



Department of
Transport

Student Handbook

Marine Education Boatshed

National Provider Code 51772

Version 4, January 2021



Marine Education Boatshed

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WELCOME

The Department of Transport's Marine Education Boatshed has undergone a transformation encompassing the latest training strategies to meet the future needs of the recreational boating public.

The Boatshed is committed to providing education and training of the highest standard to schools, government bodies and other organisations.

The Boatshed welcomes you as a student to the facility with the hope that your time spent with us proves to be rewarding and challenging. The course material is comprehensive and can be daunting for some students. However, working through the content in practical and theory sessions provides a unique experience and a good understanding of the material.

When you enrol as a student at the Boatshed you have rights and responsibilities, most of which are outlined in this handbook. We welcome your queries or concerns and are interested in gaining feedback from you.

In any training /education program, what you get out of being involved depends on the effort you are willing to commit. The results depends largely on your own motivation. The Boatshed has put in place a learning strategy and environment with resources and quality staff to encourage and assist you in reaching your personal goals and meeting the challenges. We will do our level best to ensure you obtain the greatest benefit from your participation.

OVERVIEW

Students at the Boatshed are required to complete all sections of the course to be recognised for course completion. This handbook contains important information about your training at the Boatshed.

If you have any questions at any time please contact the staff at the Boatshed for clarification. Additional operational and organisational requirements will be placed upon users of the Boatshed dependent on the programs they choose to complete. These requirements will be discussed at the time courses commence.

Students will require a minimum number of hours at the Boatshed to meet the practical component of their program.

The Australian Quality Framework AQF provides a guide to the volume of learning. You can calculate the volume of learning as follows:

nominal (supervised) hours + unsupervised hours = volume of learning

Applicants will be advised of the total number of contact hours and private study hours prior to beginning the program.

In addition to the practical sessions there will be a requirement to complete theory course work and/or theory assessment.

If re-assessment of either the theory or practical components is required then opportunities will be negotiated with assessors.

Our training/assessing code of conduct requires all assessor/trainers at the Boatshed to maintain an appropriate standard of professionalism whilst conducting training.

An induction is carried out at the commencement of each course. It includes venue safety and practices, course information and outcomes, code of conduct for students and assessors, and equity and access issues.

GENERAL INFORMATION

To enrol at the Boatshed a student must complete the enrolment/application forms, course selection and applicants declaration and supply a valid unique student identifier (USI) and a medical form (as required) and return them to the assessor/trainer.

Students experiencing difficulties associated with attending classes or assessment sessions should immediately discuss their problems with the assessor/trainer so alternative arrangements can be made.

Students who have not successfully satisfied the assessor that they have met the core competencies of their course will not be entitled to any certification. More than one unit of competency may be assessed at the same time.

Assessment tasks will be used to validate the student's competency. These will take the form of written/or oral examination of a student's knowledge, and application of that knowledge through practical demonstration of skills by the student.

Whilst your course will involve being outdoors, it need not be particularly physically strenuous. Our courses have been designed for people who are reasonably healthy. If you have any particular concerns about your health or physical limitations, please seek advice from your doctor and immediately advise your assessor/trainer of any issues they should be aware of. You should bring any medications required during the course of the program. Although your assessor/trainer will take every precaution to ensure you have a safe and enjoyable experience, we ask you take responsibility for your own personal safety.

What will happen at the course?

On your first visit to the Boatshed the following will occur:

- Induction and checking of Occupational Health and Safety (OH & S) procedures and policies
- Student Handbook will be provided
- Enrolment form(s) will be completed
- Medical declarations and Proof of Identity (if required) will be completed
- Course outline will be discussed
- Assessment Plan will be discussed
- Signing of the 'Student Contract' covering enrolment and assessment procedures
- Course will commence

What must you supply prior to assessment

If you have not supplied it at your first session please ensure you provide the following for collation as soon as possible:

- Proof of Identity (POI) if required
- Letter of consent if required
- Eyesight declaration if required

NB: Some assessments cannot be completed until the correct student paperwork is supplied.

