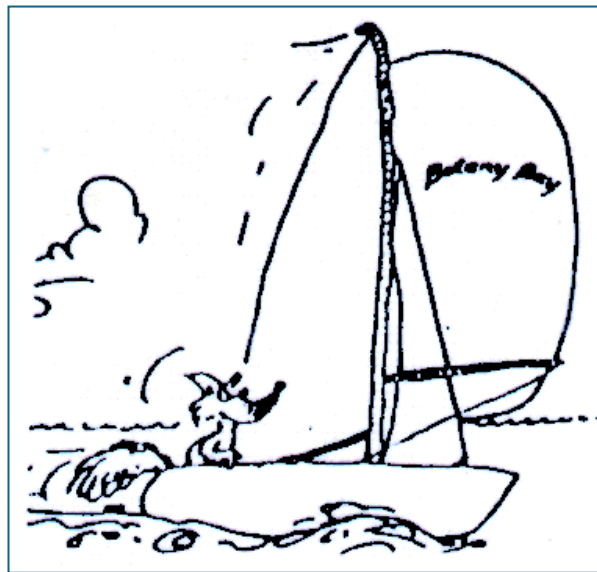




Sailingworld Pty Ltd

ACN:092 478 718



2024

STUDENT MANUAL

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WELCOME TO SAILINGWORLD

This manual is designed to assist in gaining a clear understanding of the standards of performance and behaviour. It is a “how to” guide to provide the framework in which we work together to develop effective working relationships and provide you with the best educational experience possible.

This manual is used to:

Assist all students with consistent policies and guidelines that they can use through the provision of appropriate training with suitable resources to ensure they have the opportunity to achieve the necessary standards to become competent in their selected course.

Provide advice to assist the development and maintenance of positive working relationships and performance of all students.

Support the principle of working together toward common aims.

It is the responsibility of all managerial and supervisory staff to ensure that all students understand these policies and procedures and that they are interpreted and administered uniformly.

Regards,

Matthew Wren
CEO / Principal
Sailingworld Pty Ltd



SECTION 1: ABOUT SAILINGWORLD

1.1 Company Introduction

The Australian company Sailingworld Pty Ltd, hereafter called “Sailingworld”, is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA) in New South Wales. It was established in 1993 under the trading name of Botany Bay Sailing School to provide quality training. We now trade as “Boating Licence Course”.

It provides training in:

- MEM50008 “Carry out trip Preparation and Planning”.
- MEM50009 “Safely Operate a Mechanically Powered Recreational Boat”.
- MEM50010 “Respond to Boating Emergencies and Incidents”.

The company’s Head Office address is:

PO Box 2903
Taren Point 2229
Telephone No: (02) 9524 5678
Website: www.sailingworld.com.au
Email: www.sailingworld.com.au/contact

1.2 Mission Statement

The company’s commitment is to continually exceed the needs and expectations of participants through the provision of quality training and continuous improvement.



SECTION 2: THE AIM OF THE TRAINING

Sailingworld aims to provide students with more than just boating qualifications. We wish to promote safety, ability and competence whilst operating a boat.

On completion of training students will have obtained knowledge from the nationally accredited Training Package Units:

- MEM50008 “Carry out trip Preparation and Planning”.
- MEM50009 “Safely Operate a Mechanically Powered Recreational Boat”.
- MEM50010 “Respond to Boating Emergencies and Incidents”.

The assessment takes the form of a multiple choice test and practical observation sessions; full detail of the assessment process is outlined in Section 4. Upon successful completion of the assessments students will be issued a Statement of Attainment certifying successful attainment of the units.



SECTION 3: ENROLMENT

3.1 ENROLMENT

It is important that all students read and understand the information contained on our website www.sailingworld.com.au. Students are asked to know prior to enrolment the course information such as:

- The units of competency that are offered matched to what you're seeking
- The pricing of the course is understood
- The course brochure has been read and understood
- The student manual has been read and understood

Students are asked to get a full comprehension of what Sailingworld is about because one of Sailingworld's main strengths is offering a transparent product of high-quality training and assessment.

Prior to commencement of any training and assessment, all participants will be issued with or directed to our website, where information such as with a Course Brochure, this Student Manual and Enrolment Form, and will need to enrol with Sailingworld by returning the completed Enrolment Form.

