

Peninsula Boat Training Pty Ltd

RTO No 22587

Student Handbook

For

**MARC059 -Transmit and receive information by marine VHF radio within
Australian Territorial Waters**

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Main Office Details

Main Office Location

Peninsula Boat Training Pty Ltd is located at: **10 Ramsay Court, Mt Martha, Vic 3934**

Our contact details are as follows

Telephone: 0413 432 264

Email: admin@peninsulaboattraining.com.au

Web: <https://www.peninsulaboattraining.com.au/>

Student Administration and Support Services

Student administration is your first point of contact for any queries. Student Administrations' contact details are:

Telephone: 0413 432 264

Email: admin@peninsulaboattraining.com.au

Our Course

Transmit and receive information by marine VHF radio within Australian Territorial Waters

National Code: MARC059

DELIVERY METHODS

The course is delivered and assessed in the classroom. Learners are expected to complete pre-reading prior to attending the course

COURSE OVERVIEW

The unit MARC059 Transmit and receive information by marine VHF radio within Australian Territorial Waters is designed to help you to gain the skills and knowledge required to transmit and receive information by marine very high frequency (VHF) radio on a vessel according to regulations and includes operating an emergency position indicating radio beacon (EPIRB). It is a legal requirement in Australian territorial waters that you hold a certificate of proficiency to be able to operate a Marine Vhf Radio. This qualification meets the requirements

Entry Requirements

It is expected that entrants will have a level of English proficiency to cope with the requirements of the course.

Course Structure

The course consists of just one unit of competency

Assessments

Assessment methods include knowledge questions and practical demonstration of relevant radio skills

Fees and Refunds

Tuition Fees: \$195 pp

Refund Policy

Refunds due to non-delivery of course by the Peninsula Boat Training

All tuition fees are to be refunded in full if Peninsula Boat Training is unable to commence the course as agreed or is unable to deliver the full course. Fees will be refunded within 7 days

Refunds due to Student Cancellation or Withdrawal

Where the student withdraws from the course more than 7 days prior to commencement, Peninsula Boat Training will refund all fees paid. Where the student withdraws from the course less than 7 days prior to commencement of the course, no refund is payable. However, the student will have the option of enrolling in another course provided this is confirmed at the time of the withdrawal

Studying at Peninsula Boat Training

Course Delivery

Delivery occurs at Mornington Yacht Club, Schnapper Point Drive Mornington
Albert Park Sailing Club, Lakeside Drive, Albert Park
Dandenong Comfort Inn, Princes Highway, Dandenong
Royal Yacht Club of Victoria, Nelson Place, Williamstown.

USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to Peninsula Boat Training during the enrolment process. If students do not provide a USI, Peninsula Boat Training will be unable to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

Our Obligation to You

Peninsula Boat Training is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that we are obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency

Use of personal information

Except as required under the Standards for Registered Training Organisations 2015, Government Contracts or by law, information about a student will not be disclosed to a third party without the written consent of the participant.

Students wishing to access their personal records should contact the Training & Administration Coordinator either verbally or in writing. A suitable time to view their file and access will only be granted once a student's identification is confirmed and validated by Administration.

Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that the RTO has collected.

Staff at Peninsula Boat Training will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

If you have any issues, you should contact student administration on the details listed on the first page of this handbook

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the course. All works submitted must be an competence.

Complaints and Appeals

Students have access to Peninsula Boat Training's complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Peninsula Boat Training.

Students are able to submit a formal complaint to Peninsula Boat Training relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Student Administration or directly to the Training Manager. All complaints are handled with confidence and are reviewed by the Training Manager.

A student may also appeal a decision made by Peninsula Boat Training in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

Copies of the Complaints Procedure and the Complaints form can be obtained from the Student Administration Department at any time upon request.

Access and Equity

All Peninsula Boat Training staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Peninsula Boat Training has procedures in place to ensure any student concerns are dealt with immediately and appropriately.

Peninsula Boat Training acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1998 (Cth)

All legislation can be accessed at: www.comlaw.gov.au

Peninsula Boat Training fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All Peninsula Boat Training staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a staff member of Peninsula Boat Training, please contact student administration.

Occupational Health and Safety

Peninsula Boat Training complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Privacy

While we collect your personal information

As a registered training organisation (RTO) we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

we are required by law (under the national vocational education and training register Act 2011(Cth) (NVETR Act)) To disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd. (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR) act to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the privacy act 1988) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts: administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including programme administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information

the NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's privacy policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESC is authorised by law, including the privacy act and the NVETR act to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE space VET privacy notice at <HTTPS://www.dese.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time you may contact peninsula boat training too

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this privacy notice

RTO details

Peninsula Boat Training Pty Ltd

RTO: 22587

Address: 10 Ramsey court, mount Martha, Victoria, 3934

Phone: 0413432264

email: admin@peninsulaboattraining.com.au