

Candidate Information Guide- Australia



A guide for prospective and existing
candidates

First Edition

AUSTSWIM

Candidate Information Guide



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Congratulations on taking your first step towards joining our community of advancing swimming and water safety in Australia. AUSTSWIM is a Recognised Training Organisation (RTO 104975) that delivers a range of educational programs and courses, some of which containing nationally recognised units of competency.

We have designed this Candidate Information Guide for students studying in Australia to outline information about our company, our courses, methods of training, and assessment. We aim to support individuals to expand their aquatic career through various AUSTSWIM pathways and accreditation.

The AUSTSWIM Licence™ is the industry standard for Teacher of Swimming and Water Safety™ and is delivered and recognised in each state and territory of Australia and many countries overseas.

AUSTSWIM is accredited against ISO/IEC 17024 for how we train, accredit and licence AUSTSWIM Teachers in Australia. This gives the community further assurance that AUSTSWIM Teachers have the highest accreditation benchmark in aquatics and that AUSTSWIM is committed to providing quality education to reduce drowning, the impact of aquatic accidents and strive for safer swimming and water safety.

AUSTSWIM engages with employers and industry enterprises as part of the consultation and review process. Candidates are trained in the context of a simulated and practical sessions in an aquatic environment, learning real and relevant skills supported by underpinning theory.

Our Presenters are all qualified and experienced in the areas in which they train. They look forward to bringing out the best in each learner, for the workplace and the industry sector. At AUSTSWIM, we are committed to providing a pleasant, friendly environment and high-quality training and assessment from course commencement through to completion.

Thank you for choosing AUSTSWIM and helping us deliver our vision of “Every Australasian will be taught to swim by an accredited AUSTSWIM teacher”.



Carl Partridge
CEO

Terms and Conditions

The purpose of this Candidate Information Guide is to ensure prospective and existing course candidates are aware of important information relating to the terms and conditions set out in this guide. It forms a crucial role in your orientation to AUSTSWIM courses and will give you an insight into what you need to know about your training and assessment. Please read this Guide carefully and contact AUSTSWIM on 1300 885 666 if you have any questions

Contacts for Business Centre:

<p>VICTORIA AND TASMANIA PO Box 466, Ringwood VIC 3134 E: vic@austswim.com.au</p>	<p>WESTERN AUSTRALIA PO Box 491, Leederville WA 6902 E: wa@austswim.com.au</p>
<p>QUEENSLAND PO Box 631, Capalaba QLD 4157 E: qld@austswim.com.au</p>	<p>NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY PO Box 6241, Baulkham Hills NSW 2154 E: nsw@austswim.com.au</p>
<p>SOUTH AUSTRALIA PO Box 321, Henley Beach SA 5022 E: sa@austswim.com.au</p>	

Contacts for AUSTSWIM Course Providers can be found via the AUSTSWIM website under the Find a Course Page.

AUSTSWIM advises that you should always refer to the online version of this document to ensure you are receiving the most up to date information. The Policies and Procedures can also be accessed via the AUSTSWIM website.

Read the information carefully. As part of your enrolment, you must sign the Candidate Declaration at the end of the enrolment process to confirm you have received, understood and agree to the information.

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ABOUT AUSTSWIM (RTO)

Mission and Vision

Safe enjoyment of aquatic environments

Excellence in aquatic education and accreditation

AUSTSWIM's vision, "Safer enjoyment of aquatic environments", has over the last 12 years driven the development and implementation of four Strategic Plans, which in turn have delivered not only an increase in the number of children and adults who are safer in aquatic environments, but a reduction in the number of drownings.

AUSTSWIM Values

Our values form the basis for our individual, team and organisational attitudes, behaviour and work at AUSTSWIM.

DISPLAYS RESPECT

We will treat others with dignity and empathy. Communicating with integrity and openness

DEMONSTRATES EXCELLENCE

We will deliver high performance and demonstrates service excellence.

DRIVES INNOVATION

We think creatively and develops new ways if thinking. Initiates and embraces change.

BUILDS COLLABORATION

We work effectively within and across teams. Builds relationships with internal and external stakeholders to deliver on outcomes.

EMBRACES DIVERSITY

We value individual differences and contributions of all people and promotes inclusion.

AUSTSWIM is the Australasian Council for the Teaching of Swimming and Water Safety. It has industry representation in each state and territory of Australia and New Zealand. AUSTSWIM is a not for profit organisation that was established in 1979.

The AUSTSWIM Council comprises of an independent Chairperson, a Member Representative from each State and Territory Advisory Committee and from;

- Australian Leisure Facilities Alliance (Inc.) (ALFA);
- National Council of the Young Men's Christian Associations of Australia; (YMCA Australia);
- Royal Life Saving Society Australia (RLSSA);

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- Swimming Australia Ltd (SAL);
- Surf Life Saving Australia (SLSA) and
- Water Safety New Zealand (WSNZ).

At AUSTSWIM, we specialise in supporting candidates to gain appropriate and valuable training and assessment to realise their career ambitions within the Aquatic Industry. AUSTSWIM works within Australia's Vocational Education and Training (VET) system and is regulated by The Australian Skills Quality Authority (ASQA) and ISO/IEC 17024 Standards. AUSTSWIM Presenters work within the standards and guidelines of the national vocational training system. AUSTSWIM courses are regularly reviewed by Industry to ensure our practices are current, valuable and working towards our mission and vision of 'Safe enjoyment of aquatic environments' and 'Excellence in aquatic education and accreditation'.

Marketing and Recruitment

AUSTSWIM ensures the information provided to candidates about the courses and the services are accurate and factual, regardless of whether the information is provided by AUSTSWIM or any of its third-party providers who deliver courses on AUSTSWIM's behalf. AUSTSWIM courses comprise of a combination of non-recognised training and nationally recognised training to obtain an AUSTSWIM Licence or accreditation. All marketing information clearly distinguishes between non-recognised training and nationally recognised training. If a course delivered by AUSTSWIM has nationally recognised units of competency, it will have this Nationally Recognised Training (NRT) Logo next to the course name.



AUSTSWIM's marketing information will enable candidates to make informed choices by ensuring the information is detailed, accurate and complies with consumer protection laws.

Application and Enrolment

AUSTSWIM is committed to ensuring that all candidate selection processes are fair, equitable and consistent. Selection into an AUSTSWIM course is dependent upon;

✓	Completing an AUSTSWIM enrolment process including appropriate forms	Payment of course fees in full
✓	Providing a Unique Student Identifier (USI) number	See further information under Unique Student Identifier
✓	Meeting any pre-requisites set by the National Training Package	For specific entry requirements for each course, please consult the course requirements and industry guidelines on the AUSTSWIM website.
✓	Meeting any pre-requisites set by AUSTSWIM	

Unique Student Identifier

If you are undertaking nationally recognised training, you will need to have a Unique Student Identifier (USI). A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

Once you create your USI you will need to provide your USI to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

It is free and easy for you to create your own USI online. Follow simple steps by visiting www.usi.gov.au and refer to FAQ section on the AUSTSWIM website for more information.

AUSTSWIM is committed to ensure that all candidates are supported to progress through the training and assessment to achieve AUSTSWIM accreditation. Awarding of accreditation is dependent upon all the Course requirements successfully completed*.

*Each course will have a specific set of requirements detailed on the AUSTSWIM website.

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National Recognition, Credit Transfer, Recognition of Prior Learning (RPL)

AUSTSWIM provides an assessment of Skills Recognition, including Recognition of Prior Learning (RPL) and Credit Transfer, for each unit of competency within its scope of registration. The candidate must demonstrate evidence of skills and knowledge obtained through formal training, work experience and/or life experience.

National Recognition/ Credit Transfer

If you currently hold a unit of competency that has the same unit code and title, AUSTSWIM can grant you national recognition. If the code and title is different, but you think it might have similar meaning, still provide it to AUSTSWIM to check if the unit can be granted in full or partially.

Recognition of Prior Learning (RPL)

AUSTSWIM recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. Candidates who believe they already have skills and knowledge that would be covered in the courses offered by AUSTSWIM need to demonstrate that they have already undertaken the learning, through previous experience, or have developed the competencies in the workplace. Candidates wanting to apply for RPL must complete the RPL application form and follow the process for the course they want to seek recognition in. This will be made available upon request from the candidate by contacting the Business Centre. You will be required to follow the steps and submit certified copies of all documents referenced within your application.

Candidate Progression

Reasonable Adjustment

AUSTSWIM may make any reasonable and necessary adjustment to meet the needs of a variety of candidates.

Reasonable adjustment may mean:

- making training resources and methods accessible in a different format;
- adapting physical facilities, environment and/or equipment;
- making reasonable changes to the training and assessment strategies; and
- making reasonable changes to the way evidence for assessment is gathered.

