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COURSE STUDENT HANDBOOK

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1. CEO's Welcome

Welcome to ASCTA's Course Student Handbook, designed to provide the finer details of everything you should need to know as a Course Student undertaking an ASCTA course. ASCTA delivers both VET and non-VET training for swimming and water safety Teachers, swimming Coaches, Pool Plant Operations, aquatic industry professional development and National Coach Accreditation Scheme courses. VET courses and the competencies within ASCTA's scope of operations are listed at www.asqa.gov.au under ASCTA's RTO registration number of 20948.

The Australian Swimming Coaches and Teachers Association (ASCTA), as the peak body for swimming Coaches and swimming and water safety Teachers in Australia has a range of priorities for the further development of the Learn-to-Swim & Water Safety Industry and the sport of swimming. ASCTA is a corporate entity with business objectives and a special interest group dedicated to providing service to its Members and acting as an advocate on their behalf.

ASCTA's Vision

ASCTA is dedicated to developing world leading practises in the education, accreditation, professional development and on-going support for swimming Coaches and swimming and water safety Teachers, Swim School operators and others working in the aquatics industry.

ASCTA's Mission

As the peak professional body for swimming Coaches and swimming and water safety Teachers, ASCTA is committed to the growth and prosperity of swimming as an essential life skill, component of health and fitness, and competitive sport. ASCTA seek to improve professional standards for swimming Coaches and swimming and water safety Teachers and other aquatic industry participants through education, accreditation, professional development, and ethical practice.

ASCTA's Values

ASCTA believe that every Australian should be able to reach their aquatic potential. To achieve this ASCTA believe that every child should receive instruction that is based upon 'best practice' principles; and every athlete under an ASCTA member's tutelage is provided with appropriate training methods, consideration, and care.

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ASCTA's catchcry

ASCTA creates the world's best swimming and water safety Teachers and swimming Coaches through education, accreditation, professional development, and ethical practice.

ASCTA delivers training in over twenty countries (overseas is non VET accredited) and is internationally recognised through the World Swimming Coaches Association and the International Federation of Swimming Teacher Associations.

Best practice in training is legislated through the Australian Skills Quality Authority (ASQA) (www.asqa.gov.au) who oversee Vocational Education Training in Australia. ASCTA applies the ASQA standards of operation across all its training – regulated or otherwise. This includes continuous monitoring and improvement of all courses.

This handbook aims to provide information about ASCTA's processes for Course Students in order that ASCTA complies to the AQSA Standards.

Should you have any questions, require clarification, comments complaints or compliments you are welcome to contact our central office for assistance during office hours.

We look forward to continuing to be of assistance to you in your aquatic career.

Yours in swimming and water safety

David Speechley

CEO

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2. Introduction

Australian Swimming Teachers & Coaches Association (ASCTA) is a membership based organisation and encourages a culture of learning and self-improvement among ASCTA Members. ASCTA is committed to excellence in training and equipping Swimming and Water Safety Teachers to be the best that they can be.

It then follows that ASCTA is committed to adhere to best practice for recognised training, as adopted by the Australian Skills Authority (ASQA). It is ASCTA's policy to ensure that it's systems, record keeping and administrative services along with the training and services it provides are fully compliant with the recommendations and policies embodied in the Standards for Registered Training Organisations 2015.

Companion documents to the Course Student Handbook include:

- Course documents such as specific Course enrolment, ASCTA Membership and Insurance Booklet, Codes of Behavior and handouts
- ASCTA Policies and Procedures Manual
- The Standards for Registered Training Organisations 2015
- National Vocational Education and Training Regulator Act 2011.

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3. CODE OF PRACTICE

ASCTA Commitment

ASCTA provides high standards in the provision of Vocational Education and Training and other Course Student services. The policies set in this Code of Practice, ASCTA Procedural Manual and the ASCTA Policies and Procedures Manual underpin our Registered Training Organisation operations.

Legislative Requirements

ASCTA will comply with all legislative requirements of State and Federal Government, in particular ASQA legislation (National VET Regulator Act 2011) and the Student Identifiers Act 2014.

In addition the following pieces of legislation as amended from time to time:

Copyright Act 1968

Commonwealth Privacy Act 1988 (amended in 2000)

Commonwealth Sex Discrimination Act 1984

Commonwealth Racial Discrimination Act 1975

Commonwealth Age Discrimination Act 2004

Commonwealth Disability Discrimination Act 1992

Work Place Health and Safety Act 2011

Working with Children Checks

ASCTA is committed to ensuring a safe environment is provided for all children. As part of this process, most courses require ASCTA membership. Your Course Enrolment will detail the specific requirements. ASCTA membership requires a prospective member to:

- provide a current and valid Working with Children Check
- fully complete an ASCTA membership application (often this is embedded in the Course Enrolment)
- sign a prohibited person declaration (on the ASCTA membership application or Course Enrolment)

Relevant state legislation related to Working with Children Checks (WWCC):

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm. The Royal Commission into Child

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Sexual Abuse has foreshadowed further changes and an impetus to have a standard national approach to working with children checks in the future.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks
- signed declarations
- referee checks, and
- other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. Fact Sheets for each state and territory are available on the Play by the Rules website: www.playbytherules.net.

Detailed information, including the forms required to complete a Working with Children Check are available from the relevant agencies in each state and territory as detailed below.

New South Wales
Contact the Commission for Children and Young People
Website: www.kids.nsw.gov.au
Phone: 02 9286 7276

Northern Territory
Contact the Northern Territory Screening Authority
Website: www.workingwithchildren.nt.gov.au
Phone: 1800 SAFE NT (1800 723 368)

Queensland
Contact the Commission for Children and Young People and Child Guardian about the "Blue Card" system.
Website: www.ccypcg.qld.gov.au
Phone: 1800 113 611

South Australia
Contact the Department for Education and Child Development
Website: www.families.sa.gov.au/childsafe
Phone: 08 8463 6468.

Victoria
Contact the Department of Justice
Website: www.justice.vic.gov.au/workingwithchildren
Phone: 1300 652 879

Western Australia

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Contact the Department for Child Protection
Website: www.checkwwc.wa.gov.au
Phone: 1800 883 979

Tasmania
Contact the Department of Justice
http://www.justice.tas.gov.au/working_with_children
Phone: 1300 135 513

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

Overseas

All overseas based Course Students are not required to supply a Working with Children Check. However should an overseas Course Student wish to be licenced to operate in Australia they must meet all criteria laid down for Australian Based Course Students including supplying a current Working with Children Check.

Industry requirements

Those operating at the elite end of the sport of swimming or lifesaving may also be required to undertake the following courses. If so you will be advised and provided time and assistance to complete the course at no cost to you.

- Gambling in Sport
- Safeguarding Children
- ASADA Drugs in Sport

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4. ASCTA's COURSE DELIVERY

External Review

ASCTA will participate in all audit processes as required by the Australian Skills Quality Authority. This includes random quality audits, audits following complaints and audits for the purpose of re-registration.

Quality Management

ASCTA is committed to providing a quality service and a focus on continuous improvement. ASCTA values, welcomes and encourages feedback from Course Students, trainers and industry representatives.

Management and Administration

ASCTA has policies and procedures that ensures sound financial and administrative practices. ASCTA guarantees the organisation's sound financial position and will always safeguard Course Student fees until used for training or assessment. ASCTA has a fair and equitable refund policy. Course Student records are kept securely and confidentially and are available for Course Student perusal on request. ASCTA holds current, relevant insurance necessary for the operational needs of the organisation.

Pre-enrolment information, marketing and advertising

To ensure ethical, accurate, representation of training products and services that are consistent with our scope of registration ASCTA refers to the Standards for Registered Training Organisations (RTOs) 2015 when designing, developing, reviewing, proofreading, and updating all materials either written or electronic for the marketing, advertising and promotion. All materials are reviewed by ASCTA to ensure accuracy prior to distribution.