Teachers (Supervisors) must supply a complete class set of the appropriate information for filing and processing.

Assessment

Assessment within the courses uses a common template, that is, all students will be expected to complete the same assessments during the course. High attendance is necessary to pass.

All practical evidence will be gained on-site, whilst theory evidence will be gained in a theory assessment.

To ensure the highest quality of assessment/lesson procedures are followed, industry experts will present at all sessions.

All students will be expected to sign a Student Contract prior to course commencement.

Course materials

All learning and assessment materials, including notes and workbooks, will be supplied prior to or at the commencement of each course. The course notes will provide a list of recommended resources for supplementary information and further learning.

Books that will be provided to students may include:

- National Powerboating Book 8th Edition (Wet Paper Publications) (Note: a cost is associated with the supply of this publication).
- Recreational Skipper's Ticket Workbook - The Department of Transport, Western Australia

Galley

The Boatshed has galley (kitchen) facilities, including a fridge, microwave and hot water. If you are on a course over meal times, you will need to bring your meal, or go to a shop nearby. Coffee, tea and hot drinks will be supplied during evening and weekend courses only.

Moderation

Moderation is a quality control process aimed at bringing assessment judgments for each individual student into alignment. It ensures each student is assessed to the same level.

Moderation of all courses is constantly occurring at the Boatshed.

All assessors are directly overseen by the Training Coordinator and regular team teaching and team assessment on each unit ensures moderation.

Validation

Validation is a quality review process that confirms an RTO's assessment system can consistently produce valid assessment judgements for all students.

A valid assessment judgement is one that confirms a learner holds all of the knowledge and skills described to be deemed competent for any given unit of competency or training package.

The validation process involves reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes if applicable.

This review will occur as per the assessment validation procedures document.

STUDENT SERVICE POLICIES AND PROCEDURES

When you arrive at the course venue your course assessor/trainer will induct you into the training program by going through the Boatshed's policies and procedures.

Access and equity

The Boatshed will ensure that all students have equitable access to participation and involvement to the training and assessment. This is achieved through the establishment of non-discriminatory student selection procedures. For help, support and information and to find out how to deal with access and equity issues, contact the Training Coordinator, or contact your assessor/trainer, confidentiality is assured. The Boatshed has established processes to facilitate the mediation of complaints relating to issues of equity. The process of resolving complaints should begin informally at the source of the issue. The Boatshed has access to trained officers who can assist with grievance resolution. Further information is available from the Marine Education Boatshed office.

Privacy statement

The Boatshed respects your privacy.

Your personal information provided to us will be used in course administration. Your personal information will not be used for any purpose outside the Privacy Act Guidelines.

Language, literacy and numeracy (LLN)

(LLN) skills are integrated into all training packages, as the students need to have these fundamental skills in order to achieve the required competency.

When developing learning and assessment strategies the Boatshed will consider the LLN skills of the learner required to participate in training. Students with language or literacy difficulty should inform the assessor so appropriate assistance can be provided. Students with any other difficulties during the course should in the first instance seek assistance from the assessor/trainer conducting the course. Failing satisfactory resolution of the problem, the Training Coordinator should be approached.

Appeals

Students at Boatshed courses have the right to appeal results of competency based assessment. In the first instance, such issues should be discussed with the assessor/trainer. If an agreement cannot be reached, the student may contact the Training Coordinator.

Cancellations and refunds

Enrolment documentation must reach the Boatshed not later than seven days prior to commencement of the course. Cancellations up to seven days prior to commencement receive a full refund. Cancellations within seven days receive no refund. We require a minimum number of students for a course. The maximum capacity varies depending on the activity being undertaken, please see the Training Coordinator if you have a problem. Anyone booked on a course which is cancelled due to lack of numbers can be transferred to another course, or receive a full refund.

