



# Code of Conduct

# 2021

[www.goldcoastboatlicences.com.au](http://www.goldcoastboatlicences.com.au)

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## **Michael Paddison's MESSAGE to ALL STUDENT'S**

### ***“Welcome to Gold Coast Boat Licences”***

Our vision is to help Australians to have the opportunity for safer workplaces and communities. We will ensure that all participants at Gold Coast Boat Licences receive the very highest quality training. Gold Coast Boat Licences ensures all relevant Commonwealth and State legislative and regulatory requirements are followed.

Our qualified Trainers and Assessors are practising professionals in the subject they will deliver and assess. We want you to succeed in the study you undertake and welcome discussion of the course with them. This ,code of practice, will tell you what you need to know about Gold Coast Boat Licences and what or how we operate in a learning relationship with you.

On behalf of the staff and of the Company I welcome you and I trust that your time with us will be an enjoyable and a highly professional experience. I look forward to meeting with you, and I welcome you to Gold Coast Boat Licences.

Michael Paddison

Director  
Gold Coast Boat Licences

## **GOLD COAST BOAT LICENCES STAFF**

Gold Coast Boat Licences only uses trainers/assessors who have a common sense and practical approach which is complimented with a demonstrated high level of knowledge and skill in theory, and who possess a demonstrated high level of instructional and assessment ability.

Gold Coast Boat Licences will comply with the 'Human Resource Standard for the Vocational Education and Training System in Queensland'. All trainers will hold minimum of a TAE 40104 Certificate IV in Training and Assessment as well as qualifications for the subject to be delivered at least equal to, preferably higher, than the level being taught. Qualifications of trainers are subject to verification by the issuing body.

All of our staff have knowledge of our access and equity policy and are committed to applying the policy in a fair and equitable manner.

## **INTRODUCTION**

On commencement students will be made aware of the obligations of the BTO being:

- Course content and outcomes are confirmed
- The BTO's Policies and Procedures reviewed
- Emergency Procedures in case of Incident
- Location of First Aid Kit and identity / location of the first responder
- Questions from Students

## **ENROLMENT**

Gold Coast Boat Licences will enrol all students who apply to Gold Coast Boat Licences and who meet the enrolment criteria. To ensure high quality study conditions, Gold Coast Boat Licences sets a maximum number of students for each course, having due consideration to the venue and type of course. To enrol, contact a Gold Coast Boat Licences Office or use our website at [www.goldcoastboatlicences.com.au](http://www.goldcoastboatlicences.com.au) where you will be able to book and pay for a course.

### **Enrolment procedure**

Upon receipt of a student's enrolment form the information on the form will be entered into '**Gold Coast Boat Licences**' and the enrolment form filed in a 'course file'. You will receive confirmation of your enrolment and the content of the course. Gold Coast Boat Licences uses the MSQ Reporting System for all Boatsafe courses and for storage of all records and data associated with a scheduled course.

## **COURSE INFORMATION**

Students are required to demonstrate "competency" at the completion of each course. Competency may be assessed by observation of practical demonstration and written and verbal techniques. Should a student be found Not Yet Competent on the completion of the course every effort will be made to ensure that with additional training a favourable outcome can be achieved.

## **ASSESSMENT & ISSUANCE OF QUALIFICATIONS POLICY**

Gold Coast Boat Licences issues a 'Statement of Competency' to students that have meet all requirements for the course they have undertaken.

In order to achieve a 'Statement of Competency' students are required to have completed all the necessary assessment and evaluation procedures as prescribed by Gold Coast Boat Licences for any particular Unit of Competency. By so doing, students can be assured that

they comply with the requirements of the course and the assessment and evaluation competencies as prescribed.

The Company will issue 'Statement/Statement's of Competency' on the date of completion.

Assessment for a 'Statement of Competency' will at all times be by demonstration of competency in any given area of study or within a Unit of Competency. Students will be assessed as EITHER: "C" = Competent; or, "NYC" = Not Yet Competent.

The Appeals and Grievance policies makes it possible for any student to appeal a decision on any assessment provided by Gold Coast Boat Licences and he/she can be assured of a fair and equitable hearing on the matter.

An Appeals and Grievance Form must be completed and submitted before the formal process of reviewing the assessment can commence.

### **STUDENT FEEDBACK**

You, the student, can assist our Company in the process of continuous improvement. We ask you to give positive or negative feedback to our staff about any aspect of your relationship with us. We would appreciate you doing this in writing. You are important to our future and we hope we are an important part of your future.

### **FEES**

The Company strives to keep fees at an affordable level. The full cost of each course is stated in the course brochure/flyer and at [www.goldcoastboatlicences.com.au](http://www.goldcoastboatlicences.com.au) Students must make full payment, or provide a purchase order, prior to the commencement of all courses.

### **PAYMENT METHOD**

- Cash
- Cheque, bank cheque or money order
- EFTPOS
- Bank transfer
- MasterCard and Visa, by contacting our office
- On our website [www.goldcoastboatlicences.com.au](http://www.goldcoastboatlicences.com.au) this payment method accepts Visa, MasterCard, Paypal and Amex.

All payments are to be paid direct to Gold Coast Boat Licences. Receipts / Tax invoices showing the students name and/or name of payer, amount paid (written, and in numerals), date of payment, and administrative staff's signature will be issued for all cash payments. Payment by other methods, and cash payments, will be recorded in the company's accounting software package.

### **CANCELLATION & REFUND POLICY**

- Should a cancellation of enrolment be advised more than 10 days prior to the course, the student will be automatically enrolled into a future equivalent course, or they may request a full refund.
- Should a cancellation of enrolment be advised within 3–10 days prior to the course, no refund is applicable. The full fee will be credited towards other Gold Coast Boat Licences training and must be used within 12 months by the enrolled student or nominated and approved substitute or it will be forfeited.

- Should a cancellation of enrolment be advised less than 3 working days prior to the course no refund is applicable. The fee will be credited towards Gold Coast Boat Licences training and must be used within 12 months or it will be forfeited.
- When a non-attendance occurs (i.e. the course has started and no notice was given) NO REFUND and a transfer is applicable and the entire cost of the course will be due and payable in full.
- Enrolment is accepted on the basis that the Company will not be held liable for costs incurred due to course cancellation or rescheduling. The Company will use all endeavours to give as early advice as possible of any course changes.
- Course dates and fees are subject to change without prior notice.
- Students who have a grievance with the application of this policy may take action in accordance with the Grievance and Appeal Procedure. In the event of a grievance, please contact the Gold Coast Boat Licences Director at [mpaddo1@gmail.com](mailto:mpaddo1@gmail.com) or telephone 0410 594 912
- In the instance where a course is cancelled by Gold Coast Boat Licences a full refund will be offered

### **CLIENT SUPPORT**

If identified, Gold Coast Boat Licences will endeavor to support the student in matters of numeracy or literacy. This will be generally addressed at the time of enrolment and alternate strategies explored to ensure successful completion.

### **APPEAL AND GRIEVANCE POLICY**

Gold Coast Boat Licences has a fair and equitable process for resolving disputes, grievances and appeals. Should a satisfactory resolution not be reached internally then the Company staff will advise students of the appropriate legal body where they might seek further assistance and advice. Further, the Company will honour all guarantees outlined in the Code of Conduct. We understand that should we not meet the obligations of this Code or the supporting regulatory requirements, we may have our registration as a training provider withdrawn.

Persons with a complaint concerning the manner that the BTO conducts its responsibilities as a BTO, have access to the following procedure:

#### *Informal complaint:*

- the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of the BTO, e.g. the Trainer and Assessor, who will make a decision and record the outcome of the complaint.
- person(s) dissatisfied with the outcome of the complaint to the teacher may then complain to the Director or appointee, who will make a decision and record the outcome of the complaint person(s) dissatisfied with the outcome of the complaint to the relevant HOD may initiate a 'formal complaint'.

#### *Formal complaint:*

- formal complaints may only proceed after the informal complaint procedure has been finalised.
- the complaint and its outcome shall be recorded in writing.
- on receipt of a formal complaint the principal shall convene an independent panel to hear the complaint; this shall be the Directors or appointees.
- the complaint committee shall not have had previous involvement with the complaint.

- the complainant shall be given an opportunity to present his/her case to the Directors or appointees and may be accompanied by one other person as support or as representation.
- the relevant staff member shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation.
- the Directors will make a decision on the complaint.
- the Directors will communicate their decision on the complaint to all parties in writing within 5 working days of making its decision.

The root cause of the complaint will be included in the continuous improvement cycle of the relevant standard/s.

*Note: The decision provided does not limit the student's rights to exercise their legal options or to contact the relevant Government Department for advice. The student may contact Fair Trading; National Training Complaints on 1800 000674*

## **DICIPLINARY MATTERS**

Where a student fails to meet the requirements of the course for any reason, counselling may occur with the student having to explain the unwarranted behaviour. Should removal from the course occur the student has the right of appeal through the complaints process (previous item).

## **ACCESS and EQUITY POLICY**

Gold Coast Boat Licences is inclusive of all students regardless of sex, race, and impairment (within the constraints of the training facility structure).

Prospective clients shall be assessed to determine the likelihood or otherwise of their achieving success in the proposed course. This assessment could take the form of examining the student's previous academic record by the relevant trainer and assessor or appointee.

Applicants will have the right to appeal any assessment decisions in accordance with the Appeals Policy.

In the event of a student requiring special assistance with practical aspects of the course, the student will be referred to the Special Needs Unit for assistance. Issues with Language, Literacy and Numeracy will be made available if identified and assistance is required.

The above Access & Equity Policy will be provided to staff in the "Staff Induction Manual". All staff members are required to adhere to this policy.

## **MARKETING & ADVERTISING POLICY**

Gold Coast Boat Licences will follow the Training Recognition Council's *advertising Policy for the Vocational Education and Training System in Queensland*.

- Advertisements are clear, accurate and not misleading
- The organisation only advertises recognised training for those qualifications/courses it is registered to deliver
- Nationally recognised qualifications are identified separately to others
- The names/titles of qualifications and or accredited courses are advertised accurately
- The Nationally Recognised Training Logo is used only with nationally recognised qualifications/courses which the registered training organisation is registered to deliver.

The following terminology will be the only terminology to be used to acknowledge national/state recognition: -

- Nationally Recognised Training
- Training Recognition Council Recognised Training
- Registered by the Training Recognition Council to issue the following qualifications.

### **MANAGEMENT & ADMINISTRATION**

The Company will utilise operating procedures which address the following:

- The Company's Policies and Procedures;
- Responsibility statements for the company's employees;
- Management guarantees the company's sound financial position and safeguards participant's fees until used for training/assessment;
- Defined measurement and evaluation process to measure performance of staff;
- The 'Training Provider' records management system;
- Maintain adequate insurance policies.

### **WORKPLACE HEALTH and SAFETY**

Gold Coast Boat Licences is committed to providing a safe work place. To ensure this all incidents no matter how minor are required to be reported on the appropriate form. In the first instance contact your trainers for guidance.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

The purpose of the Recognition of Prior Learning (RPL) is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

At each enrolment the trainer shall make students aware of the BTO's RPL policy.

When approached by a student seeking RPL, trainers and assessors will:

- provide the student with copies of an RPL Application Form
- provide the student with information about the types of evidence that can be used to support an RPL application
- make a prompt decision and notify students of the outcome of the RPL process
- update the student's records if RPL is granted
- Gold Coast Boat Licences only authorizes RPL for practical components only with strict conditions

### **LEGISLATION**

The BTO complies with the relevant requirements of the following acts:

- Training and Employment Act (2000), e.g. vocational placement
- Workplace Health and Safety Act (1995)
- Anti-discrimination Act (1991)
- Privacy Act (2001)
- Child Protection Act (1999)
- Copyright Act (1968)
- Workplace Relations Act (1996)

The staff members are informed by the delegated person Director or appointee if the above legislation affects their job.



## WELFARE & GUIDANCE SERVICES

- Alcohol and Drug Information Services 1800 177 188
- Lifeline 131 114
- Centre Link 131 021
- Domestic Violence 1800 808 688
- Gamblers Anonymous 1800 002 210
- Legal Aid (QLD) 1300 651 188
- Legal Aid (NSW) 1300 888 529

## STUDENTS PRIVACY & MANAGEMENT OF STUDENTS RECORDS

Gold Coast Boat Licences considers the privacy of its students, staff and clients to be extremely important. Our privacy policy ensures that we meet our obligations under the new National Privacy Principles that came into effect on 21st December 2001. Personal Information contained in student files may include names, date of birth, current and previous addresses, telephone/mobile phone number, e-mail address, nationality, gender, ethnicity, and the academic history of the student. This information is collected on enrolment. It will also include evidence of your assessments within the training qualification in which you have enrolled. Gold Coast Boat Licences will only use the personal information you have chosen to provide for the purpose for which you provided it and will not use it for any other purpose without your consent.

Your personal Information may be used to:

- Provide the educational and training services you require from Gold Coast Boat Licences
- Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures
- Inform you of ways in which the educational and training courses could be improved
- Research and develop our courses to reflect best practice industry standards

In accordance with our obligations as a Boatsafe Training Organisation (BTO) under the Australian Quality Training Framework (AQTF) we are required to store information on student enrolments and progress for a period of 2 years. Gold Coast Boat Licences stores this individual information both on the **Gold Coast Boat Licences** database, on backup hard drive and also in hard copy. Our computer has security (including a firewall) in place to protect us against the loss, misuse or destruction of the information while under the control of Gold Coast Boat Licences. Access to this central information is only through the **Gold Coast Boat Licences** computer system, (protected by password and encryption)

When required by law, Gold Coast Boat Licences may disclose the personal information of students, staff and clients to organisations outside Gold Coast Boat Licences. These include:

- Your authorised representatives (e.g. your bank, agent, immediate family or legal counsel)
- Our professional advisers including accounting auditors and lawyers
- Government and regulatory authorities
- To comply with subpoenas, court orders and other legal processes

Gold Coast Boat Licences takes all reasonable precautions to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. However the accuracy of that information depends to a large extent on the information you provide.

That's why we recommend that you:

- Let us know if there are any errors in your personal information

- Keep us up-to-date with changes to personal information such as your name and address

You have a right to access your personal information, subject to some exceptions allowed by law. If students would like to do so, they should contact the Director. Students and Staff may be required to put such requests in writing for security reasons.

If you require any further information, or a response to any specific questions relating to our Privacy Policy or information handling processes, please contact Gold Coast Boat Licences office.