Course Presenters

ASCTA approved Course Presenters have at least 5 years relevant industry experience and hold appropriate qualifications to deliver the training and to facilitate the assessment relevant to the

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training products offered. They are ASCTA members bound by a Code of Conduct, have a current Working with Children Check and undertake regular professional development to stay abreast of the latest industry trends. Training materials are adequate to ensure the learning outcomes of the training product are achieved and are regularly reviewed. Appeals procedures are in place for Course Students who are not satisfied with the assessment or training.

Course Administrators

ASCTA approved Course Administrators hold a current Working with Children Check and have the required level of administration experience to oversee the course delivery.

Course Student's Responsibility

Course Students are responsible for ensuring they maintain the terms and conditions of their enrolment by adhering to ASCTA's policies. Course Students need to ensure they are willing participants at the course and when undergoing their course requirements. Course Students need to respect others opinions and take responsibility for the evidence they provide to ASCTA.

Course Students need to be willing to speak to their Course Administrator or Course Presenter and/or contact ASCTA if there is anything that they do not understand.

Course Students have a responsibility to ensure they successfully complete their course within 12 months. If it takes longer than 12 months but less than 2 years to complete then current ASCTA membership is required to gain accreditation. ASCTA Basic Membership is $45 (current at 1 July 2015) for up to one financial year. If accreditation is not issued within 2 years then Course Students can apply for Recognition of Current Competency (depending on what evidence is provided on whether they will be assessed as competent) or they can enrol in another course.

Entry Requirements

Entry requirements will be provided on each specific course enrolment. ASCTA uses face to face, classroom delivery, blended training, online training, CD ROM based training, pool deck practical and on the job training. Course Students may need to have:

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- Access to a disk drive and basic level of computer literacy ie turn a computer on, insert a CD ROM, run the program, then print from the computer you are using or the knowledge of how to take screen shots (further guidance can be provided upon request)
- Basic level of written and spoken English unless otherwise specified that presentations will be in another language (see Language Literacy Numeracy Support)
- Able to attend and to participate in the Practical Induction/ pool deck based sessions. This requires a low level of physical fitness, an ability to get into and out of the water at the venue.
- Ability to swim at least 25 metres unaided in a recognised stroke for Swim Australia™ Teacher courses.
- Good eyesight so they have the ability to watch and supervise
- Be at least 16 years of age. Younger Course Students may be accepted. Go to the ASCTA Age policy at www.ascta.com
- If attending a course in Australia, be able to provide a USI. (details provided further in this document)
- Be able to enrol in a CPR course and to gain the accreditation. (Swim Australia Teacher course)
- Be able to provide a valid photo ID as proof of identity.

Language Literacy and Numeracy (LLN) Support

Students must advise ASCTA before the course commencement if they don't think they can participate fully in the course because of their LLN needs. ASCTA will monitor these students and will direct them to specialists for additional support if required, to ensure the student needs are met.

Enrolment Information

To enrol, prospective Course Students should contact the relevant Course Administrator who will provide a specific enrolment for the course they desire and who can provide further specific information about the venue, transportation and access, course programing, meal arrangements and scheduling of activities

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ASCTA provides Course Students with up-to-date course information prior to the practical commencement. This includes:

- Enrolment procedures
- Course information including content, fees, refund policy and vocational outcomes
- Provision for language, literacy and numeracy support in assessment
- Flexible learning and assessment procedures - outlined in the ASCTA Course Student Handbook, the Accumulative Training Record and the Alternate Assessment Policy
- Appeals, complaints and grievance procedures
- Staff responsibilities for access and equity
- Recognition of Prior Learning (RPL) arrangements

If the course is listed as 'closed' on the Course Calendar appearing at www.ascta.com , it may have been organised for a specific cohort only and is not open to other Course Students. You may hear about other courses not on the calendar, but these will be targeted to specific audiences.

ASCTA Membership

ASCTA membership for that ASCTA membership year is included with all Swim Australia Teacher courses and the Bronze Coaching Course. For all other courses, ASCTA membership is either a prerequisite or at the Course Student's choice and cost. Your Course Enrolment includes a "Prohibited Person Declaration" and sign off on the SAL/ ASCTA Codes of Behaviour as well as requiring Course Students to supply a current Working with Children Check as part of the membership or licencing process.

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Contact Details

Course Students must advise ASCTA of any changes in contact details. Changes can also be made on line by accessing the ASCTA member portal at www.ascta.com and logging in with your allocated username and password or by contacting the ASCTA office and providing evidence of your identity over the phone.

Course Administrators are required to pass onto ASCTA all Course Student details. This information is required for accreditation and/or ASCTA membership and is disclosed to Swim Australia, Swimming Australia Ltd (SAL)**.** Course Students may view personal data held by ASCTA by requesting same in writing. Non identifying, statistical information is also provided to the National Centre for Vocational Education Research.

Payment, Refunds, Transfers & Course Cancellations

Full payment must be included when enrolling. Course Students are not enrolled until their payment is cleared.

The Course Administrator must be contacted **prior to the course commencement** if a Course Student is unable to attend the course. If the Course Administrator is administering another course at a suitable time and venue, the Course Student ***may*** be able to transfer to this course. If provided, refunds will incur a 25% administration fee.

All ASCTA Courses are below AUD $1500. Therefore full cleared payment is required before resources will be provided to a Course Student.

Courses may be cancelled for a variety of reasons, at the Course Administrator's discretion. In this event, a full refund of course fees will be provided should course resources be returned in an as new state. Because of this unlikely possibility, it is suggested that Course Students consider their own separate insurance.

If there are any changes to be made to course fees, Course Students who have already enrolled will not be affected.

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Changes to Course

Course Students will be advised by email if there are any changes to the delivery sequence.

Unique Student Identifiers (USI)

From 1 January 2015, under the Australian Government's Student Identifiers Act 2014, all Registered Training Organisations are only permitted to issue a VET qualification if a Course Student has a student identifier.

All current ASCTA course enrolments now request the Course Student's USI and additionally provide details of where and how to gain a USI.

All Course Students who attended courses prior to 31 December 2014 have been advised of the additional USI requirement and details of how to provide a USI to ASCTA.

All ASCTA Course Students should supply their USI when completing their enrolment. All Course Students of courses prior to 31 December are required to provide a USI prior to VET qualifications being issued.

By having a USI, Course Students will be keeping all their training records and results together in an online account. A range of benefits follows from this.

ASCTA offer the following information to further assist Course Students:

Australian Course Students in Australia

To create a USI (www.usi.gov.au) make sure that you have one acceptable form of ID ready.

International Course Students in Australia

If you are an international Course Student studying in Australia with an RTO you will need a USI. All international Course Students in Australia will have been issued with an Australian Visa. This will let you use your passport as proof of ID when creating your USI.

International Course Students studying offshore

If you are an international Course Student studying offshore and do not have an Australian passport, Australian entry visa or other Australian proof of ID required to create a USI, you do not need a USI. This applies also to New Zealand citizens.

Australian Course Students offshore

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If you are an Australian Course Student studying offshore with an Australian training organisation you will be able to create a USI following the normal process.

New Zealand Course Students

If you hold a New Zealand passport and you intend to come to Australia, you will not be able to create a USI until you have entered Australia. You cannot apply for a USI using your New Zealand passport while you are still in New Zealand. This is because New Zealand citizens do not require a visa to enter Australia and so we have no proof of your ID until your passport is recorded when your enter Australia.

Should **further assistance** be required please go to www.usi.gov.au

Access and Equity

ASCTA has an Access and Equity Policy which must be adhered to by ASCTA Staff, Course Presenters and Course Administrators. Course Students should contact ASCTA if they require further information and/or support.

ASCTA ensures that equity principles for all, regardless of race, gender, age, disability, social or educational background that may be present are implemented through the right to equality of opportunity without discrimination.

ASCTA will ensure that no Course Student will be disadvantaged by their race, gender, age (recognising the 16 year old minimum age), disability, social or educational background.

Privacy

All personal information will be stored securely by ASCTA. The information collected is used to facilitate training and to comply with RTO requirements.

Learning and Assessment

The VET Course Students receive qualifications in accordance with the national quality training framework and any qualifications achieved will be mutually recognised anywhere in Australia. Competency based training is an approach to vocational education and training that places emphasis

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on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. The competency standards in a training package describe work outcomes. Each unit of competency describes a specific work activity, conditions under which it is conducted and the evidence that may be gathered in order to determine whether the activity is being performed in a competent manner. Go to training.gov.au for information on training packages, qualifications, courses, units of competency and Registered Training Organisations. Contact ASCTA if you require assistance with the learning or assessment tasks.

Replacement certificates

Replacement certificates will only be issued during the validity period of the accreditation. A charge of $22 including GST applies for the reissuing and delivery of replacement certificates. Accreditations also appear on your ASCTA membership card.

Recognition of Current Competency

Recognition of Current Competency (RCC): Some potential Students may be able to satisfy all or some of the competency requirements for accreditation without having to attend the full formal course. Go to http://ascta.com/Courses-Accreditation/Recognition-of-Current-Competency to download an RCC application if you think this applies to you.

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5. Enrolment Terms and Conditions

To participate, Course Students:

- must complete an enrolment including providing a USI if attending a course in Australia and return with full payment to the Course Administrator at least one week prior to the Practical Induction. For Swim Australia™ Teacher courses ASCTA Basic Membership is included. The enrolment includes a Prohibited Person Declaration. Full payment must be made to the Course Administrator at least one week prior to the Practical Induction
- must be aware and agree to the course details
- must agree to the policies and procedures outlined in the Course Student Handbook and on the enrolment
- must agree that they have read and understood the course enrolment and the Course Student Handbook. Course Students have determined that they have the ability to complete the study and to complete the practical course requirements
- must acknowledge that they agree to the payment amount, terms and refund policy
- must undertake any pre course study advised on the Course Student Enrolment
- should obtain a medical clearance prior to participating in the practical activity components of the course if any concerns exist about fitness levels
- must acknowledge that ASCTA will endeavour to offer assistance needed, however it is the Course Students responsibility to ensure they have adequately assessed their ability to complete the course in accordance with their own competency level
- must agree that it is the Course Student's responsibility to be aware of the completion date and to submit all assessment by to this date. If it over the specified 12 months but less than 2 years from the Practical Induction, the Course Student must pay for current ASCTA membership to gain the accreditation
- upon receipt of the completed enrolment and payment, the Course Administrator will deliver the course materials to the Course Student

Course Students must take to the Practical Induction or face to face presentations:

- the Swim Australia™ Teacher Theory Acknowledgement printed from the CD ROM upon completion of study and assessment or other pre-course requirements as detailed on the specific course enrolment
- photo ID

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- swimwear, as Course Students will be required to participate and be assessed at the Practical Induction (all skills will be taught to the Course Students at the course). A basic fitness level and swimming ability is needed.

To be accredited, a Course Student must:

- attend all course sessions
- be deemed competent in the practical assessments
- be at least 17 years of age. For further information go to the ASCTA Age policy on the ASCTA website and contained herein
- provide evidence of a current Working with Children Check
- be a current ASCTA member
- provide evidence of a current CPR (SAT course only)
- submit all assessment requirements such as the Theory Acknowledgement, Assignments, Assessment Workbooks, Accumulative Training Records, videos
- provide a Unique Student Identifier
- submit the course requirements within the allotted time frame

Competency Based Assessment

Competency based training is to assess the Course Student's ability to do the activities in each unit. A Unit of Competence (Competency) includes the skills, knowledge and attitudes that are required to complete the task in a work environment. When Course Students are being assessed on these tasks they will be required to perform them to the level required in the appropriate environment.

Communicating with Course Students

The ASCTA website www.ascta.com contains relevant up-to-date information to assist Course Students with their queries. Course Students can contact their Course Administrator or ASCTA by email, phone, fax or mail.

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Course Evaluations

ASCTA collects feedback at the course, however ASCTA also require an overview of the whole accreditation delivery. It is important that Course Students provide this valuable feedback to ensure ASCTA keeps improving it's services. After receiving your accreditation in the mail, please complete the survey at http://ascta.com/Courses-Accreditation/Provide-your-feedback (only one survey entry per Course Student per accreditation) All survey responses will remain anonymous, however if your name is provided you will go in to the draw to win an ASCTA backpack full of goodies, drawn at the end of each year and valued at over $300.

Issuing Accreditations

An AQF qualification is issued to Course Students who have successfully completed and been assessed as competent against the units of competency and have successfully completed all course requirements within the allotted time frame. Non Vet Course Students completing all requirements will receive a Certificate of acknowledgement. Certification is issued to the Student within 30 days of the Student being assessed as meeting the requirements of the training product if the training program in which the Student is enrolled is complete. Certification is only valid for the period advised on the relevant course enrolment (usually 4 years). Evidence of ASCTA membership and/or professional development and other evidence as notified when renewing will be required at a desk audit to reaccredit beyond the initial term of certification.

International Accreditations

Those enrolling in courses outside of Australia are not required to provide a USI code, and a Statement of Attainment is not issued.. To gain an Australian qualification, all course requirements must be met in Australia, otherwise an International accreditation is issued.

Information and Advice

ASCTA can be contacted during office hours or emailed teaching@ascta.com if Course Students have any queries or need advice on anything such as Recognition of Current Competency, jobs and/or progress reports.

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Career Pathways

In addition to the information provided in your course materials, the ASCTA website provides information on career options and pathways. Course Students and graduates may also look for employment or list themselves as job seekers via www.ascta.com/employment

Maintaining your accreditation will require you to undertake professional development to stay abreast of the latest industry trends. ASCTA maintains linkages with kindred organisations around the world maintaining ASCTA membership will assist in your professional development, keep you abreast of the latest industry trends and changes and show your professionalism.

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6. AGE POLICY

The minimum age requirement to gain any Swim Australia™ Teacher or swimming Coaching accreditations (this includes any specialist accreditation courses) is 17 years of age. This is based upon:

1. accepted industry practise
2. insurance requirements with regards to minors supervising minors
3. the course requirements including:
    i. content
    ii. underpinning theory knowledge
    iii. the level of literacy and numeracy required in some subjects
    iv. the practical skills to be demonstrated
    v. judgements to be made in the initiative rescue, and
    vi. the maturity level expected of swimming and water safety Teachers and swimming Coaches

As Course Students have 12 months in which to meet all Swim Australia™ Teacher or 6 months for swimming Coach course requirements, this effectively means a Course Student can commence at 16 years of age or 16 ½ respectively and receive their accreditation at 17 years of age.

Should a potential Course Student be under 16 years or 16 ½ years of age respectively, Course Administrators need to examine closely the individuals:

a. mental and physical capacity to undertake the theory and practical components of the relevant Swim Australia™ Teacher course
b. prior and current theory learning
c. prior and current activities such as swimming training, leadership roles, instructional activities etc.
d. maturity in their manner and outlook
e. actual age - can they legally work in their state/territory of residence

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Course Administrators should then make a recommendation, providing a statement and supporting evidence (addressing the above points a - e) as to whether the individual is capable of meeting the relevant Swim Australia™ Teacher or swimming Coaching accreditation requirements. Based on the evidence, within 7 days ASCTA will make a determination and advise as to whether the potential Course Student is permitted to undertake the course.

In all cases, it must be clear to the Course Student and their parents/carers that the Course Student:

1. will not gain accreditation until they attain 17 years of age
2. must still satisfy all usual accreditation requirements
3. has insurance only whilst undertaking course components up until 12 months has lapsed from the date of the relevant Swim Australia™ Teacher Practical Induction (if they are deemed competent insurance ceases 28 days after that point in time) or 6 months from the date of a swimming Coaching Course and
4. prior to 17 years of age and if all other accreditation requirements are met may work as a Teacher's assistant, at the choice of the employer, but this must be under the close and direct supervision of a qualified Teacher or Coach at all times; that is, a Teacher and a Teacher's assistant with one class only (this could be nearly double the usual sized class) or a Coach with an assistant Coach and one swimming squad. Course insurance does not extend to this situation.

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7. COMPLAINTS AND APPEALS POLICY

Purpose

The purpose of the ASCTA complaints and appeals policy is to provide a Course Student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

Procedures

In the case of a complaint by a Course Student regarding assessment or any other issue relating to the training provided, this policy allows for the following.

Course Students need to feel free to discuss any issues about any Course related matter.

They can speak to whoever they think will be able to assist in resolving the issue. If the issue can be resolved in initial discussions, no action is required.

In the case of Assessment Issues, the Course Student should first approach the Trainer/Assessor conducting the Assessment.

If the issue cannot be resolved informally in these initial discussions, the Course Student should be advised of the formal Complaints Procedure.

ASCTA treats everyone impartially as per the ASCTA anti-discrimination policy. Formal complaints should be in writing, addressed to the **ascta**ACCREDITATION Manager and either emailed, mailed or faxed. A response will be provided within 7 days of receipt.

Should the Course Student wish to appeal the decision made as a result of the complaint, they should correspond with the ASCTA CEO within 14 days. A written response noting further options will be sent within 21 days.

The CEO as the Member Protection Information Officer is responsible to ensure that the person is now satisfied. If the Course Student feels that the matter is still not satisfactorily resolved then the Course Student will be referred to external organisations of appeal. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General.

If a Course Student is concerned about the actions of ASCTA as a Registered Training Organisation the Course Student may approach the Australian Skills Quality Authority.

The ASCTA CEO will maintain a record of all complaints and appeals and their outcomes.

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8. SAFE PRACTISES

Computer Work

Course Students can suffer eyestrain and fatigue from sitting at a computer. Repetitive tasks and incorrect posture can result in aches and pains. Current Occupational Health & Safety (OHS) Guidelines indication that Course Students should:

- Organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate
- Improve posture by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle
- Adjust the screen position to avoid reflection from lights and windows and at a suitable distance so that it can be easily read
- Always ensure that your desk is clear of clutter to avoid an accident if something falls and you fall over

Electrical

Appropriately licensed only should perform maintenance on electrical equipment i.e. Course Students should not offer to do any task related to fixing electrical equipment such as overhead projectors or pool pumps.

Fire

At the course commencement the Course Administrator and/or Course Presenter will advise the evacuation procedures and the location of fire equipment.

First Aid

A first aid kit will be available at the course.

Any incidents must be reported to the Course Presenter and/or Course Administrator, who will complete an Incident Report which will be forwarded to the ASCTA CEO and **ascta**INSURANCE.

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Lifting

Course Students should not lift anything related to the training provided by ASCTA unless they do so voluntarily and take responsibility for any injury caused. If Course Students do choose to lift something they should not ever attempt to lift anything that is beyond their capacity. Always bend the knees and keep a straight back.

Medical and learning conditions

Course Students should advice known medical and learning conditions on their enrolment. Should a condition commence or change Course Students should provide details to their Course Presenter for ongoing monitoring. Where close and direct supervision of a Course Student is required, the Student may need to supply a monitor to undertake this task.

Pool and water safety

All Course Students should familiarise themselves with the signage and rules of the aquatic facility they are using and follow the directions of Course Presenters at all times. Pools by their nature may be wet and surfaces may be slippery. Natural aquatic venues are ever changing and a safe environment in one instance may change dramatically very quickly. Course Presenters continually monitor the environment in which they are working, but Course Students should also be vigilant for hazards at all times.

Smoking

For the comfort or others, all venues used by ASCTA are considered non-smoking. Should a Course Student feel the need to smoke, they should do so away from the facility and its entry.

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9. Further assistance

If you need an interpreter to help you with information on our website, please call the Telephone Interpreting Service (TIS) on 13 14 50 and ask them to put you through to the Australian Swimming Coaches and Teachers Association on 07 5494 6255.

(Vietnamese)

Nếu bạn cần một thông dịch viên để giúp ạncó thông tin trên trang web của chúng tôi , xin vui lòng gọi điện thoại Phiên Dịch (TIS) qua số 13 14 50 và yêu cầu họ đưa bạn thông qua để các huấn luyện viên bơi Úc và Hiệp hội Giáo viên trên 07 5494 9649.

(Greek)

Αν χρειάζεστε διερμηνέα για να σας βοηθήσει με πληροφορίες στην ιστοσελίδα μας, παρακαλούμε καλέστε την Τηλεφωνική Υπηρεσία Διερμηνέων (TIS) στο 13 14 50 και ζητήστε τους να σας βάλει μέσα στις αυστραλιανές προπονητές κολύμβησης και ο Σύλλογος Διδασκόντων στο 07 5494 9649.

(Chinese)

如果您需要口译员帮助您在我们网站上的信 息，请拨打电话口译服务（TIS） 13 14 50， 并要求他们把你的电话给澳大利亚游泳教练和教师协会对 07 5494 9649.

(Korean)

당신은 우리의 웹 사이트 에 대한 정보 와 함께 당신을 도울 통역 이 필요한 경우 13 14 50 에전화 통역 서비스 (TIS) 에 전화 07 5494 9649 에 호주 수영 코치 와 교사 협회 를 통해 당신을 넣어 하도록 요청 하시기 바랍니다 .

(Arabic)

إذا كنت بحاجة إلى مترجم لمساعدتك في المعلومات على موقعنا على الانترنت ، يرجى الاتصال بخدمة الترجمة الهاتفية (TIS) على الرقم 13 14 50 واطلب منهم أن يضعوا لكم من خلال ل مدربي السباحة الاسترالية و نقابة المعلمين في 07 54 94 9649.

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(Spanish)

Si necesita un intérprete para que le ayude con la información en nuestro sitio web , por favor llame al Servicio Telefónico de Intérpretes (TIS) al 13 14 50 y pedir que hacerte pasar por los entrenadores de natación australianos y Asociación de Maestros el 07 5494 9649.

(Turkish)

Eğer sitemizde hakkında bilgi size yardımcı olmak için bir tercümana ihtiyacınız varsa , 13 14 50 Telefonla Tercüme Servisi (TIS) arayın ve 07 5494 9649 tarihinde Avustralya Yüzme Antrenörleri ve Öğretmenler Derneği aracılığıyla koymak isteyin.)

(Serbian)

Ако вам је потребан тумач да вам помогне са информацијама о нашем сајту , молимо вас да назовете Телефонску тумача (ТИС) на 13 14 50 и замолите их да вас до аустралијских пливању тренера и наставника Удружења он 07 5494 9649.

(Russian)

Если вам нужен переводчик , чтобы помочь вам с информацией на нашем сайте, пожалуйста, позвоните по телефону устного перевода (TIS) 13 14 50 и попросите их поставить вас до австралийских плаванию тренеров и учителей ассоциации 07 5494 9649.

Course Students/ Customers with a sensory impairment can use the National Relay Service on TTY 133 677 or Speak & Listen on phone 1300 555 727.

For any further queries please contact ASCTA on the listings below.

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