Disabilities support

Facilities available for students with disabilities include disabled toilets and level entry access to most areas. The Boatshed can provide special assistance to meet individual needs. This may include modifications to the course delivery and assessment methods, furniture and equipment. Special assistance, including audio and large print resources may be arranged. We will also cooperate with other specialist agencies to support your program of study. In order to access this support you must indicate to the Training Coordinator at the time of enrolment, that you have a disability.

Health and safety responsibilities

Students have the following responsibilities under the *Workplace Health and Safety Act 1995*:

- students must not act in a manner which endangers the health and safety of themselves or any other person while at a course being run by the Boatshed;
- students must carry out safety directions given by staff members of Boatshed Staff; and
- students must not wilfully or recklessly interfere with anything provided in the interests of health and safety at the Boatshed.

If a student's behaviour does not meet these guidelines then they risk being excluded from the training course.

Records management

The Boatshed is committed to keeping accurate and confidential records in relation to students and activities. All records are maintained through a combination of manual and computer based systems designed to ensure provision of timely and accurate information. Only authorised personnel can access student records. You can access your own records at any time.

Any RTO must retain a record of qualifications and statements of attainment issued for 30 years. The boatshed gathers and retains full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data and updates on an annual survey basis

Student services

Our Training Coordinator can help you with:

- Course information
- Course entry requirements
- Enrolments and enrolment changes.

Withdrawal

Withdrawal from a course is a big decision. Before you withdraw discuss your options with your assessor/trainer or the Training Coordinator. There may be other options available to you. If you don't formally withdraw, your academic record will show an incomplete course. To formally withdraw you must complete a withdrawal statement available from your assessor/trainer or the Training Coordinator.

COMPLAINTS AND APPEALS PROCEDURES

Policy statement

The Boatshed regards complaints as an opportunity to review its policies and procedures. Any complaint or appeal will be dealt with in a transparent manner which enables learners to be informed and understand their rights. A satisfactory solution to one person's difficulty may well bring the same result for many others. All parties involved in a complaint, or an appeal against a decision made by the Boatshed, will be treated with the utmost courtesy and respect, and any findings presented to all parties in a considerate manner.

Our complaints process is guided by the *Standards for Registered Training Organisations (RTO's) 2015* (standards for RTO's) - standard 6 for responding to complaints about Vocational Education and Training Equality. Fairness and natural justice principles apply. Students must be aware of the availability of the process, and staff must be able to apply processes ensuring comprehensive investigation and responsiveness. All complaints are to be taken seriously and where possible, preventative and corrective action will be taken to minimise the risk of the incident being repeated. As a registered training organization we will:

- Listen to the views of vocational education and training (VET) consumers
- Address any concerns VET consumers may have; and
- Constantly improve the quality of VET products, services and policies

Customer service complaints

These can be received from a student verbally by telephone or personally, or in writing. The staff member receiving verbal complaints must be sure to take these details:

- name and contact details of the complainant;
- circumstances which led to the complaint;
- if the complaint is against a member of staff or instructor, whether the complainant be willing to meet in a mediated discussion about the complaint; and
- details of any other persons involved, who may offer corroborating information.

If a written complaint does not contain all the above or any other pertinent information, the student must be promptly contacted by telephone to obtain the relevant details.

In some cases students may want to remain anonymous, or at least not have their identity revealed to the target of the complaint. This should be respected, and the issue resolved in this context.

The complexity of the complaint will have a significant impact on the time that it takes to resolve, but as general guidelines, Boatshed staff will be responsive:

- acknowledge written complaints by telephone, within 24 hours of receipt. This is often an opportunity to obtain any missing information, and showing empathy for the complainant's situation;
- give any named member of staff every opportunity to resolve the problem;
- make every attempt to conclude any investigation into the complaint within seven days. If it takes longer, then the complainant must be telephoned with a progress report;
- respond to a complainant with a summary of action taken to minimise the risk of the difficulty being repeated, as a continuous improvement process. It should not detail any punitive action taken against a staff member; and
- the Training Coordinator, as part of the continuous information process, will keep records of complaints and their outcomes.