Wherever possible, AUSTSWIM will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability, any language and literacy challenges, language barriers, cultural issues or any other individual needs related to the assessment.

ACCESS AND EQUITY

AUSTSWIM is committed to ensure that we offer training opportunities to all people on an equal and fair basis.

All candidates have equal access to courses irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities. All candidates who meet the entry requirements will be accepted into our courses.

Access Equity and Candidate Support Services

AUSTSWIM aim to provide learning programs and pathways that allow equitable educational opportunities to all individuals through program design, course content, training environments and all aspects of training and assessment processes.

All candidates have the right to be treated fairly and to conduct their training in an environment free from harassment and/or discrimination and are offered support in learning as required.

AUSTSWIM will assist all candidates in their efforts to complete their courses. If a candidate is experiencing any difficulties with their studies AUSTSWIM recommend that they should see their Presenter, or another AUSTSWIM Business Centre.

AUSTSWIM maintains the following business practices to support the principles of access and equity:

- Communicating to all candidates the required standards included in policies, procedures and relevant legislation whilst engaged in training programs at AUSTSWIM. This includes information about the complaint resolution and appeals processes;
- where possible, deliver training and assessment services that are relevant, accessible, fair and inclusive, and inform candidates that AUSTSWIM will accommodate their learning needs;
- where possible, identify and remove barriers to access and participation at its best;
- implement reasonable adjustments as necessary to ensure delivery and assessment of training programs meets individual candidate's needs; and
- ensure all AUSTSWIM employees, Third Party Course Providers and contractors interact with all candidates, clients and stakeholders in a courteous, professional and non-discriminatory way.

AUSTSWIM communicates to candidates, the principles of access and equity using the following mediums:

- Enrolment process
- AUSTSWIM Candidate Information Guide

- AUSTSWIM Code of Practice (published on AUSTSWIM's website)

Harassment and Discrimination

AUSTSWIM are required under Australian Law to ensure a place of learning that is free from all forms of harassment and discrimination (including victimisation and bullying) so staff and candidates feel valued, respected and treated fairly.

AUSTSWIM will ensure that all staff understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example. AUSTSWIM will ensure all staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and candidates should be aware of the following definitions:

Bullying - is unwelcoming and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - is any unwelcoming and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Racial Harassment - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcoming and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work. All staff and participants have a right to work in an environment free of any form of harassment and discrimination. Harassment and discrimination for any of the above-mentioned reasons, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.

Reporting Discrimination and Harassment

All existing and prospective candidates in training and other stakeholders of AUSTSWIM have the right to object to discrimination in any form, and to complain when it takes place. Refer to the Complaints and Appeals Policy at [the AUSTSWIM website](#) regarding information on the complaints process.

Additional Support Services

AUSTSWIM recognises that all people learn differently and acknowledges that some candidates may require additional support. Additional support may be provided or referred for any candidates experiencing:

- disability and access issues;
- language barriers;
- language, literacy and numeracy issues;
- financial difficulties;
- access to digital literacy requirements;
- employment issues; and/or
- any other issues that may affect their ability to achieve their training goals.

Where there is perceived difficulty in achieving learning goals, the Presenter will discuss these issues with the candidate. The candidate will be provided with information about possible alternative pathways, additional tools, and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the candidate.

AUSTSWIM will respect candidates' right to privacy. Any information disclosed will remain strictly confidential. Please refer to AUSTSWIM 's Privacy Policy via the AUSTSWIM website.

Access, Equity and Candidate Support AUSTSWIM Contact Details

AUSTSWIM have an email address where enrolled or prospective candidates can direct all enquiries for support and issues regarding access and equity: info@austswim.com.au

External Agency Contacts for Support

Language and Numeracy Services and Resources

Literacy Net

W- <https://www.education.gov.au/literacy-net>

Reading Writing Hotline

Tel : 1300 655 506

W : <http://www.readingwritinghotline.edu.au/>

Australian Government

W- <http://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

Adult Migrant English Program

W- <http://www.education.gov.au/amep>

Australian Council for Adult Literacy

Tel : 03 9546 6892

W : <http://acal.edu.au/resilience-stories-of-adult-learning/>

Getting Ready in Numeracy (GRIN) – Mathematics Intervention

Tel : 03 9905 9332

W : <https://monash.edu/education/engagement/programs/grin/>

E : edu-shortcourses@monash.edu

Other Services

Centrelink

W: www.humanservices.gov.au/customer/dhs/centrelink

Australian Human Rights Commission

Tel: 1300 656 419

W: <https://www.humanrights.gov.au/>

Lifeline

Tel: 13 11 14

W : www.lifeline.org.au

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Beyond Blue

Tel: 1300 22 4636

W: <https://www.beyondblue.org.au>

Equal Opportunity Victoria

Tel: 1300 292 153

W: <https://www.humanrightscommission.vic.gov.au>

Antidiscrimination board of NSW

Tel: 1800 670 812

W: <http://www.antidiscrimination.justice.nsw.gov.au/>

ACT Human Rights Commission

Tel: 02 6205 2222

W: <https://hrc.act.gov.au/discrimination/>

Equal Opportunity Commission SA

Tel: 1800 188 163

W: <https://eoc.sa.gov.au/>

Equal Opportunity Commission WA

Tel: 1800 198 149

W: <http://www.eoc.wa.gov.au/>

Northern Territory Anti-Discrimination Commission

Tel: 1800 813 846

W: <http://www.adc.nt.gov.au/>

Equal Opportunity Tasmania

Tel: 1300 305 062

W: <https://equalopportunity.tas.gov.au/>

Anti-Discrimination Commission Queensland

Tel: 1300 130 670

W: <https://www.adcq.qld.gov.au/>

TRAINING AND ASSESSMENT

Quality Training

AUSTSWIM will ensure that all training services provided are of the highest quality possible and are reflective of current industry trends and expectations. AUSTSWIM is committed to providing excellence in training and education by ensuring that:

- a) Training is delivered by appropriately qualified Presenters who have extensive industry experience.

- b) All training products used and/or developed meet the requirements of the appropriate Training Product Guidelines.
- c) All training products used and/or developed are reviewed before use by the organisation's personnel for quality, accuracy and currency.
- d) All courses are developed in consultation with industry experts.
- e) All courses are developed in line with compliance with the current National RTO Standards.
- f) Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and education services provided.
- g) Training is delivered flexibly with a variety of options made available to candidates about the way they learn and the resources they use to achieve competency.
- h) The individual learning and support needs of all candidates are identified upon entry into a course.
- i) The Presenters participate in moderation/validation of the units and courses of which they deliver.
- j) Each training product is validated at least once every five years, with at least 50% of products validated within the first 3 years of each five-year cycle, taking into account the relative risks of all of the training products on RTO's scope of registration, including those risks identified by the VET Regulator.
- k) All courses are delivered according to a documented session plan and supporting materials which have been reviewed and approved by AUSTSWIM.
- l) All course Presenters have the appropriate qualifications and background to deliver and assess learners.
- m) The assessment used complies with requirements of the relevant training package and are in accordance with the Principles of Assessment and the Rules of Evidence (ASQA standards Clauses 1.8 to 1.12).
- n) The training and assessment strategies used by AUSTSWIM comply with the AQF guidelines.

AUSTSWIM's Training and Assessment strategies meet the requirements of the relevant training packages and allow each learner the opportunity to meet the units of competency required for the course they are enrolled in.

At AUSTSWIM we use a range of delivery methods to create a quality learning experience for our candidates. Learning may take place in:

- A classroom;
- practical session in an aquatic environment;
- a workplace where applicable;
- any combination of the above.

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Assessment Submission and Turnaround Times

AUSTSWIM informs candidates of the context and purpose of the assessment and the assessment process they are undertaking in the candidate handbook and the AUSTSWIM website under the relevant specific course.

Candidates are required to submit all assessments within 12 months of commencing their course.

An assessment is not accepted if the following information is incorrect or missing:

- Candidate's full name
- Candidate signature and date
- If any part of the assessment has not been completed
- AUSTSWIM Assessors name, signature and date, AUSTSWIM number as applicable

Assessment Re-submission

A candidate is given two attempts to re-submit each assessment. If a candidate's work is *Not Satisfactory*, they must re-submit their assessment task for that unit. Further attempts to demonstrate competency will be at the discretion of AUSTSWIM and may incur additional fees.

Feedback

AUSTSWIM encourages feedback to improve its training and business practices. You may be asked several times, at any stage during your training, to complete various surveys.

Candidates may be asked to participate in the National Candidate Outcomes Survey conducted by the National Centre for Vocational Education and Research (NCVER) survey and/or an invitation to participate in a Government Department endorsed project or Department's annual candidate outcome survey and/or being contacted by the Government Department (or persons authorised by the Department) for audit or review purposes.

An **AUSTSWIM Learner Engagement Survey** will be issued after the course to determine if AUSTSWIM is meeting the needs of candidates. This information is collated and evaluated as part of AUSTSWIM's Quality Assurance and Continuous Improvement activities. Candidate feedback in any format is also encouraged.

AUSTSWIM also conducts the AQTF Learner and Employer Survey on annual basis as part of the Quality Indicator requirements.

Course Completion – Issuing AQF Certification and Licencing Documents

AUSTSWIM issues AQF certification and Licence documentation only to a candidate that has been assessed as meeting all the requirements of the training product as specified in the relevant training package or VET accredited course.

Certification, Licencing documentation and the Statement of Attainment will all be issued to candidates within 30 calendar days of the candidate being assessed as competent and providing all agreed fees have been paid.

Current and past candidates can request a copy of their certification documents at any time using the ***AUSTSWIM Reprint Form available via the AUSTSWIM website.*** Re-issuance of documents will incur fees as applicable at that time.

RTO'S POLICIES AND PROCEDURES

Regardless of where training takes place, all AUSTSWIM candidates are governed by AUSTSWIM policies and procedures as well as:

- Codes of conduct and behaviour for a specific workplace / placement facility;
- emergency and evacuation procedures for training location;
- any lawful directive from any AUSTSWIM authorised employee.

Current AUSTSWIM policies, procedures, documentation and forms are available on the AUSTSWIM website or by request to local Business Centres.

Please refer to AUSTSWIM's website and/or discuss with your Presenter or Course Provider.

CANDIDATE CODE OF CONDUCT

The purpose of this code is to outline the way in which candidates of AUSTSWIM are expected to conduct themselves during their training. The code outlines candidates' rights and responsibilities in regard to their participation in AUSTSWIM's training and education programs.

All candidates have the right to:

- Be treated fairly and with respect by all candidates and staff;
- not be harassed, victimised or discriminated against on any basis;
- learn in a supportive environment, which is free from harassment, discrimination and victimisation;
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised;
- receive training and assessment that is in accordance with the requirements of the accredited course and endorsed Training Package;
- be issued with qualifications and/or statements of attainment when a program of study has been successfully completed;
- access their information requested within a reasonable timeframe;
- have their complaints dealt with fairly, promptly, confidentially and without retribution;
- make appeals about procedural and assessment decisions;
- be given clear and accurate information about their course, training and assessment arrangements and their progress; and
- provide feedback to AUSTSWIM on candidate services, training, assessment and support services they receive.

All candidates, throughout their training and involvement with AUSTSWIM, have the responsibility and are expected to:

- Treat all others and their property with respect and value their cultural diversity;
- respect the opinions and backgrounds of others;
- not harass, victimise, discriminate against or disrupt others;
- follow all safety policies and procedures as directed by staff;
- report any perceived safety risks as they become known;
- respect facilities and resources and follow relevant policies and procedures;
- not to bring any articles or items that may threaten the safety of self or others;
- notify AUSTSWIM administration staff, as soon as possible and in writing, if any of their personal or contact details change;
- refrain from using mobile phones or other technology devices when advised by the Presenter during class and/or during assessment/exam activities;
- attend all off the industry experience/job training on time and ensure that behaviour meets both the expectations of AUSTSWIM and the requirements of the particular facility (if applicable);

- complete all assessment tasks, learning activities and assignments honestly and without plagiarism and cheating;
- hand in all assessment tasks, assignments and other evidence of their work on time all signed and dated
- refrain from smoking at training venues and on the premises of AUSTSWIM;
- avoid at all cost the temptation of misconduct, including plagiarism (see below);
- work with honesty and integrity;
- treat all staff members with respect; and
- provide up-to-date, accurate and timely personal information when required.

Misconduct and Plagiarism

AUSTSWIM will ensure each incident of alleged misconduct will be dealt with on its merits, in consideration of all circumstances surrounding the incident, and in accordance with its policy. The outcomes of the candidate's work will not be finalised until after the incident of alleged misconduct has been properly investigated and any appeal process has concluded. Any investigation of misconduct will be undertaken by AUSTSWIM and actioned as required.

All candidates engaging in a training program with AUSTSWIM have the right to learn in an environment that is safe, harmonious, tolerant, and productive.

Terms and Definitions

Misconduct: any action, conduct or behaviour by a participant in an AUSTSWIM training program that constitutes:

- Inappropriate behaviour in an activity under the supervision of AUSTSWIM personnel
- Using, reproducing or adapting the work or ideas of another person without acknowledgement
- Representing the work of another person as their own work
- Misrepresenting, falsifying or fabricating results or information used for the purpose of enrolment or assessment
- Disclosing confidential information pertaining to AUSTSWIM
- Harassing, bullying, threatening, discriminating or intimidating another individual, and causing that individual to feel physically, psychologically or emotionally unsafe or unwell
- Misusing, stealing, interfering with, causing damage or loss of any information or property of AUSTSWIM or any other person or associated organisation, or fellow participant
- Breaching in any way AUSTSWIM's policies or procedures as outlined in its Code of Conduct and this Candidate Information Guide
- A failure to comply with the law
- Preventing AUSTSWIM personnel or its representatives in the performance of their duties

- Disobeying or disregarding any order, direction or condition made by AUSTSWIM personnel or its representatives

Plagiarism: using and claiming one's own, work, words or ideas without proper acknowledgement.

- Plagiarism is considered a form of cheating and may involve the use of published or unpublished works of others.
- Works or materials include:
 - books and journals
 - website content
 - software/computer programs
 - data
 - graphics, video and audio-visual materials.

Consequences of Misconduct and or Plagiarism

The consequences of misconduct and plagiarism will vary and are dependent upon a range of circumstances. Examples include, but are not limited to:

- Informal notice by a course Presenter, Industry assessor or other staff member of the need to comply with the required standards of behaviour;
- re-assessment or re-submission of assessment activities;
- formal meeting with AUSTSWIM Management/ Staff to discuss the misconduct;
- formal written warning;
- request to provide a show of cause as to why they should be allowed to continue in the course;
- suspension of an enrolment when no response is received from the candidate within a given timeframe;
- suspension of an enrolment until the misconduct is resolved.

If a Presenter or staff member is unhappy or dissatisfied with the behaviour or performance of a candidate, the Presenter has the authority to:

- Warn the candidate that their behaviour is unsuitable; or
- Ask the candidate to leave the class; or
- Immediately cancel the class.

If a candidate wishes to express a complaint in relation to the disciplinary action taken, they can follow the complaints procedure.

Copyright

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AUSTSWIM observes the requirements of the license for copying documents under Copyright Act 1968, and the associated guidelines issued by Copyright Agency Ltd.

In broad terms, if the copy is for educational purposes (including for candidates or staff) and not supplied to anyone for profit, a person may make multiple copies of:

- the whole or part of a single article, or several articles on the same subject from a newspaper or periodical.
- 10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than
- ten (10) pages in length.
- the whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of text books for candidates and 30 days in the case of other works) at a nominal commercial price.

Attendance, Punctuality and Course Progress

All candidates are required to maintain a high level of attendance. The Presenter will mark the attendance record for each class. If any candidate leaves a class early or arrives late, this will also be recorded onto the attendance record. The attendance record also allows AUSTSWIM to ensure that candidates are safe in the case of an emergency.

If a candidate is more than 30 minutes late for a training session/class, the course Presenter has the right to refuse entry to the classroom. This may result in the candidate failing to progress with their training. Entry to the classroom or session will be influenced by:

- A risk assessment of any assessment activities being undertaken at that time;
- the potential of disruption to other candidates;
- whether this is a one-off or regular occurrence.

If candidates are unable to attend class due to illness, notification must be given to AUSTSWIM prior to the commencement date of the course. A medical certificate may be required as evidence.

FEES and REFUNDS TRANSFER

All fees that are to be charged to a candidate and terms of a refund will be documented on the AUSTSWIM website under Terms and Conditions.

Fee information includes:

- All fees payable to AUSTSWIM, clearly describing all costs involved with the course
- How and when fees must be paid
- How to request a refund

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- The conditions under which a refund would be provided
- Terms and conditions for Transfer and Cancellation

Fees and Charges for Government-Funded Candidates

Some courses offered by AUSTSWIM may be subsidised by various State Government Funding initiatives. There are specific eligibility requirements that determine if candidates are able to access these subsidies.

Information relating to how these subsidies may impact candidates and any other relevant information relating to refunds and future impacts to candidates to access funding as a consumer is published on AUSTSWIM's website and also provided prior to enrolment.

Course Fee Inclusions

Course fees include:

- One copy of the learning resources for each candidate unless otherwise stated on the Course Outline;
- issuance of one set of certification documents including a Statement of Attainment
- usage and access to the pool for all practical sessions
- insurance cover whilst in training under AUSTSWIM Licenced Teachers.

Course fees do not include:

- Any optional textbooks and materials that may be recommended but not required for a course;
- replacement textbooks if original copies are lost or misplaced.
- stationery such as paper and pens;
- uniform (if required for industry training);
- re-issuance of AQF certification documents;
- direct debit setup, transaction and dishonour fees (where applicable);
- credit card payment surcharges (if applicable).

AUSTSWIM reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Candidates with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

AUSTSWIM reserves the right to withhold issuing Certification to candidates until all fees are paid.

REFUNDS, Transfer & Cancellations

All transfer, refund/cancellation requests are to be received by AUSTSWIM no less than 48 hours prior to the commencement of the course. If received after the course, you may forfeit your enrolment fees or incur and administration fees. Refer to AUSTSWIM website under Terms and Conditions for more information.

COMPLAINTS AND APPEALS

AUSTSWIM recognises the importance of complaints to the organisation and regards them as an opportunity to learn, correct and improve our service. The purpose of this policy is to outline AUSTSWIM's approach to managing dissatisfaction, complaints of clients, staff and other members of the community. It provides a transparent approach for complaints to be addressed in a fair, efficient and confidential manner.

Complaints can be lodged via the AUSTSWIM website: www.austswim.com.au

AUSTSWIM is committed to ensure that candidate's complaints are taken seriously, treated fairly, and that the rights of the person making the complaint are protected. The same commitment is made in relation to staff who receive complaints or who may be the subject of a complaint.

AUSTSWIM is committed to provide high level of customer service that effectively addresses complaints of clients, staff and other members of the community.

AUSTSWIM will ensure:

- Complaints and Appeals procedures and processes are easily accessible and understandable
- Timely and fair consideration of all Complaints and Appeals with a view of facilitating fair solutions
- All Complaints and Appeals are treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint or issue
- In the event where the Complaints or Appeals cannot be resolved internally, they will be referred to an independent body for further assistance
- Clear communication with complainants and appellants about the status of an investigation.
- Complainants and appellants are informed promptly of decisions and reasons for decisions
- Information received, collected and communicated is kept secured and complies with the requirements of AUSTSWIM's Privacy Policy and the Australian Privacy Principles contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Making a Formal Complaint or Appeal

Refer to the Complaints and Appeals Policy and Procedure via the AUSTSWIM website for more detailed information.

PRIVACY AND CONFIDENTIALITY

AUSTSWIM acknowledges and is committed to protecting your privacy in accordance with the *Information Privacy Act 2000 (Vic)*, Commonwealth's *Privacy Act 1988* and the Australian Privacy Principles set out in the Act.

Collection and Use of Personal Information

- The personal information you provide during the enrolment process will be collected by AUSTSWIM for general candidate administration including enrolments and course waiting lists, planning and communication, monitoring and evaluation.
- Refer to the Privacy Notice in the Terms and Conditions section of the enrolment process

Disclosure of Personal Information:

- Your personal information will not be released, sold, or given to other entities or used for marketing purposes without your prior consent, unless such disclosure is required or authorised by or under an Australian law or court order.
- Certain encrypted details and statistical information from candidate enrolment forms is sent to the State and Federal funding bodies that support us, however your name and personal details which may identify you will not be provided without your prior consent. AUSTSWIM does not sell or give away candidate lists.

Security

- AUSTSWIM will take reasonable steps to ensure your personal information is kept confidential and held in a secure area and will be disposed of securely when no longer needed. All reasonable precautions will be taken to ensure your personal information is accessed only by relevant staff members.

Access and Modification

- AUSTSWIM will take reasonable steps to keep your personal information accurate, complete, and up to date. If your personal information needs to be updated or modified, or you would like to have access to the personal information AUSTSWIM holds, please contact your relevant AUSTSWIM Business Centre by email (*Please refer to page 6*)

All AUSTSWIM staff can only disclose or discuss any information only in terms of the Privacy Policy and candidate declaration after the confirmation of identity.

Any information and personal records that are retained by the organisation shall always be held in a

secure location with restricted access to ensure confidentiality and privacy.

In accordance with Privacy requirements, AUSTSWIM will not use any photos, testimonials, or other images of anyone associated with AUSTSWIM without consent. Candidates can opt out from this consent by advising the Presenter/ Business Centre/ Course Provider.

The unauthorised access and misuse of private information held by AUSTSWIM on candidates and staff is a serious breach of privacy and confidentiality and disciplinary action will be taken.

CANDIDATE TRAINING RECORDS

We are committed to maintaining and safeguarding the accuracy, integrity, and currency of your records without jeopardising the confidentiality of the records or your privacy.

