undertake counselling or training.
- Enabling the complainant to have counselling or training.
- Remedying any detriment to the complainant's academic or work performance in any way which is appropriate (e.g. extending deadlines or providing further instruction).

The respondent's personal file should contain a summary of the details of the complaint, the outcome, and details of any penalty. The complete record pertaining to the case will be kept under strict security by the 'Director – Operations & Quality' with access restricted only to those with a 'genuine need to know'.

The mediator will write a report for the 'Director – Operations & Quality'.

18.0 WORK HEALTH AND SAFETY POLICY

Binnacle Training has a legal obligation to protect all workers, participants and bona fide visitors from the risk of injury or illness, as far as practicable, in work and training environments.

The safety of staff and participants is of primary importance in all activities carried out by Binnacle Training. Binnacle Training observes all Work Health and Safety (WHS) legislation and copies of the relevant Act are available to staff and participants. Staff must incorporate WHS considerations when planning and delivering training, and participants must be advised of the WHS requirements of their programs and supervised accordingly.

Binnacle Training's policy is to ensure, as far as practicable, the health, safety and welfare at work of all personnel. All employees, however, have a responsibility for their own health and safety and the health and safety of other staff for which they have responsibility.

It is Binnacle Training policy to maintain an effective Health and Safety program based on compliance with relevant Acts, Codes, Regulations and Standards. This policy means that:

- Staff members are required to actively participate in, encourage and support Workplace Health and Safety.
- Individual staff members are required to report and/or rectify any unsafe conditions that come to their attention.
- Staff members are to ensure that participants under their guidance are appropriately briefed and behave in a responsible and safe manner at all times.

The commitment of all staff members to the Workplace Health and Safety Program and the elimination or control of workplace hazards is required. Each individual is personally responsible for working in a safe and healthy manner, following safety rules and participating in safety training.

Conditions and behaviour at Binnacle Training are governed by the Work Health and Safety Act 2011 and the provisions of this Act will be strictly applied.

Division 2 – Section 19 of this Act states:

A person conducting a business or undertaking must ensure, so far as is reasonably practicable -

- a) the provision and maintenance of a work environment without risks to health and safety; and*
- b) the provision and maintenance of safe plant and structures; and*
- c) the provision and maintenance of safe systems of work; and*
- d) the safe use, handling and storage of plant, structures and substances; and*
- e) the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities; and*
- f) the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking; and*
- g) that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.*

Binnacle Training will not knowingly demand or expect of any person participation in an activity, which is beyond their personal capability or is likely to be detrimental to their health, safety or personal wellbeing.

18.1 Duty of Care

All employees must take care to ensure their own and others health and safety is not affected by anything occurring or not occurring in the workplace. Due care must be exercised at all times.

An incident form to report incidents such as WHS issues and accidents causing injury to participants should be used. All incidents/accidents must be recorded as soon as practicable with time, date, location and description of the incident/accident.

By adopting a risk management approach Binnacle Training will enhance the quality of care, safety and service delivery and reduce incidents and their high associated costs.

For the purposes of this policy an 'Incident' is any event resulting in, or having a potential to cause injury, ill health, damage or other loss.

For the purposes of this policy an 'injury' includes any and all physical, psychological and emotional effects resulting from any of the above incidents that are detrimental to the well-being of the person affected.

18.2 Documentation of Incidents

Each incident will be described on the Incident Report Form. The original copy is to be provided to the 'Director – Operations & Quality'. This will be recorded in a database, analysed and information provided to WorkCover and Public Liability Insurer's where appropriate and to the Work Health and Safety Committee.

A copy is to be kept at the location of the incident (e.g. secondary school).

18.3 Incident Investigation and Risk Management Process

All incidents are to be reported to the 'Director – Operations & Quality' as soon as possible and control measures are to be implemented.

The investigation process must establish the facts of the incident, including:

- a. Who was involved in the incident;
- b. What occurred before, during and after the incident;
- c. What events and/or actions triggered the incident;
- d. When the incident occurred;
- e. Where the incident occurred;
- f. The details of what happened; and
- g. The identification of any ongoing risks or the likelihood of the incident happening again.

A risk management process is to be followed including:

- a. A risk assessment form to be completed.
- b. A risk control form to be completed and controls implemented.
- c. A talk to be conducted with all relevant staff.
- d. Staff who fail to comply with controls implemented are to receive a Letter of Warning.
- e. Any subsequent failures to comply will be managed according to the ['Staff Code of Conduct Policy'](#).