You will need to supply adequate Proof of Identity prior to commencement of any training or assessment activities. Full details of the required Proof of Identity documentation are set out on the Enrolment Form and our website.

Successful applicants will be provided with Risk Management training before they can commence activities.

3.2 LANGUAGE LITERACY AND NUMERACY

As part of our obligations as an RTO, applicants are required to be assessed for their Language, Literacy and Numeracy (LLN) skills prior to commencement of studies. This allows us (as your training provider) to ensure your suitability for the level and rigour of study required. It also helps us to understand any potential issues to support students in the following five (5) core skill areas: writing, reading, learning, grammar and numeracy.

As an entry requirement into our courses, you may be required to complete a Language, Literacy and Numeracy test. You will receive this alongside your enrolment application form. Please take this seriously and find a quiet area to conduct the test. Your LLN test will be reviewed and checked by our staff in line with our Enrolment Procedure.

Once the results of your LLN test satisfy the course entry threshold result levels, you will be accepted into the course.

Where possible, we can make reasonable adjustments to ensure that all learners have equal access to learning opportunities.

We may offer the opportunity to assess an applicant's Language, Literacy and Numeracy (LLN) skills via other pre-approved specific entry pathways. In the event you may be eligible for this pre-approved entry pathway, we will inform you of this during your initial course enquiry.

3.3 ORIENTATION / INDUCTION

An induction program is designed to assist participants to orientate to Sailingworld's training environment as quickly and effectively as possible, this will commence upon arrival. Orientation is important as it will help you navigate all the different aspects of your course.



3.4 RECOGNITION OF PRIOR LEARNING (RPL)

At Sailingworld, we consider any existing skills and knowledge you may have gained through previous studies, work, and/or life experiences. This is called Recognition of Prior Learning (RPL). You may be considered for RPL if you have:

- undertaken similar study in another course, either in Australia or overseas; and/or
- relevant workplace, community, or life experiences.

Please ask if this is applicable to your situation.

RPL is demonstrated through evidence of previous study and/or experience. To apply for RPL, you will need to provide evidence of previous study or experience such as academic transcripts, certificates, workplace documents and references. To commence the RPL process, please contact our team to assist with the next step of completing a RPL Expression of Interest form.

Assessment Only

Where evidence of previous study and/or work experience cannot be accessed to support a submission for Recognition of Prior Learning, you may be eligible to complete your studies via an Assessment-only pathway. There are criteria of eligibility for an Assessment-only approach so when enrolling, please speak to our team to determine whether this applies to you.

Credit Transfer

Credit Transfer can be awarded where you have successfully completed the same Unit of Competency. The Unit of Competency may have been completed as part of another qualification. Sailingworld recognises qualifications and Statements of Attainment issued by other RTOs. We verify your certification with the issuing RTO prior to approving a Credit Transfer. To enquire about your eligibility for Credit Transfer, please talk to our team during your enrolment process.

SECTION 4: TRAINING AND ASSESSMENT

Sailingworld complies with all VET Quality Framework and Australian Skills Quality Authority (ASQA) requirements. We actively follow the Principles of Assessment (validity, reliability, fairness and flexibility) and the Rules of Evidence (authenticity, currency, validity and sufficiency).

All assessments comply with the respective training package requirements. Your Trainer/Assessor will inform you of specific assessment tasks, including how and when assessments will occur throughout the duration of your course.

At Sailingworld we offer the choice of 'training only' or 'training + assessment'. You can find information on this on our website and in the Course Brochure.

4.1 COMPETENCY-BASED TRAINING

Competency-Based Training (CBT) is an approach we implement throughout all our courses at Sailingworld. CBT is a method of training that focuses on your ability to receive, respond to and process information in order to achieve competency. It is geared towards the attainment and demonstration of skills to meet industry-defined standards, and the learning content is primarily designed to prepare you for the workplace.

Blended Learning

Sailingworld implements blended learning by using a combination of the following methods:

- Face-to-face classroom workshops;
- Online learning materials; and/or
- Application in the workplace.

Our Trainers/Assessors are appropriately qualified and have relevant industry experience to deliver up-to-date training content, ensuring you are "workplace ready" on completion of your



studies.

Duration of Studies

Prior to enrolment, you will be informed of the course duration. In some courses there may be the option to finish within a shorter timeframe; however, this depends on a number of factors including the course schedule, your own efforts and commitment to submitting assessments by the due date/s, and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

4.2 ASSESSMENTS

Assessments are an opportunity for you to show you can perform the prescribed tasks and have a level of skill to the workplace standard. Each completed assessment is evidence of your performance. Assessment decisions are made after a Trainer/Assessor marks your assessment against pre-defined criteria and quality standards.

In this competency-based environment, there are no 'grades' like school or university. Your performance in each assessment task will have an outcome of 'Satisfactory' or 'Not Yet Satisfactory'. All your assessments for the unit are then considered together to determine the final outcome of either 'Competent' or 'Not Yet Competent'.

Assessment methods may include:

- Written and verbal questions;
- Projects;
- Reports;
- Practical demonstrations;
- Case studies;
- Supervisor reports; and/or
- Portfolios of previously completed work.

More traditional forms of assessment, such as essays and examinations, are not typically used in our courses.

Due Dates

Assessment events and due dates will be provided to you in advance. If you cannot meet an assessment deadline, approach your Trainer/Assessor or the Sailingworld CEO before the due date to discuss your options.

Attempts at Assessment

You are provided with three (3) occasions to demonstrate your 'Satisfactory' performance in any assessment task. If your performance outcome is 'Not Yet Satisfactory' on your first attempt for an assessment, your Trainer/Assessor will provide feedback about the gaps in your performance and advise of any additional support required/available. This may include you attending additional training, working through part of the assessment again, or doing practice tasks. You will then be given two further attempts for resubmission.

In the event that you receive a 'Not Yet Satisfactory' outcome after three attempts, your final unit outcome will be recorded as 'Not Yet Competent'. Should you wish to continue studying this unit, you will need to re-enrol into the unit to participate in further training.

SECTION 5: ACCESS AND EQUITY

5.1 Anti-Discrimination and Harassment

At Sailingworld, we work to meet the needs of our students. Sailingworld prohibits discrimination based on factors including:

- Gender



- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Disability

Prior to, and during our courses, we endeavour to ensure students are aware of the correct resources to facilitate successful completion of their course.

Our training and assessment practices promote flexibility in learning and assessment. This means we will work with you to maximise learning outcomes through providing options that are responsive to your individual needs and allowing access to support for individual circumstances.

We also ensure that those with differing needs and abilities have the same opportunities to successfully gain skills, knowledge, and experience through training. We are committed to providing and promoting equal opportunities for all students to be successful.

SECTION 6: STUDENT SUPPORT SERVICES

Sailingworld is committed to assisting students who require additional support, advice or help during their course. To achieve this, you are encouraged to express your learning needs and any special assistance required at any stage during your learning journey.

As a student of Sailingworld, you will have access to support services to provide you with the individual assistance you need to help make your study experience with us a positive one.

Academic support will be provided throughout your course by your Trainer/Assessor. In the event that you are experiencing any difficulties with the course material, managing your time or commitment to your course, or other related matters, please do not hesitate to speak with your Trainer/Assessor or our staff to ask for guidance. Sailingworld has a diverse range of support services for our students.

Where circumstances may affect your learning experience, we will support you where possible, including the possibility of referring you to internal and/or external support services.

SECTION 7: CERTIFICATE ISSUANCE

Upon successful completion of your course, a Certificate or Statement of Attainment will be issued to you within 30 days of you being assessed as meeting all requirements for the course.

If for some reason Sailingworld ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met the requirements.

7.1 Feedback and Continuous Improvement

We are dedicated to ensuring that the practices of Sailingworld are continually being reviewed to ensure the best possible outcomes. Our qualifications, units and resources are reviewed on a regular basis to ensure relevancy and currency. This approach to continuous improvement relies on input from you as a student, regarding your experience whilst studying with us. We use your feedback to ensure we are delivering the best training possible.

We welcome feedback at any time but will also specifically ask for it via a Learner Survey provided at



the completion of your studies. You can provide feedback during your course by talking with your trainer/assessor or directly with our CEO via info@boatinglicence.com.au

SECTION 8: STUDENTS' CODE OF CONDUCT

8.1 STUDENT RIGHTS AND RESPONSIBILITIES

As a student with Sailingworld, you have the right to:

- be treated fairly and with respect;
- learn in an environment free from discrimination and harassment;
- be given a supportive environment for training and assessment;
- be given details about your course and what it includes;
- receive high quality training and assessment from qualified trainers;
- privacy and security of your personal details and training records;
- prompt and appropriate handling of complaints and appeals;
- apply for recognition such as RPL or credit transfer;
- receive and give feedback;
- receive information on assessments; and
- be provided records of your training progress.

To help make your training a success, your responsibilities include to:

- treat others with respect and fairness and avoid any behaviour that might offend, embarrass or threaten others;
- be punctual;
- follow safety requirements;
- ask for help or explanations if you have questions;
- follow any conditions of your course and this Student Handbook;
- follow all reasonable directions;
- actively participate in all sessions in your training schedule or set by your trainers
- avoid using your mobile phone during training;
- complete and submit all assessments by their due dates; and
- make sure all work submitted is your own work, and not to plagiarise, collude or cheat in any assessment.

If you have any issues that might affect your ability to participate in your course, please advise your Trainer/ Assessor. This might include any language, literacy or numeracy concerns you may have, or learning and scheduling adjustments you might need.

8.2 STUDENT RECORDS

Sailingworld maintains privacy and secure storage of records. Please refer to our Records Policy for further information. If you wish to access your student information file, please direct your enquiry to Sailingworld CEO via email info@boatinglicence.com.au

8.3 WORKPLACE HEALTH AND SAFETY (WHS)

Workplace Health and Safety legislation applies to everyone at Sailingworld. All staff, students and visitors have a responsibility to ensure training and assessment venues are safe and that their own actions do not put the health and safety of others at risk.

Sailingworld has a duty of care to provide students, staff, and others with a safe learning and working environment. Our commitment is to provide and maintain an environment for you that minimises any risks to health or safety.

We promote a positive culture focusing on the physical, mental and emotional safety of our staff and students.



As a student, it is your obligation to participate in the Work Health and Safety process by:

- managing your own physical and mental health, being responsible for your own actions,
- and maintaining a healthy work, study, life balance;
- not undertaking activities that might cause injury to yourself or others;
- reporting any potential hazards, accidents or near misses to your trainer or any staff member;
- familiarise yourself with details of emergency and evacuation plans;
- keeping the training area neat and tidy at all times to reduce the likelihood of accidents;
- observing hygiene standards;
- not smoking or drinking alcohol on campus or during training or assessment;
- seeking help and advice from your trainer/assessor or any staff member; and
- reporting issues or behaviours that may impact on health and safety.

You are responsible for adhering to Sailingworld Policies and Procedures, following instructions on safe work methods, promptly reporting hazards or accidents and ensuring that your conduct does not endanger others. Any concerns regarding work health and safety issues should be raised with your Trainer/Assessor.

8.4 STUDENT BEHAVIOUR/ACADEMIC MISCONDUCT

Just as Sailingworld has a responsibility to meet expectations of students, legislation and regulations, students too have obligations. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Sailingworld views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of Sailingworld.

Consequences of student misconduct vary, up to, and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating.
- Harassment, bullying and/or discrimination.
- Falsifying information.
- Any behaviour or act that is against the law.
- Any behaviour that endangers the health, safety and wellbeing of others.
- Intentionally damaging equipment and/or materials belonging to Sailingworld and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our Student Complaints and Appeals process (found on our website).

8.5 ATTENDANCE

During your enrolment, you are expected to attend all workshops and classes. While attendance at workshops and classes is not mandatory, we expect you to attend as it will help further your understanding and learning. Not attending workshops and classes may put you at a disadvantage when it comes to submitting your assessments.

Sailingworld expects students who are unable to attend scheduled workshops/classes to



contact Sailingworld within seven (7) business days prior to the workshop date.

We understand that there may be times where, due to unforeseen circumstances, you may be unable to attend a scheduled class. Should this be the case, we may be able to offer you a make-up class, or a weblink to a recorded session. If you are continually struggling to attend scheduled classes, please discuss this with your Course Coordinator to determine other options that may be available, such as transferring to a different cohort.

Please be aware that if you are undertaking a course that has work placement requirements, it is mandatory to attend all sessions of your work placement. Note that you will not be deemed competent in a unit of competency until all hours of work placement are accounted for.

8.6 COMPLAINTS AND APPEALS

All complaints and appeals will be treated privately and confidentially. All complaints and appeals should be in written form and submitted to the Sailingworld CEO Director.

An acknowledgement email will be sent to the complainant within two (2) business days. The acknowledgement email will include advice that Sailingworld will respond within fifteen (15) business days with the outcome of the complaint or appeal. All investigations and outcomes will be kept for record purpose. More information about this process can be found in our Student Complaints and Appeal Policy and Procedure.

Assessment Appeals

You are entitled to appeal an assessment decision, including assessment outcomes, if you believe the process was inappropriate or ineffectively implemented, or if you believe that the assessment outcome was incorrect. For information regarding assessment appeals, please refer to our Student Complaints and Appeals Policy and Procedure.

SECTION 9: COURSE FEES

Sailingworld uses a secure payment portal where you can make payments for your course. Where Sailingworld accepts course enrolments from individuals, course fees are published on our website.

Where Sailingworld works with enterprises and course fees are covered by employers, individual students will not be subject to fees or additional charges (unless specifically arranged with their employer).

On occasion, course fees may also be subject to government subsidy through the NSW Government's Smart and Skilled Program. Specific information will be made available to you if you are eligible for a Smart and Skilled Program.

All students who commence study at Sailingworld must pay the total course fees. Only a student in good financial standing will be considered enrolled. Any student who has outstanding fees will not be eligible to attend class.

9.1 CANCELLATION AND REFUNDS

Prior to enrolling, students will be made aware in writing of the associated fees and charges for undertaking any course at Sailingworld. Our cancellation practices will depend on several factors, and each cancellation enquiry is investigated individually. For more detailed information, in addition to that listed below, please refer to our Fee Management, Deferral and Refund Policy

Withdrawals — fee paying students

If you withdraw from a course or qualification one (1) week prior to commencing any learning and/or assessment tasks associated with the course or qualification, you will receive a full refund. If you withdraw from a course or qualification less than one (1) week prior to commencing any learning and/or assessment tasks associated with the course or qualification, you will be required to pay all



course fees due. This includes students who withdraw after the course commences. Refunds are not applicable for any course or qualification for withdrawals less than one (1) week prior to course commencement.

Withdrawals — government funded and loan students

Government funded and loan students can withdraw without penalty within 14 days of commencement of studies. Students who wish to withdraw after 14 days, will be required to pay all course fees due.

How to withdraw — all students

Students wanting to withdraw will need to submit a Course Transfer/Deferment/Withdrawal Application form. Once it has been received, the student will receive confirmation of receipt within two (2) business days. Students will be notified of the outcome of their application within seven (7) business days from confirmation of receipt. Students wanting to appeal decisions must do so in writing using The RTO Appeals form found on our website.

Transfers

Students are able to transfer into another cohort (where another cohort is available). To do so, they are required to fill out a Course Transfer/Deferment/Withdrawal Application form. Students will be notified of the outcome of their application within seven (7) business days, from confirmation of receipt.

Upon successful transfer, students will be issued a new statement of schedule of fees. Transfer of scheduled fees will not be available after the first transfer.

Deferral

Students are able to defer their studies for a period of up to twelve (12) months.

A student who is deferring will not be able to transfer their scheduled fees and will be required to make full course payment before the deferral is accepted. Students wishing to return to studies after a deferment will need to state their intention to return to studies in writing. Students who do not return to studies within twelve (12) months of deferral will be withdrawn.

Extenuating circumstances for cancellation and refunds

In certain circumstances, Sailingworld may consider a formal request by a student for extenuating circumstances, which will be considered at the sole discretion of the Sailingworld CEO. For the extenuating circumstances to be considered, the student must supply supporting documentation.

What is acceptable supporting documentation?

- A letter written by yourself, outlining your circumstances is not sufficient evidence. You must provide independent documentation that substantiates your claim. You will need to ensure that your supporting documentation is on an official letterhead (if relevant) and signed and dated.
- If the circumstances existed prior to the relevant withdrawal deadline, then your supporting documentation must show how your circumstances became worse after the withdrawal deadline.

SECTION 10: POLICIES AND PROCEDURES

A full list of our Policies and Procedures can be found on our website www.sailingworld.com.au

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