Individual candidate records will be stored in our Student Management System and in our locked secure office area. It is the responsibility of our administration staff to maintain these records accurately. Access to our office area is restricted to authorised staff only.

Passwords protect our electronic records. We further protect our records by maintaining up to date virus, firewall and spyware protection software. Our software and hardcopy systems store candidate results, copies of qualification testamurs and sufficient evidence of completion - for no less than 30 years. If we cease to operate as an RTO, we will transfer all records to ASQA in the appropriate format and details as specified by ASQA at the time of ceasing our RTO operations.

Access to individual candidate training records will be limited to:

- Presenters and Industry assessors to access and update the records of the participants whom they are working with;
- administrative staff for updating the records and issuing accreditations/Statement of Attainment;
- management staff as required to ensure the smooth and efficient operation of the business;
- officers from ASQA or their representatives for activities required under the Standards for Registered Training Organisations 2015;
- auditors from State Government funding bodies.

Or those required by law such as:

- People as are permitted by law to access these records (e.g. search warrants / social service benefits / evidence act). Or
- participants authorising releases of specific information to third parties in writing;
- the participant's themselves, after making an application to Business Centre.

LEGISLATIVE AND CONTRACTUAL REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practices.

This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to you as our clients, and relates to industry relevance. The legislation and key documents relevant to AUSTSWIM's operations and scope of registration in the area of Vocational Education and Training includes:

Commonwealth	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Student Identifiers Act 2014 • Work Health and Safety Act 2011 • Competition and Consumer Act 2010 • Age Discrimination Act 2004 • Disability Discrimination Act 1992 • Disability Standards for Education 2005 • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • Sex Discrimination Amendment (Sexual Orientation, Gender Identity and Intersex Status) Act 2013 • Privacy Act 1988 and Australian Privacy Principles (2014) • Australian Consumer Law • Fair Work Act 2009 • Copyright Act 1968
Queensland	<ul style="list-style-type: none"> • Vocational Education, Training and Employment Act & Regulation 2000 • Workers' Compensation and Rehabilitation Act 2003 • Child Employment Act 2006 • Child Protection Act 1999 • Fair Trading Act 1989 • Working with Children (Risk Management and Screening) Act 2000 • Pre-qualified Supplier Framework including Higher Level Skills Contract
New South Wales	<ul style="list-style-type: none"> • Vocational Education and Training (Commonwealth Powers) ACT 2010 • Anti-Discrimination Act 1977 • Workplace Injury Management and Workers Compensation Act 1998 • Children and Young Persons (Care and Protection) Act 1998 • Disability Inclusion Act 2014 • Privacy and Personal Information Protection Act 1998 • Fair Trading Act 1987
Victoria	<ul style="list-style-type: none"> • Education and Training Reform Act 2006 • Education and Training Reform Regulations 2017 • The Children, Youth and Families Act 2005 and the Child Wellbeing and Safety Act 2005 (VIC) • Occupational Health and Safety Act 2004 • Occupational Health and Safety Amendment (Employee Protection) Act 2009 • Workplace Injury Rehabilitation and Compensation Act 2013 • Disability Act 2006 • Working with Children Act 2005
Tasmania	<ul style="list-style-type: none"> • Vocational Education and Training Act 1994 • Industrial Relations Act 1984 (certain functions) • Industrial Relations (Commonwealth Powers) Act 2009 • Workers Rehabilitation and Compensation Act 1988

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South Australia	<ul style="list-style-type: none">• Training and Skills Development Regulations 2008• Work Health and Safety Act 2012• Fair Trading Act 1994
Northern Territory	<ul style="list-style-type: none">• Education Act 2015• ANTI-DISCRIMINATION ACT 1992• Work Health and Safety (National Uniform Legislation) Act 2011• Care and Protection of Children Act 2007• Child Protection (Offender Reporting and Registration) Act 2004• Consumer Affairs and Fair-Trading Act 1990
Western Australia	<ul style="list-style-type: none">• Vocational Education and Training Act 1996• Equal Opportunity Act 1984• Fair Trading Act 2010• Occupational Safety and Health Act 1984• Working with Children (Criminal Record Checking) Act 2004

CONSUMER PROTECTION

AUSTSWIM provides consumer protection as part of its provision and delivery of quality training and assessment products and services. This is part of our obligation to ensure that the rights of our clients, stakeholders, customers are protected, and they are fully informed with clear accurate information.