The Training Coordinator should conduct the investigation in the first instance, unless that person is a party to the complaint. Where appropriate, another staff assessor may be asked to give an independent view. The final outcome shall be presented to the complainant by another, more senior person. All outcomes shall be recorded in writing.

Appeals against complaint outcomes

Any person not satisfied with the outcome of a complaint may appeal in writing to or through the General Manager (GM), Department of Transport (Marine Safety). The GM and/or an appropriate member of Department of Transport (Marine Safety) will be assigned the task of resolving the dispute, and this person should then contact the plaintiff within seven days of the appeal being received to acknowledge the appeal and advise what arrangements are being made for investigation, interviews and resolution. Then an interview phase should enable the appellant and other parties to present their situation. It may be desirable for the appellant to have a sponsor/support person present at the appeal hearing.

The findings must be presented to the appellant in writing.

Appeals against student results

A student who disagrees with the assessment level given by an assessor/trainer should first be directed to another assessor at the Boatshed on the course. This is available as most of the courses are delivered by team-teaching with two assessors. The other assessor can then provide an unbiased view of the original assessment. Assessors are encouraged in the first instance to talk students through the reasons for the original decision.

If the student is not satisfied with the explanation, they may lodge an appeal to the Training Coordinator for re-evaluation of the assessment process. The Training Coordinator will then examine the assessment process and review the evidence considered, to determine if the student was disadvantaged by any failure to follow correct procedure, or by failure to follow the assessment plan. It is only on the grounds of incorrect process or an initial incorrect judgement of the assessment decision that the training coordinator can or will over-rule the assessment/judgement of the assessor/trainer.

In case of assessment appeals, the outcomes of the appeal must be recorded in writing and a written statement of the appeal outcomes and of the reasons for the decision should be provided to the applicant. All records of assessment appeals and their outcomes will be filed and kept by the Training Coordinator as part of the constant improvement process.

Substantiated claims

Should the outcome of a complaint or an appeal of any kind result in the appeal being substantiated, the Training Coordinator will take action to remedy any possible causes and make improvements according to the constant improvement process.

Recognised Prior Learning (RPL)

Depending on your skills, experience and knowledge, and the evidence you are able to provide, it is possible to gain recognition for Units of Competency that we offer. You must however be able to show proof of current or recent experience within the last two years in the relevant industry area. In some cases you may be eligible to complete the unit without undertaking formal study or training. For some units there may be the opportunity to undertake a challenge test to demonstrate your skills. You may also have developed valuable skills by working for a community or voluntary organisation, or through other life experiences such as hobbies, sport and leisure activities and this experience can also be considered for recognition but must be demonstrated as evidence.

If you already have formal qualifications from a TAFE, university, school or another Registered Training Organisation in Australia, it may be relevant to the Unit you wish to study and you may also apply for recognition. If you hold qualifications gained overseas, The Marine Education Boatshed will also carefully consider them in the recognition process.

Evidence provided may include but is not limited to:

- Valid Identification
- Resume showing work details and work history, job description including duties performed
- Work Samples
- Letter of Employment
- Reference Letters
- Previous certifications and training

Please note: The skills recognition process must follow 2 critical requirements. Any student attending the boatshed does so as a coordinated, organised group. Individuals will not be accepted for training as the boatshed requires Department of Education and Training supervision guidelines to be adhered to and provided by schools / university's attending. In addition, as a government body, the Department of Transport supports the competitive neutrality obligations of Western Australia

The essence of competitive neutrality is that Government businesses should not enjoy a net competitive advantage simply as a result of their public sector ownership. The boatshed as an RTO will not undertake direct competition with other RTO's who may provide the same service. These obligations are outlined in the Western Australian Government's Policy Statement on Competitive Neutrality. Any skills recognition request must first abide by these guidelines.