18.4 Management Responsibilities

Managers and co-ordinators are responsible for ensuring:

- All staff in their area are informed of the need for incident reporting and the procedures to follow.
- All staff have easy access to reporting forms.
- The procedure for documentation of incidents is followed.
- The secure storage of Incident Reports.
- Incident investigation processes include risk identification, employee consultation, risk assessment and risk control.
- Staff, participants and visitors receive appropriate support following an incident.

19.0 RISK MANAGEMENT POLICY

19.1 General

Binnacle Training recognises its responsibility to manage its operations and participants' and public funds in a responsible manner. This includes identifying, addressing, and appropriately managing any risks that may impact on:

1. The safety and well-being of Binnacle Training employees, customers (partner schools), participants;
2. Binnacle Training's financial stability;
3. Binnacle Training's ability to achieve its mission of providing services to its participants; and
4. Binnacle Training's ability to provide a model of excellence in the provision of business, fitness, sport and recreation, and first aid training programs.

19.2 Policy

Binnacle Training recognises that it engages in operations that may carry some risk, and that are also subject to disruption.

Although risks are unavoidable, Binnacle Training considers no loss or interruption of services to be acceptable. The 'Director – Operations & Quality' is accountable for assessing the risks that may arise from or affect Binnacle Training operations and activities on behalf of its customers and staff, and to make recommendations to act on those risks.

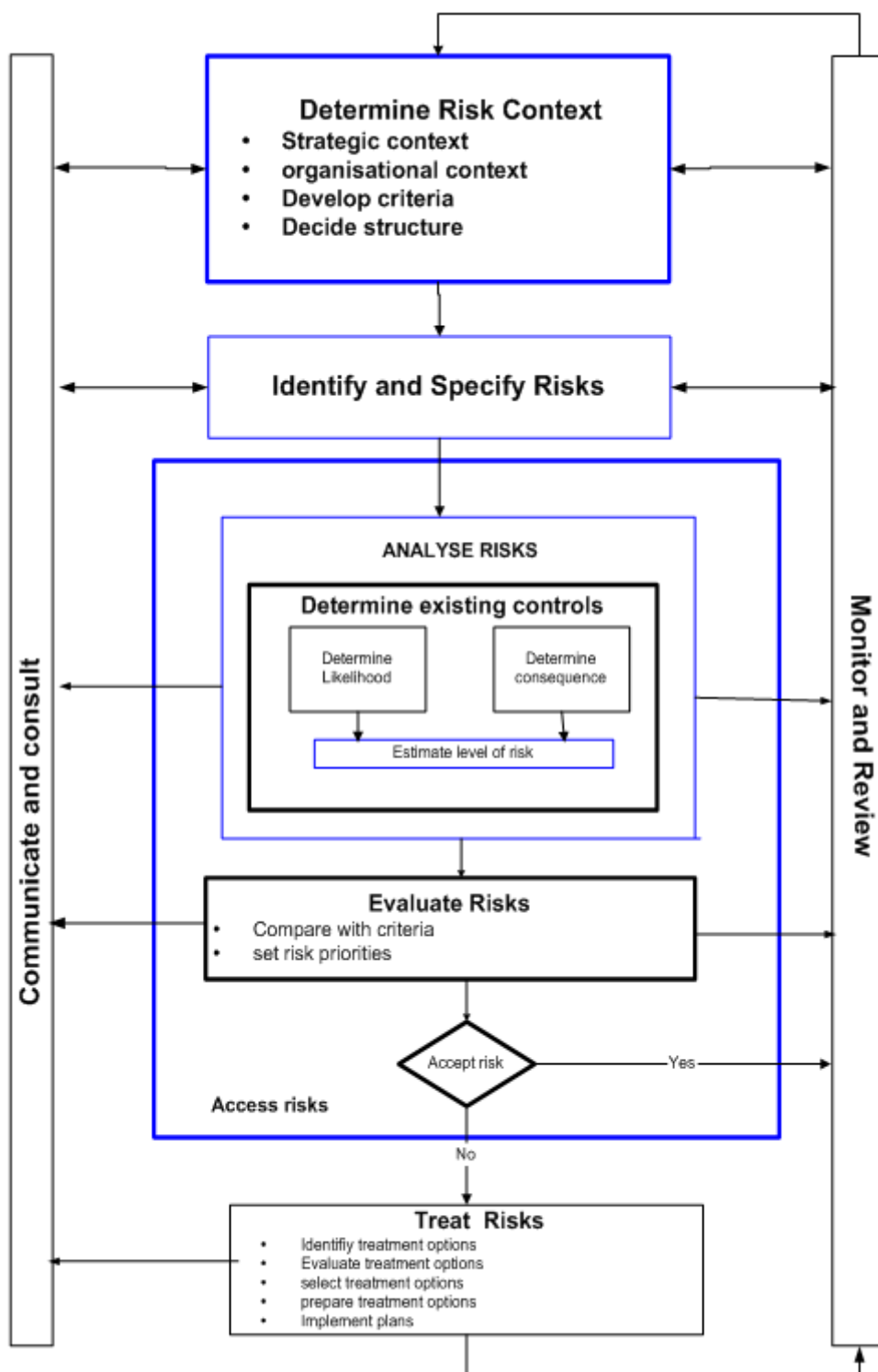
The 'Director – Operations & Quality' will ensure effective risk management within Binnacle Training by following the risk management process outlined below. Records of these activities are maintained.

Risk will be identified using a variety of mechanisms including:

- Interval Reviews
- Internal Audits
- Feedback Mechanisms
- External Audits
- System Improvement findings

All Binnacle Training staff and participants are required to co-operate with the risk management process.

19.3 Binnacle Risk Management Process



20.0 SCOPE OF REGISTRATION POLICY

It is the responsibility of the 'Director – Operations & Quality' to oversee that the RTO must only issue VQF qualifications and Statements of Attainment that are within its scope of registration.

It is the responsibility of the 'Director – Operations & Quality' to adhere to the following procedure in relation to making changes to the organisation's scope of training. No changes will be authorised without the proposal being reviewed and discussed with the Board of Management.

To increase scope:

- Apply to the Australian Skills Quality Authority (ASQA) by submitting an application using ASQAnet - available on ASQA's website.
- Follow guidelines in the guide to ensure the appropriate evidence is supplied to support the application.

To decrease scope:

- Ensure that all appropriate qualifications have been issued to participants or ensure that transfer arrangements have been finalised.
- Ensure that records of participants in relation to the qualification being removed from scope should be securely stored.
- Submit an application using ASQAnet – available on ASQA's website.

21.0 VERSION CONTROL POLICY

21.1 Overview

This policy describes how we manage our documents and printed resources, using version control, document naming and document storage techniques. The policy also includes dissemination of information to the staff regarding the latest version of documents.

Document control involves both text and electronic media covering documents that relate to program material, documents stored on the website (including website screen text) and documents used internally to support activity conducted by training and administration staff. The 'Director - Operations & Quality' maintains master copies of financial and management documents and master copies of training program related documents.

Binnacle Training holds originals of partner school and participant data (e.g. feedback and surveys). The 'Director – Operations & Quality' is responsible for maintenance of electronic media.

All documents carry a version number and date.

Version control is implemented with every new or updated document. For all digital network files, the document being replaced by a new version shall be moved to an 'archives' folder.

21.2 Procedure

The initial version of all documents is 1.

All modifications made to that document - whether a minor or major restructure - are identified by sequential increases of one on the new document. For example: 2, 3.

The decision to modify a document with potential for version change is vested in the 'Director – Operations & Quality'.

22.0 MARKETING AND ADVERTISING

Standard 4.1

22.1 Purpose

This policy is in place to ensure there is a consistent approach in the marketing and promotion of Binnacle Training's services. This policy should ensure processes associated with marketing and promotions are carried out with integrity and accuracy to clients.

22.2 Scope

The policy applies to the ethical, promotion, marketing and advertising of the organisation's training and assessment services both in the electronic and print media.

Service/Product promotion will be by way of verbal networking, general networking amongst industry professionals, web media and any other form determined as appropriate by the organisation.

The 'Director – Operations & Quality' is responsible for ensuring that promotional materials, representations and services to be provided, are consistent with the ability of the business, including scope of registration and scale of operation, to meet the required standard expected of the business and the client.

All staff are required to discuss any proposed marketing activities with the 'Director – Operations & Quality' prior to any promotion being commenced.

The Chief Executive Officer is responsible for the overall design and dissemination of marketing and advertising materials.

Prior to the commencement of any proposed marketing activities, all marketing and advertising material must be properly authorised and must comply with all relevant legislation and be arranged in accordance with the:

- VET Quality Framework
- Nationally Recognised Training Logo Specifications
- ASQA's 'Advertising/Marketing Guidelines'.

The 'Marketing Material Checklist Template' should be used to minimise the risk of errors occurring.

Written Authority must be received from any person(s) and/or organisation prior to using them within any promotional activity.

Per Binnacle Training's Third Party Agreement, each school (as third party) is required to adhere to Binnacle's 'Marketing Requirements' policy when advertising any Binnacle program. Specifically, this includes the requirement for Binnacle's Program Disclosure Statement (PDS) to be referenced on all such marketing related to subject selection activities and Binnacle First Aid/other short courses. Binnacle 'Marketing Requirements for Partner Schools' Policy can be accessed here: <http://www.binnacletraining.com.au/rto.php> (Select: Binnacle RTO Files)

Copies of relevant documentation will be held within Binnacle Training's digital network.

23.0 LOGO USAGE POLICY

Logos and branding are updated from time to time and care needs to be taken to ensure formats being used are current.

23.1 Binnacle Logo

The Binnacle branding and company logo is to be maintained at all times. Care must be made to ensure that the correct logos, letterheads, and other promotional material are used according to accepted and approved practice. The Binnacle logo is as follows:



23.2 Use of National and State Authority Logos

Binnacle Training will only use the National Recognised Training logo to distinguish national recognised programs and only on material as set out in our ethical marketing policy (see [‘22.0 Marketing and Advertising’](#)). The National Recognised Training logo is as follows:



1. Binnacle Training will only utilise the Nationally Recognised Training logo on statements of attainment, certificates and promotional material within its scope of registration.
2. The following statement may be used in promotional material with respect to training and assessment services delivered within the scope of registration: ‘Nationally Recognised Training’.
3. ‘Nationally Recognised Training’ not to be used in reference to non-accredited training.
4. All material to be published/printed containing the logo or statements referring to nationally recognised training, are to be authorised by the ‘Quality/Compliance Specialist’.

24.0 TRAINING AND ASSESSMENT STRATEGIES

24.1 Identifying Learners/Clients Needs

In order to deliver the most appropriate training, Binnacle Training will undertake a consultation process with partner schools (and participants) to properly identify participants learning needs.

Identifying these needs will establish the most appropriate:

- Training Package
- Clustering of units of competency
- Selection of 'electives' units of competency
- Contextualisation of materials to meet individual client needs within the boundaries set by the training package.
- Method of delivery
- Assessment

Program Managers are required to document preliminary discussions with our partner schools and participants and submit any changes to the standard deliverable program required to meet training needs to the Chief Executive Officer for approval prior to implementation.

25.0 RECOGNITION OF PRIOR LEARNING POLICY

At Binnacle Training, Recognition of Prior Learning (RPL) is available for all training programs (qualifications and their associated units of competency). The required outcomes of each unit of competency provide the RPL benchmarks. Participants may receive recognition for some or all of the competencies required for a training program. The Program Deliverer advises and assists participants to prepare documentation to support their application for RPL.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the participant and may consist of interview, observation, role play, quiz or other method. Assessment must be conducted by a qualified Assessor.

Successful candidates are notified promptly of the RPL outcome. The Assessor advises unsuccessful candidates of reasons for non-recognition and steps they can take, including gap training and appeal mechanisms.

26.0 RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S

'National recognition' is available to any participant enrolling with Binnacle Training. National recognition means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Australian RTO's, enabling individuals to receive national recognition of their achievements.

Credit Transfer is available to any participant enrolling with Binnacle Training. Credit Transfer means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in programs or training with another RTO.

Participants applying for Credit Transfer must provide their teacher with a verified copy of the original Qualification / Statement of Attainment. As a means of determining the authenticity of the qualification, there should be communication with the issuing RTO requesting provision of written confirmation of the client's qualification. This is a mandatory requirement to ensure that only authentic qualifications are recognised and stamp out any fraudulent applications.

It is essential that a verified copy of the Qualification or Statement of Attainment is retained with the participant's assessment records.

27.0 ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

This procedure documents the Binnacle Training policy for the issuance of qualifications and Statements of Attainment for successful completion of Binnacle training programs.

Statements and Certification by Binnacle Training will conform to the [‘AQF Qualifications Issuance Policy’](#).

Process for Issuing Qualifications

At the end of the training program, the partner school Program Deliverer will provide Binnacle Training Head Office with all assessment records and outcomes relating each participant’s achievement.

The ‘Administration Manager’ will ensure that all administrative actions associated with the above information are undertaken in an appropriate fashion. The ‘Administration Manager’ will also verify that code, program or qualification descriptions and other information is correct for printing.

Statement of Attainment

All Binnacle Training participants who enrol in a qualification and are judged competent in any units are entitled to a Statement of Attainment if they do not fully complete the program. On completion of delivery and assessment operations for a program (or upon cancellation of a participant from the training program), the ‘Administration Manager’ will ensure the preparation of Statements of Attainment for non-graduating participants, from information provided.

Statements of Attainment will be issued within 14 days of notification of cancellation from the training program. This period shall also apply for statement requests. Qualifications will be issued within 21 days from date of completion. It is noted that these time frames are maximums and every effort shall be taken to issue certification and statements in the shortest possible timeframe.

28.0 STAFF RECRUITMENT AND INDUCTION POLICY

28.1 Policy

- To ensure that all staff of Binnacle Training involved in training, assessment and/or client services are competent for the functions they perform, and they continue to maintain and develop their skills and knowledge.
- To support the ongoing professional development (PD) of all Binnacle Training staff.
- To ensure ongoing PD underpins the maintenance of a high level of skills and knowledge in both the training/assessment industry, and relevant vocational industry experience.
- To recruit and appoint persons without regard to race, creed, sex, age, national origin, marital status, ancestry, physical or mental disability. Persons seeking appointment shall be treated equally with respect to all appointment practices including screening, advertising, recruitment, selection, promotion, demotion, assignment, hiring, leave practices, rate of pay, fringe benefits, and other forms of pay or credit for services rendered.

28.2 Procedure

Recruitment of Staff

1. The responsibility for administering Binnacle's recruitment program shall rest with the Chief Executive Officer supported by the 'HR Specialist'.
2. The position is advertised internally and externally.
3. All applications are reviewed in line with the selection criteria and a short list of applicants drawn up for interview.
4. Interviews are to be scheduled and conducted within 10 working days of the closing date for applications.
5. Candidates are interviewed, qualifications and references checked.
6. The successful candidate is notified by telephone and a starting date agreed. A letter of appointment and employment contract is drawn.
7. The unsuccessful applicants are notified in writing within 5 working days of the acceptance of the position by the successful candidate.

Induction of Staff

1. The new staff member is provided with a Staff Handbook and the Administration Manager explains the policies, procedures and operation of Binnacle Training.
2. The staff member acknowledges receipt of the Staff Handbook and an understanding of the policies and procedures by signing an acknowledgement form.
All Program Manager's will be taken through a specific 'Program Manager Induction Checklist' to be signed upon completion to further acknowledge understanding.
3. The acknowledgement form is saved within staff member's digital HR file.
4. The 'Chief Executive Officer' and/or 'HR Specialist' will be an active participant in the process answering questions, guiding expectations and ensuring a post induction plan of training and/or performance monitoring is put in place.

Professional Development and Currency

1. It is a requirement of all training and assessing staff and all contractors to partake in PD.
2. PD relates to both the area of training/assessment, and skills and knowledge in the training and Vocational Education and Training (VET) sector.

3. Trainers/assessors are required to document and submit a record of their currency and PD activities at least annually. Documented evidence is also required to support participation in these activities.
4. Throughout the year, opportunity(s) for PD will be identified by Binnacle Training, and where appropriate, all trainers/assessors will be notified.
5. Training staff will record all activities undertaken to ensure currency of their skills and knowledge in the vocational area of training/assessment.

Performance Monitoring

1. The Chief Executive Officer monitors performance of each staff member in terms of compliance with Binnacle Training's policies and procedures.
2. The Chief Executive Officer is to provide appropriate feedback to the staff member as to their performance. Where appropriate, recommendations for skills/knowledge development may be made, and by agreement, additional PD opportunities identified and actioned.
3. Where a staff member's performance is unsatisfactory, the Chief Executive Officer and/or HR Specialist is to counsel the individual about their performance. The details of this counselling process are to be recorded on the individual's personnel file.
4. If counselling does not result in satisfactory performance, other disciplinary measures may be taken, up to and including dismissal.

29.0 STAFF TRAINING AND DEVELOPMENT

Staff training is held regularly based around the skills matrix (managed by the 'Director - Operations & Quality') to ensure the individual:

1. Is able to demonstrate that the skills and knowledge required to perform the functions set down in the position contract are acquired and performance is at least at a competent level.
2. Is cross-trained to other roles to add flexibility to the business and combat the risk of single point dependencies. A monthly schedule of training and cross training is prepared by the 'Director – Operations & Quality'.

Administration and Business Development meetings occur on a weekly basis and act, in part, as a forum for:

1. Keeping staff up-to-date with changes in procedures and issues affecting the business.
2. Staff to identify training and development issues that they feel needs to be addressed.

Additional training is given on more generic topics as needs arise to reinforce specific issues such as Privacy Policy, complaints handling and telephone call handling protocols.

Staff are also encouraged to undertake relevant external professional development training programs, conferences and seminars. Consideration to financial support for these programs is regularly given.

30.0 STAFF DISPUTES POLICY

A grievance occurs when two or more employees/contractors are in conflict and cannot find a way to resolve the issue. The organisation would always encourage the parties to discuss the situation and try to come to some agreement. However, if not possible, then the following procedure should be followed.

The aim of the dispute resolution procedure is to address grievances promptly, fairly and objectively and to encourage those involved to agree on an action plan to resolve the issues by:

- Identifying the work-related problem and the members of staff involved.
- Discuss the problem with the Chief Executive Officer and all staff involved.
- Agree on an objective member of staff or Chief Executive Officer to act as facilitator and arrange a meeting to resolve issues. A report, outlining the agreed action plan, is to be completed by the facilitator and filed in the staff member's file.
- The decision of the Chief Executive Officer is final.

31.0 STAFF CODE OF CONDUCT POLICY

31.1 Code of Conduct

This Code of Conduct applies to all Management, staff, Program Deliverers or persons who have been engaged to provide certain services for, or on behalf of, Binnacle Training.

This Code of Conduct provides all staff with a framework for their decisions and actions. It underpins commitment to a duty of care to all staff and to all participants receiving our services.

Staff are expected to observe the Code of Conduct as part of the conditions of their employment/engagement.

31.2 Respect for Persons

Everyone at Binnacle Training comes into contact with a range of people such as participants, customers, work colleagues, and members of the general public in the program of their work duties. These people have a diverse range of views, aspirations, expectations and behaviour.

It is vitally important that everyone extends and demonstrates respect for others' attitudes and values in all of their communications and interactions. All people have the right to be treated with respect and dignity by others.

The positive relationships staff and participants build with others both internal and external to Binnacle Training will influence how well they achieve their individual work goals.

Individuals' daily interactions with others reflect on Binnacle Training as well as on them as individuals. It is therefore important to individual and collective reputations that participants and staff of Binnacle Training relate to each other in a professional and respectful way.

Demonstrating respect for persons can be achieved by adopting a consultative approach to decision-making, informing people of their rights, entitlements and responsibilities, and fulfilling a duty of care to others.

Obligations

Binnacle Training staff and participants have an obligation to:

- treat all people with dignity and respect at all times;
- respect and be sensitive to an individual's cultural and ethnic background and associated attitudes and values;
- be responsive, engaging and helpful to the reasonable requests of clients, work colleagues, and members of the general public;
- actively discourage any form of harassment or unlawful discrimination;
- ensure decisions that may adversely affect the rights or interests of others are procedurally fair, reasonable, honest, and impartial;
- ensure their personal appearance and presentation is clean, tidy and appropriate for the work role performed.

31.3 Standards

The following sections outline Binnacle Training standards in a number of areas.

Respecting the dignity, rights and views of others

Binnacle Training staff must respect the dignity, rights and views of others by:

- Listening to and seeking to understand different points of view (this does not necessarily mean agreeing with a particular point of view).
- Respecting cultural, ethnic and religious differences.
- Valuing and acknowledging the genuine contributions that others make in meeting the company's mission and objectives.
- Expressing constructive feedback that is considered and moderate in its tone and expression.
- Being courteous, sensitive, and honest in communications, and being considerate to the needs of others.
- Actively managing workplace conflict involving employees in your supervision to create positive and constructive outcomes.
- Informing people of their rights and entitlements where appropriate.
- Working co-operatively and collaboratively with others to achieve common goals and a harmonious work environment.
- Supporting the personal and professional development of others.

Any demonstrated failure to respect the dignity, rights or views of others will amount to a breach of this Code.

Protecting Staff from Harm

All staff members have a fundamental right to a safe and trusted physical and emotional environment that is free from harm. Employees must actively seek to prevent harm to fellow staff and to support staff members who have been harmed.

Employees must not engage in sexual misconduct with a colleague. Sexual misconduct is defined as:

- conduct towards any person that would constitute a criminal offence of a sexual nature; or
- conduct that is sexual harassment as defined in section 119 of the Anti-Discrimination Act 1991.

The following behaviour also constitutes either misconduct or sexual misconduct:

- unwarranted and inappropriate touching of colleagues
- suggestive remarks or action of a sexual nature
- sexual exhibitionism
- obscene gestures, language, jokes containing sexual references or deliberately exposing colleagues to the sexual behaviour of others in any form.

Interactions with Participants and Clients

Binnacle Training staff members are required to:

- Be responsive to all reasonable requests of participants, partner schools and other Binnacle Training partners.
- Avoid or take steps to resolve any conflict of interest that arises between their private relationship with a participant or interested party, and the impartial performance of their work duties.

Leadership and Supervisory Behaviour

All Binnacle Training staff members are encouraged to demonstrate leadership in the performance of their work duties. Supervisors should:

- Be role models and encourage and promote behaviour consistent with this Code.
- Treat others fairly and reasonably.
- Adopt a consultative approach about how work is to be performed, where this is appropriate.
- Encourage initiative, resourcefulness, responsiveness and leadership amongst employees.
- Acknowledge the good work of other staff members.
- Be receptive to and considerate of divergent thinking, ideas and modes of operation that may better achieve the mission of Binnacle Training.
- Exercise delegated responsibilities conscientiously and with prudence.
- Encourage professional development of staff by providing appropriate learning opportunities and regular constructive feedback through performance review and planning processes, where applicable.
- Ensure that written reports about a person's work performance are accurate in content and temperate in tone.
- Accept responsibility for own professional development.

31.4 Dress Standards

Dress, personal appearance and hygiene are important elements of professional presentation. Appropriate standards of dress are required to allow easy identification of full time staff by the public consistent with the image Binnacle Training wishes to project.

31.5 Duty of Care

- Staff must consider properly the impact of their decisions, and seek to minimise any risk of harm or disruption to themselves and others from those decisions.
- Staff must recognise they have a general legal duty to take reasonable care to avoid causing harm to another person. They are required to exercise the degree of care that could reasonably be expected from a competent and skilled person in that job.
- Staff should exercise a high level of care, diligence and professional competence, especially when working with vulnerable or dependent participants.
- Staff must take responsibility and give justifications for their decisions and actions, in writing if necessary.

31.6 Fairness and Equity

Procedural fairness refers to a decision-making process that is free from bias, includes only relevant considerations, and where the decision-maker hears from affected persons before a decision is made.

Staff members who make decisions that may adversely affect the rights or interests of others shall observe procedural fairness (or "natural justice") where reasonably possible. Staff can do this by:

- a. Taking all reasonable steps to find out all the relevant facts;

- b. Informing those persons whose rights may be affected by the decision, that the matter is being considered;
- c. providing these persons with any relevant information and giving them the chance to respond and present their case;
- d. Giving reasons for decisions (if necessary, in writing); and
- e. Informing the person of any rights of appeal or review concerning those decisions (including the time-limits for appealing or seeking review).

Staff should strive to ensure decisions are made and actioned without undue delay.

Staff must ensure proper consideration is given to any adverse effects a decision or action may have on any person or group and the purpose of the power being exercised.

31.7 Use of Resources

Staff are to ensure that financial resources, facilities and equipment are only used for work related purposes unless authorised by the Chief Executive Officer.

Employees may not use Binnacle Training premises for accommodation.

31.8 Intellectual Property

Binnacle Training is the owner of intellectual property created by staff members in the program of employment unless a specific agreement has been made varying the principle.

The term “intellectual property” includes the rights relating to scientific discoveries, industrial designs, trademarks, service marks, commercial names and designations, inventions in all fields of human endeavour and all other rights resulting from activity in the industrial, scientific, literary or artistic field.

Any agreement relating to intellectual property must be ratified by the Chief Executive Officer and be consistent with any relevant Binnacle Training policy.

Clarification of the intellectual property positions must be made before making use of that property.

31.9 Respect for the Law

All staff must in their work comply with all relevant legislation, per the [‘16.0 Legislation Policy’](#).

Managers are to ensure that copies of relevant legislation, delegations and associated administrative procedures are available and accessible to staff under their supervision. All staff must endeavour to:

- Carry out all lawful and reasonable instructions related to their work.
- Refuse to comply with an instruction that is, or appears to be, unlawful and report the matter in accordance with the grievance procedure.
- Have a good working knowledge of the legislation and delegations related to their role.

31.10 Reporting Corrupt Conduct

Staff must report any suspected corrupt conduct, misconduct, serious mismanagement or substantial waste of Binnacle Training resources.

Corruption is deliberate dishonesty or deliberate unlawful conduct, including but not limited to:

- a. taking bribes;
- b. falsifying or destroying official documents;
- c. misuse of confidential information;
- d. physical, emotional or sexual abuse of a client;
- e. theft of property belonging to the Binnacle Training or a client; and
- f. serious mismanagement or substantial waste of Binnacle Training resources.

Corruption is not the making of honest mistakes that can be addressed through performance management practices.

No person will take any reprisal action against a person who reports any of the above matters.

31.11 Conflicts of Interest

- Staff must avoid any situation that could compromise their ability to perform their duties with impartiality.
- Conflicts of interest exist when it is likely a worker could be influenced, or there is a reasonable perception that a worker is influenced by a personal interest when carrying out your professional duty.
- Conflicts between personal interests and professional duties that should be declared (and in some cases avoided) include but are not limited to:
 - Relatives or friends of staff being employed to provide a service paid for by a client.
 - Staff on a selection panel interviewing a relative or close friend.
 - Staff directly engaging relatives or friends to provide contract services for Binnacle Training.
- Conflicts of interest that lead to biased decision-making may constitute corrupt conduct.
- It is the responsibility of staff to report any potential or actual conflicts of interest to their supervisor.
- If a staff member is uncertain whether a conflict exists, they should discuss the matter with their supervisor and attempt to resolve any conflicts that may exist.
- Staff must not accept any gifts or benefits, the receipt of which might in any way tend to influence, or appear to influence you in your professional capacity.
- There may be occasions when refusing a gift would offend or upset the giver. On these occasions the worker should:
 - Indicate that they are accepting the gift on behalf of Binnacle Training.
 - Report the receipt of the gift to their supervisor to determine how to make use of the gift.
- It is acceptable to receive gifts of a token value from participants from time to time for services rendered, such as flowers, cards and other tokens.
- Participants should never be encouraged to purchase gifts for staff.

31.12 Management

Coordinators, Managers and Directors are accountable for the work-related needs of their staff and are expected to:

- Treat all staff with honesty and respect;
- Promote the Binnacle Training mission as the foundation of service and proper conduct;
- Inform staff of this Code of Conduct and set good examples for staff through their own behaviour in upholding the Code's principles and obligations;
- Provide a family-friendly environment supportive of flexible work practices and adaptive to staff needs;

- Ensure staff have an explanation of their position objectives and duties, and have access to and are familiar with any policy and procedure manuals, guidelines and practice frameworks applicable to their area of work;
- Keep staff informed of legislation that applies to them and the consequences if they fail to comply;
- Explain to staff the performance standards expected of them, and objectively assess their performance against those standards;
- Ensure staff have access to training and development, and promote a lifelong learning ethic through offering and actively planning for developmental opportunities;
- Provide the optimum work environment for staff within available resources, and meet work health and safety standards;
- Acknowledge and reward individual and team achievements;
- Ensure staff develop and maintain accurate records that document appropriate activities, incidents, decisions and the reasons for them;
- Support the right of staff to pursue grievances using internal and external processes;
- Take appropriate action when staff fail to comply with this Code of Conduct and related standards of conduct, in accordance with the principles of natural justice.

31.13 Failure to Comply

Staff who fail to comply with this Code of Conduct or any other Binnacle Training policy, or any other lawful directions will be asked to explain their actions.

Staff whose conduct is contrary to this Code of Conduct or any other Binnacle Training policy, that does not involve an honest mistake, will be subject to disciplinary action.