Process

- 1) Check the Marine Education Boatshed offers the unit of competency you wish to apply for skills recognition.
- 2) Submit your evidence to the MEB for a qualified assessor to review.
- 3) Attend a recognition interview to confirm your identification, skills and knowledge including interview questions to gauge the level of understanding and competency.
- 4) With assistance from the assessor, complete a self-assessment aligning to the unit performance criteria to decide if enough present evidence exists for you to undertake a full Recognition Process
- 5) An evaluation of the presented evidence will be completed and any shortfalls identified.
- 6) Options to re-assess the shortfalls in competency will be identified and discussed
- 7) If you are currently enrolled with the Marine Education Boatshed as a student, there is no charge to apply for recognition for your unit of competency

please note – if the unit of Competency requested for skills recognition is a boating unit, and the Recreational Skipper's ticket is to be used as evidence, a complete copy of the corresponding practical assessment sheet will also be required.

Anti-discrimination and sexual harassment

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics. Discrimination may involve:

- Offensive jokes or comments about another's racial background, gender, sexual preference, age, disability, or appearance
- Display of pictures which are offensive or derogatory
- Express negative stereotypes of particular groups
- Using stereotypes or assumptions to guide decisions
- Undermining a person's authority due to dislikes of one or more of their personal characteristics.

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome physical contact, remarks with sexual connotations, jokes, and requests for sexual favours, leering or display of offensive material.

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident if the actions or remarks are particularly offensive. Other single incidents such as an unwanted invitation out or compliment may not constitute harassment if they are not repeated.

There is not an onus on the person being harassed to say that they find the conduct offensive. Many people find it hard to speak up. All students are responsible for their own behaviour. If you think the behaviour might offend then do not do it.

If another person's behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed.

The Boatshed will not tolerate discrimination or harassment. The Boatshed will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed a student of the Boatshed or who has victimised a person involved in making a complaint, may face disciplinary action.

If you are suffering from harassment or are being discriminated against there are a number of things you can do:

- Tell the person they are making you feel uncomfortable and ask them to stop
- Make a complaint to one of the staff from the Boatshed
- Make a complaint under anti-discrimination legislation to
The Equal Opportunities Commission

Level 2 Westralia Square
141 St Georges Tce. PERTH 6000
Telephone: 9216 3900.

Assessor/trainer code of conduct

- **Act responsibly and with care**

An assessor/trainer has a responsibility to the students, the community and the Boatshed to act in a responsible and considerate manner at all times during a course.

- **Promote a culture of safety**

You must maintain safe operations at all times. Promote safety at any opportunity.

- **Understand your limitations and that of your students**

Respect and understand your student's limitations to perform in varying conditions.

- **Follow operating procedures**

Follow the normal procedures as laid down by the Boatshed's **Operations Manual and Policy**.

Legislative requirements

The Boatshed will meet all legislative requirements of State and Commonwealth Government; in particular workplace health and safety, workplace relations and vocational placement standards.

Web addresses of relevant legislation.

You may wish to access the following legislation for more details on the following pieces of legislation.

Disability Discrimination Act 1992

http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/

Sex Discrimination Act 1984

http://austlii.law.uts.edu.au/au/legis/cth/consol_act/sda1984209/

Racial Discrimination Act 1975

http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

Human Rights and Equal Opportunity Act 1986

http://www.hreoc.gov.au/Human_Rights/index.html

Vocational Education and Training Act 1996 (Western Australia)

http://www.austlii.edu.au/au/legis/wa/consol_act/veata1996306/

Occupational Health and Safety Act

http://www.austlii.edu.au/au/legis/wa/consol_act/osaha1984273/

Definitions used in this handbook

Student:	The person completing a course at the boatshed (you).
Assessor/trainer:	The person assessing you as part of your training.
Training Coordinator:	The Boatshed staff member who is the initial and central contact for any assistance and is responsible for training within the centre.

Notes:

