



Candidate INFORMATION GUIDE

RTO 104975





**AUSTSWIM Candidate Information Guide
Includes information on AUSTSWIM
courses, policies and practices.**



AUSTSWIM Ltd

Version 1 August 2024

AUSTSWIM would like to acknowledge the Traditional Custodians of the many lands on which we all work, swim, and recreate every day, and to pay our respects to Elders past and present. We also wish to extend that respect to all Aboriginal and Torres Strait Islander people who form a part of our organisation as teachers, candidates and students.

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WELCOME

Congratulations! You are taking your first steps towards joining our community of AUSTSWIM Teachers with the knowledge to empower diverse groups of people to feel safer in, on and around the water. AUSTSWIM is committed to assist you in expanding your aquatic career through various AUSTSWIM pathways and accreditation.

AUSTSWIM is a Recognised Training Organisation (RTO 104975) that delivers a range of nationally accredited and non-accredited education programs and courses.

We are here to support you!

We take great pride in teaching the principles and practices of water safety to all communities, to create a safer Australia. This *Candidate Information Guide* outlines what you need to know about the course and our methods of training.

The AUSTSWIM Licence is the industry standard for swimming and water safety Teachers and is delivered and recognised in each state and territory of Australia and many countries overseas. This puts you in the best position to find employment at the end of your course and opens many opportunities across the globe.

AUSTSWIM engages with employers and industry partners as part of continuous improvement practices and regular reviews of all of our course offerings. Candidates are trained in the context of a simulated work environment, whilst learning relevant and contemporary skills underpinned by current swimming and water safety theory and research.

Our AUSTSWIM Trainers and Assessors are all experienced Teachers of swimming and water safety, and all hold a current Certificate IV in Training and Assessment. They look forward to bringing out the best in each Candidate in order to strengthen the workforce in the aquatic industry.

At AUSTSWIM, we are committed to providing a fun environment and high-quality training & assessment from course commencement through to course completion.

Thank you for choosing AUSTSWIM!

ABOUT US

AUSTSWIM is over 45 years old...

That's right, we've been around for a long time! AUSTSWIM has been Australia's national organisation for the teaching of Swimming and Water Safety since 1979. In that time, we have trained over 395,000 Teachers in swimming and water safety and continue to train around 10,000 Candidates annually.

Mission and Vision

Every person is taught to swim by an AUSTSWIM Licenced Teacher

Excellence in aquatic education, accreditation and licensing **AUSTSWIM**

Values

- Community** We unite our community through a sense of belonging.
- Integrity** We always do what we say we are going to do.
- Courage** We do what is right for our Candidates, members, and the community.
- Innovation** We are creative and always striving to do better.
- Curiosity** We are naturally curious and seek to understand our community, each other and our members.
- Diversity** We support a safer and more inclusive environment through trust, equity, and respect.

AUSTSWIM works within the Australian Vocational Education and Training (VET) system and is regulated by the Australian Skills Quality Authority (ASQA).

AUSTSWIM Trainers and Assessors work within the standards and guidelines of the national vocational training system.

AUSTSWIM courses are regularly reviewed by industry representatives to ensure our practices are current, valuable and working towards providing excellence in aquatic education and accreditation.

AUSTSWIM Members



ACCESSING SUPPORT FROM THE AUSTSWIM TEAM

We're here to help you! AUSTSWIM has a dedicated and passionate industry support team that is ready to assist you throughout your training journey.

Our Support Team is available from 9.00 – 5.00 pm (AEST) Monday to Friday

 1300 885 666 |  info@austswim.com.au

AUSTSWIM Head Office

Street Address: Level 1, Building 2, 195 Wellington Road, Clayton VIC 3168

Postal Address: PO Box 139, Mulgrave, VIC, 3170

RTO 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 facility.
- Emergency and evacuation procedures at the specific training location.
- Any lawful directive from any AUSTSWIM authorised employee.

Current AUSTSWIM policies, procedures, documentation, and forms are available on the AUSTSWIM website In the AUSTSWIM Resources and Policies Directory ([Click Here](#))

Please email all queries related to policies and procedures info@austswim.com.au

Insurance

At AUSTSWIM, risk management is a key reason for including an insurance policy for all AUSTSWIM Licenced Teachers* who hold a current and valid AUSTSWIM Licence.

In addition, the AUSTSWIM Insurance Policy covers Candidate's completing workplace training when they are under the direct supervision of a current accredited Teacher of Aquatics - Access & Inclusion.

For more information, please see the 'Teacher Insurance' section on the AUSTSWIM Website ([Click Here](#))

*There are some exceptions to this rule; for in-depth information on who is/is not covered by the AUSTSWIM Insurance Policy, refer to the Insurance FAQs ([Click Here](#))

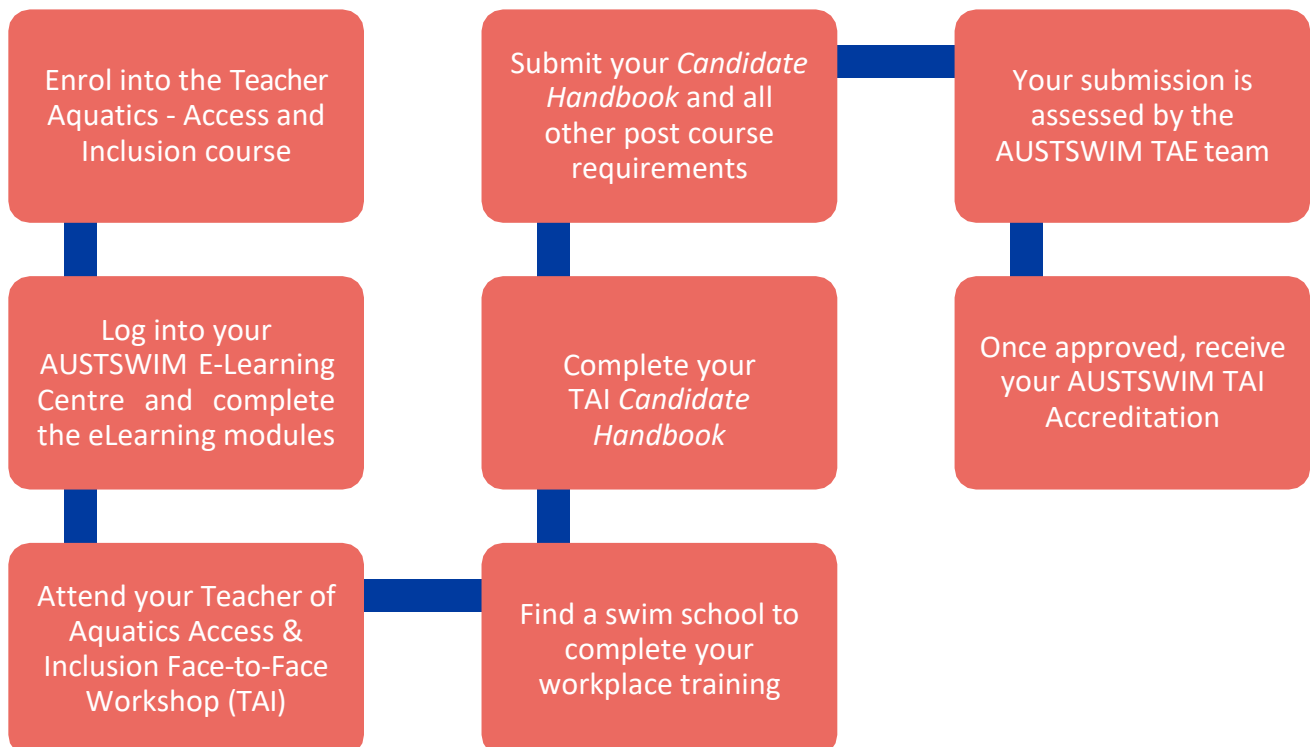
THE CANDIDATE JOURNEY – TEACHER OF AQUATICS - ACCESS AND INCLUSION

The AUSTSWIM Teacher of Aquatics – Access and Inclusion course is designed to provide AUSTSWIM Teachers with the knowledge required to empower diverse groups of people to feel safer in, on and around water.

The journey to becoming an AUSTSWIM Teacher of Aquatics - Access and Inclusion starts when you enrol on the course. You have 12 months from the date of enrolment to complete your course. Upon completion of this course, AUSTSWIM Teachers will be able to deliver programs and services that meet the needs of a diverse range of people who use the aquatic environment.

The AUSTSWIM Teacher of Aquatics – Access and Inclusion course adopts an educational approach to training and allows AUSTSWIM Teachers of Swimming and Water Safety to provide aquatics access and inclusion to all people regardless of: Disability, Illness, Chronic condition or Culturally and linguistically diverse backgrounds (CALD).

THE TAI CANDIDATE JOURNEY MAPPED



BEFORE ATTENDING THE ONE-DAY FACE-TO-FACE WORKSHOP

Please log in to your **e-learning portal** on the AUSTSWIM website by clicking on the “**Streamline Login**” tab, located at the top of the website page along the blue menu bar.

There is some important information for you to review. It won't take too long and will help prepare you for the course. Don't worry about the online assessment just yet, we'll get to that once you've attended the face-to-face workshop.

NOTE:

To sign up on Streamline, Candidates must ensure that they use the exact given name and surname registered on their USI portal.

To access your Candidate Portal, the steps you need to follow depend on whether or not you already have an AUSTSWIM **Streamline** account:

1. **If you already have an account**, ([Click Here](#)) to log in to your profile.
 - Then click 'login to aXcelerate portal' and **only use** the ‘**Log in with AUSTSWIM**’ option to access your Candidate portal

What to bring to the one-day face-to-face workshop

There are a few things you'll need to bring with you:

1. Notetaking materials (pen and paper, tablet, laptop)
2. Bathers and towels (it's a good idea to bring more than one towel each day as Candidates will be hopping in and out of the water)
3. Swimming cap and goggles (optional)
4. Adequate sun protection
5. Lunch, drinks, snacks.

NOTE:

If you need to change your workshop date, you **MUST** contact our Industry Support Services Team as soon as possible. Unless you can provide a medical certificate or obtain an exemption, you will be charged an administration fee. (For detailed information see Fees and Refunds in the section below).

AUSTSWIM TEACHER OF AQUATICS - ACCESS & INCLUSION (TAI)

Course Objectives

To teach AUSTSWIM Candidates the skills and knowledge required to equip Candidates with the skills and knowledge to teach and support students with disability.

Teacher of Aquatics - Access and Inclusion, Units of Competency

The AUSTSWIM Teacher of Aquatics – Access and Inclusion, contains the following unit of competency:

- **SISCAQU028 - Assist participants with disability during aquatic activities**



Minimum Age

AUSTSWIM Candidates must be 16 years of age before commencing the course.

Pre-requisite Units of Competency

- **SISCAQU024:** Teach water familiarisation, buoyancy and mobility skills
- **SISCAQU025:** Teach water safety and survival skills

Additional Pre-requisites:

- A Unique Student Identifier (USI) is a government requirement for all accredited training courses.
- A current HLTAID009 Perform cardiopulmonary resuscitation (or equivalent)
- A current Working with Children Check (as required in each State/Territory)

Foundation Skills

AUSTSWIM Teacher of Aquatics - Access and Inclusion Candidates must:

- Be comfortable in deep and shallow water and have a comfortable and relaxed breathing pattern in the water.
- Be able to swim 10 metres to a person in difficulty and tow them at least 10 metres with the person in difficulty's mouth and nose above water, to a point of safety.
- Possess sufficient oral communication skills to ask open and closed probe questions, actively listen to and elicit information from participants, and determine understanding of information provided.
- Possess sufficient writing skills to produce lesson plans that use swimming terminology and abbreviations & use fundamental sentence structure to complete records that require factual and subjective information.

Course Outline

Delivery of the course is in a blended format, which contains:

- A one-day face-to-face workshop including theory and practical assessment tasks
- Online theory assessment
- Workplace training after face-to-face workshop
- Teaching under supervision and,
- Submission of the Teacher of Aquatics - Access and Inclusion *Candidate Handbook*

Assessments

Assessments are completed:

- At the face-to-face workshop with practical activities
- During workplace training while teaching under supervision and,
- Via an online theory assessment.

Issuing the AUSTSWIM Licence and Statement of Attainment

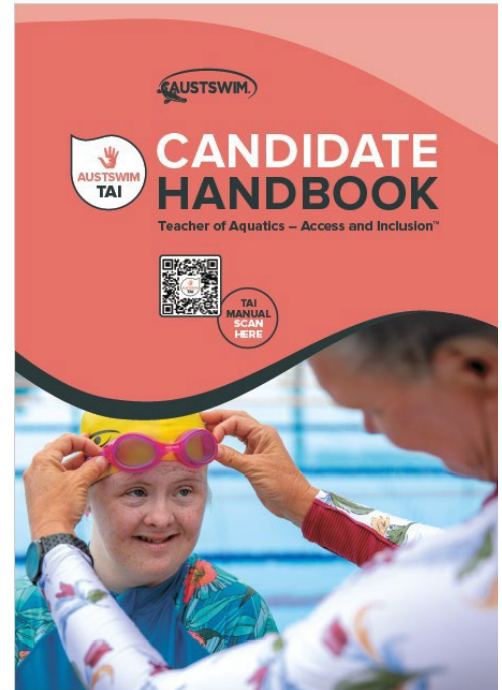
Once all assessment tasks have been finished and the *Candidate Handbook* submitted, it will be

reviewed by AUSTSWIM. If there is no missing information, and the AUSTSWIM Trainer and Assessor has deemed the submitted work competent, a Statement of Attainment for SISCAQU028 together with an AUSTSWIM Certificate of Accreditation, denoting a candidate's status as an AUSTSWIM Teacher of Aquatics - Access and Inclusion.

Online Submission of Candidate Handbook

The *Candidate Handbook* will be handed out during the face-to-face workshop. A copy is available to download from your E-Learning Centre.

Once the Candidate has completed all the required tasks and all the paperwork has been finalised, the Candidate must submit the *Candidate Handbook* for final assessment, to AUSTSWIM. This can be done via the Candidate's Streamline portal. ([Click Here](#))



ONE DAY FACE-TO-FACE WORKSHOP

What to bring to the one-day face-to-face workshop

There are a few things you'll need to bring with you:

1. Notetaking materials (pen and paper, tablet, laptop)
2. Bathers and towels (it's a good idea to bring more than one towel each day as Candidates will be hopping in and out of the water)
3. Swimming cap and goggles (optional)
4. Adequate sun protection
5. Lunch, drinks, snacks.

Please note:

If you need to change your workshop date, you need to contact our Industry Support Services Team as soon as possible. Unless you can provide a medical certificate or obtain an exemption, you will be charged an administration fee. (For detailed information see Fees, Refunds in section below)

What is covered on the one-day face-to-face Workshop

The course is made up of classroom learning and assessment tasks as well as practical assessment tasks carried out in the pool. See the table on the next page.

TASKS TO BE COMPLETED AT THE WORKSHOP

Assessment Task 1: Online Quiz
After completing the eLearning modules, Candidates are required to take an assessment quiz of 36 questions. The quiz is auto-marked, and the pass mark is 100%.
Assessment Task 2: Completion and submission of a Candidate Handbook
Candidates are required to complete a <i>Candidate Handbook</i> .
Task 3 – Practical demonstration of holds
In the practical session, Candidates will demonstrate all the different hold techniques (10 in total).

ASSESSMENT TASKS TO BE COMPLETED AFTER ATTENDING THE FACE-TO-FACE WORKSHOP

Task 4: Complete three (3) participant case studies
Candidates are required to complete three (3) participant case studies, using the templates provided in the <i>Candidate Handbook</i> . Each case study must be for a different learner, each with a different disability.
Task 5: Record of Workplace Training
This must be signed by the Swim School Coordinator/Manager/Deck Supervisor/Swim School Owner etc.
Online Teacher Declaration
Candidates complete a Teacher declaration.
Online Teacher Evaluation
Candidates complete a course evaluation survey.
Working with Children Check
Candidates are required to upload a current Working with Children Check (as required in each State/Territory).
CPR Statement of Attainment
Candidates must upload a current Statement of Attainment with the unit of competency HLTAID009 or most recent or superseded version or equivalent.

ADDITIONAL COURSE REQUIREMENTS

CPR

Holding a current CPR (Cardiopulmonary Resuscitation) accreditation is essential to the AUSTSWIM Licence accreditation. All CPR accreditations must be updated every 12 months, as per the Australian Resuscitation Council (ARC) guidelines.

In Australia, the current Unit of Competency for CPR is HLTAID009 (or equivalent accreditation). This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines. This unit focuses on providing CPR in a range of situations, including community and workplace settings.

WWCC

The Working with Children Check is an important part of AUSTSWIM's screening and safeguarding

process to prevent people who pose a risk to the safety, welfare, and well-being of children from being employed or engaged in child-related work.

To attend an AUSTSWIM course, candidates must hold a valid WWCC **unless they are exempt**. (In most states, people under the age of 18, are exempt and are not required to hold a WWCC) Any exempt Candidates will need to hold a valid WWCC upon turning 18.

Each state has its own WWCC screening process and procedure. To apply for a WWCC, you must visit the relevant state WWCC website for further information on how to apply.

UNIQUE STUDENT IDENTIFIER

Candidates undertaking nationally recognised training are required to have a Unique Student Identifier (USI). A USI account contains all nationally recognised training records and results from the 1st of January 2015 onwards.

Once created, each candidate must provide their USI to each training organisation they study with, so training outcomes can be linked, and candidates can:

- View and update personal details
- Provide training organisation/s permission to view and/or update the USI account.
- Provide training organisation/s access to their transcript/s.
- View online and download training records and results in the form of a transcript

It is free and easy for you to create your own USI online. Follow simple steps by visiting www.usi.gov.au

CANDIDATE SUPPORT AND PROGRESSION

Language, Literacy & Numeracy (LLN)

Our course material contains written documentation for comprehension, short answer responses, and limited numerical calculations.

LLN evaluations may be completed as a part of the enrolment process. The course enrolment form asks the Candidate to state their level of English and indicate whether assistance is required. If additional spoken or written English assistance is required, you will be asked to complete an LLN evaluation to assist us in evaluating your aptitude for completing the training.

The LLN evaluation is aimed at identifying any Candidates who may require extra support to complete their studies. AUSTSWIM Trainers and Assessors will do their best to assist Candidates at the face-to-face workshop.

If a Candidate's needs exceed our skills, we will refer the Candidate to an external support provider, such as their local TAFE, for foundation English skills.

Additional Support

A Candidate who requires extra support with their training and assessment must contact our Industry Support Services Team via email at info@austswim.com.au prior to attending their face-to-face

workshop.

Reasonable Adjustment

AUSTSWIM acknowledges and acts within the principle of equity; in the distribution of resources and opportunities and understands that some Candidates may require different levels of support to gain their AUSTSWIM accreditation and/or Licence.

AUSTSWIM will provide reasonable adjustments for any Candidate who requires further assistance to ensure their full participation in the course. This may include, but is not limited to:

- Adjusting assessment methods (video assessment for regional Candidates)
- Providing additional support services as required
- Allowing additional support person/worker to attend the course alongside the Candidate
- A reasonable extension of assessment deadlines (if sufficient documentation is provided)
- Reasonable adjustment of training requirements due to an insufficient number of AUSTSWIM-Licensed Teachers in regional areas.

Wherever possible, AUSTSWIM Trainers and Assessors 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 issues, language barriers, cultural issues or any other individual needs related to the assessment.

ACCESS AND EQUITY

AUSTSWIM is committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Equality of opportunity and human dignity are principles that guide our objectives.

Access, Equity and Candidate Support Services

AUSTSWIM aims to provide learning programs and pathways that allow equality of educational opportunity 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. They are also offered support in learning, where this has been discussed and agreed to before course commencement.

AUSTSWIM acknowledges and acts within the principle of equity in the distribution of resources and opportunities and understands that some Candidates may require different levels of support to gain their AUSTSWIM accreditation and/or Licence. AUSTSWIM will assist all Candidates in completing their courses. If a Candidate is experiencing any difficulties with their studies, AUSTSWIM recommends that they contact our Industry Support Services Team via email –

info@austswim.com.au

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

- 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.

- Identifying and removing any barriers to access and participation.
- Implementing reasonable adjustments as necessary to ensure that delivery and assessment of training programs meet individual Candidate's needs.
- Ensuring all AUSTSWIM employees interact with all Candidates, clients, and stakeholders in a courteous, professional, and non-discriminatory way.

AUSTSWIM communicates the principles of access and equality to Candidates using the following mediums:

- Enrolment information
- AUSTSWIM Candidate Information Guide
- AUSTSWIM Code of Conduct ([Click Here](#))
- AUSTSWIM Policy Directory ([Click Here](#))
- AUSTSWIM Access and Equality Policy

Harassment and Discrimination

AUSTSWIM is required under Australian law to ensure the place of learning is free from all forms of harassment and discrimination (including victimisation and bullying), so staff and Candidates feel valued, respected and treated fairly.

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

Candidates should be aware of the following definitions:

Bullying - is unwelcome 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 unwelcome 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 unwelcome 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.

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. For more information on lodging a complaint, refer to the AUSTSWIM Complaints and Appeals Policy on the AUSTSWIM website. ([Click Here](#))

TRAINING AND ASSESSMENT

Quality Training Guarantee

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 qualified trainers and assessors who have extensive industry experience in delivering courses and assessing Candidates.
- b) All courses are developed in consultation with industry experts.
- c) All courses are developed in line with compliance with the Standards for Registered Training Organisations (RTOs) 2015.
- d) Any feedback collected about training products and services is systematically collated, analysed, and used to improve the quality of training and education services provided.
- e) The individual learning and support needs of all Candidates are identified upon entry into a course.
- f) Each training product is validated on a regular basis, considering the relative risks of all of the training products on AUSTSWIM'S scope of registration, including those risks identified by ASQA – www.asqa.gov.au
- g) All classes are delivered according to a documented session plan and supporting materials, which have been reviewed and approved by the AUSTSWIM Quality team.
- h) The delivery strategy is appropriate for the Candidate, and additional support is supplied as required.
- i) The assessment used complies with the requirements of the relevant training package, and the assessments used are in accordance with the Principles of Assessment and the Rules of Evidence, as outlined in the 'Standards for Registered Training Organisations' (RTOs) 2015.
- j) The training and assessment strategies used by AUSTSWIM comply with the Australian Qualifications Framework (AQF) guidelines for the volumes of learning.

AUSTSWIM's training and assessment strategies meet the requirements of the relevant legislation and training packages and allow each Candidate the opportunity to meet the units of competency required for the course in which they are enrolled.

ASSESSMENT SUBMISSION

AUSTSWIM informs Candidates of the context and purpose of the assessment and the assessment process they are undertaking.

Candidates are required to submit all written assessments within 12 months from the date of enrolment.

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.

All Candidates are recommended to keep a copy of their *Candidate Handbook* after submitting.

All assessment tasks are marked as **Satisfactory** or **Not Satisfactory**. The result for a Unit of Competency is marked as **Competent** or **Not Yet Competent** upon completion of all tasks.

Competent: A Candidate is deemed 'Competent' in a Unit of Competency only when all the required number of assessments are successfully marked satisfactory on or before the due date.

Not Yet Competent: A Candidate is deemed 'Not Yet Competent' in a Unit of Competency when they did not satisfactorily complete all assessment requirements.

Withdrawn: A Candidate is considered 'Withdrawn' from a Unit of Competency when they did not attempt all assessments as required.

Assessment Re-submission (missing information)

A Candidate is given **three (3)** attempts to re-submit each assessment per unit of competency. If a Candidate's work is *Not Satisfactory*, they must re-submit their assessment task for that unit.

Re-assessment will focus specifically on the elements/activities/tasks previously deemed *Not Satisfactory*.

Course 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. The survey information is collated and evaluated as part of AUSTSWIM's Quality Assurance and Continuous Improvement activities.

As a Registered Training Organisation (RTO), AUSTSWIM is also required to ask Candidates to participate in the National Candidate Outcomes Survey conducted by the National Centre for Vocational Education and Research (NCVER). This compulsory survey is called the "Evaluation Survey" and is located in the AUSTSWIM E-Learning portal.

NCVER is authorized to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory that deal with matters relating to VET.

COURSE COMPLETION – ISSUING AQF CERTIFICATION DOCUMENTS

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

Certification documentation is issued to Candidates within 30 calendar days of the Candidate being assessed and deemed competent and providing all agreed fees have been paid.

Candidates can access their Online Certificates at any time by logging into AUSTSWIM's Teacher Hub via Streamline. [\(Click Here\)](#)

The official AQF logo signifying that a Statement of Attainment (SOA) was issued for Nationally Recognised Training can be seen here:



AUSTSWIM LICENCE

Holding a current and valid AUSTSWIM Licence enables you to teach swimming classes under a fully comprehensive insurance policy.

The AUSTSWIM Licence must be renewed every three (3) years to ensure currency and competency within the field. AUSTSWIM Teachers are not covered by insurance nor current after the three (3) year expiry date.

Renewals are completed by submitting a renewal application; for more detailed information, refer to the AUSTSWIM website. [\(Click Here\)](#)

CANDIDATE CODE OF CONDUCT

The purpose of this Code of Conduct is to outline how AUSTSWIM Candidates are expected to conduct themselves during their training. The Code of Conduct outlines Candidates' rights and responsibilities regarding 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 a Statement of Attainment when a program of study has been successfully

completed.

- 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.
- 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.
- 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.
- Notify AUSTSWIM Support Team 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 trainer during class and/or during assessment activities.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism and cheating.
- Refrain from smoking at training venues and on the premises of AUSTSWIM.
- Work with honesty and integrity.
- Treat all staff members with respect.
- Value the diversity of Candidates and staff.
- Provide up-to-date, accurate, and timely Candidate 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 misconduct investigation will be undertaken by AUSTSWIM and escalated to the Head of Quality and Education 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 RTO training program that constitutes:

- Representing the work of another person as their own work
- Misrepresenting, falsifying or fabricating results or information used for enrolment or

assessment

- Harassing, bullying, threatening, discriminating or intimidating another individual, and causing that individual to feel physically, psychologically or emotionally unsafe or unwell
- Misusing, stealing, 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
- Disobeying or disregarding any order, direction or condition made by AUSTSWIM personnel or its representatives.

Plagiarism: using and claiming as one's own, the work, words, or ideas of others without proper acknowledgment, falsifying or misrepresenting the signature or name of others.

Consequences of Misconduct

The consequences of misconduct will vary and are dependent upon a range of circumstances.

Examples include, but are not limited to:

- Informal notice by a trainer or other staff member of the need to comply with the required standards of behaviour.
- 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 by a given time frame.
- Suspension of an enrolment until the misconduct is resolved.
- Cancellation of an enrolment if a Candidate has been proved to have acted in misconduct.

If the AUSTSWIM Trainer is unhappy or dissatisfied with the behaviour or performance of a Candidate, the AUSTSWIM Trainer 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.

ATTENDANCE AND PUNCTUALITY

All Candidates are required to attend the two-day face-to-face workshop. The AUSTSWIM Trainer will mark the attendance record for each class. If any Candidate leaves a class early or arrives late, this will also be recorded on 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 the training workshop, the AUSTSWIM Trainer has the right to refuse entry to the classroom. This may result in the Candidate failing to progress with their training. Entry to the workshop will be influenced by:

- A risk assessment of any assessment activities being undertaken at that time.
- The potential for disruption to other Candidates.

If Candidates are unable to attend class due to illness, notification must be given to AUSTSWIM prior to the commencement of the session on the day. A medical certificate may be required as evidence.

FEES, REFUNDS AND WITHDRAWAL

All fees that are to be charged to a Candidate and terms of a refund are documented on the AUSTSWIM website, as well as the Individual Statement of Fees and/ or invoice issued to Candidates prior to course commencement.

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
- The conditions under which a refund would be provided

FEES AND CHARGES FOR GOVERNMENT-FUNDED CANDIDATES

Some courses offered by AUSTSWIM may be subsidised by various State or National Government Funding initiatives. There are specific eligibility requirements that determine if Candidates can access these subsidies. Information on each current initiative/s can be found on the AUSTSWIM website. Information relating to subsidies can be accessed by visiting the AUSTSWIM website. ([Click Here](#))

COURSE FEE INCLUSIONS

Course fees include (tuition fees/ material fees):

- One copy of the Teacher of Aquatics - Access & Inclusion Manual (soft copy) and learning materials for each Candidate
- Issuance of online certification documents, including a Statement of Attainment

Course fees do not include:

- Uniform (if required for industry training)
- Re-issuance of AQF certification documents
- Credit card payment surcharges (if applicable)

Refund Process

- All refund requests will be reviewed and approved by the AUSTSWIM Industry Support Services Team.
- All refunds will be processed within **14 business days** of original refund request
- Refunds will be issued to the original payment method unless otherwise requested by the Candidate.
- Funds will be returned to the original payment method within **five (5) business days** upon approval of the cancellation.

Refunds Due to Non-Provision of Services

Course fees are refunded to Candidates in full if AUSTSWIM is unable to commence the course due to a lack of minimum Candidate numbers or unforeseen circumstances.

If AUSTSWIM is unable to commence the course for which the original enrolment and payment has been made, a full refund or alternative placement in a course, will be made as per the Candidate's preference.

Refunds Due to Candidate Cancellation Request / Hardship Application

Candidates experiencing extenuating circumstances preventing them from attending scheduled course dates must contact Industry Support Team via email at info@austswim.com.au.

A hardship application may include but is not limited to, illness, family reasons, or circumstances that are out of the ordinary. Where evidence can be successfully provided to support their circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

The decision to assess the extenuating circumstances application is determined by the AUSTSWIM Industry Support Services Team and shall be assessed on a case-by-case basis.

COURSE CANCELLATION

AUSTSWIM recognises that sometimes circumstances can reduce a Candidate's capacity to complete their chosen course. In this instance, the Candidate may request to cancel their enrolment. Candidates may do so by submitting a completed AUSTSWIM Course Cancellation Form. ([Click here](#))

Cancellation Deadline

For cancellations made before 5 pm AEST on the Tuesday before Day One (1) of your course incur an administration fee of \$93.65.

Cancellation Requests after the Deadline

Cancellation requests received after 5 pm AEST on the Tuesday before Day One (1) of the course will not be eligible for a refund.

Extenuating Circumstances

At AUSTSWIM's sole discretion, if extenuating circumstances are validated by official documentation (e.g., medical certificate, police report, accident report, statutory declaration), AUSTSWIM may elect to re-enrol you in an alternate course. All re-enrolments incur an administration fee of \$93.65 to cover re-enrolment costs.

WORKSHOP TRANSFER

AUSTSWIM recognises that sometimes circumstances can change, affecting a candidate's capacity to complete their Workshop on the chosen date. In these instances, candidates may request to transfer their workshop date, by submitting a completed AUSTSWIM Workshop Transfer Form. ([Click Here](#))

Workshop Transfer Deadline

For transfers made before 5 pm AEST on the Tuesday before Day One (1) of your course incur an administration fee of \$70.25.

Transfers Requested after the Deadline

Transfer requests received after 5 pm AEST on the Tuesday before Day One (1) of the course will not be eligible for a refund.

Extenuating Circumstances:

At AUSTSWIM's sole discretion, if extenuating circumstances are validated by official documentation (e.g., medical certificate, police report, accident report, statutory declaration), AUSTSWIM may elect to re-enrol you in an alternate course. All re-enrolments incur an administration fee of \$93.65 to cover re-enrolment costs.

AUSTSWIM Initiated Withdrawal

AUSTSWIM reserves the right to withdraw a Candidate's enrolment under the following circumstances:

- The Candidate has not submitted the assessment by the due date or requested an extension to continue the course.
- The Candidate has not attended compulsory workshops or met the minimum required amount of attendance for face-to-face delivery of the course.
- Where AUSTSWIM has made several attempts to contact Candidates, using contact details provided at the time of enrolment or otherwise updated through AUSTSWIM's Candidate management system, to seek withdrawal advice from a Candidate, and the Candidate has failed to respond.
- In such circumstances, course fees and other charges may not be refunded.

When an AUSTSWIM-initiated withdrawal occurs, the Candidate will be advised via email and will be sent a Statement of Attainment with units achieved to date.

WITHDRAWAL PROCESS

1. All Candidates requesting to withdraw from their course are to complete the AUSTSWIM Course Cancellation Form ([Click Here](#))
2. Once the withdrawal has been processed in AUSTSWIM's Candidate management system, a statement of attainment for any competencies achieved will be posted. The statement cannot be provided until all outstanding fees have been paid as per the AUSTSWIM Statement of Fees or payment schedule.
3. Upon receipt of the withdrawal from the training request, AUSTSWIM will process requests and follow the refund procedure in accordance with its policies and procedures.

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 and 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 Complaints and Appeals Form. ([Click Here](#))

AUSTSWIM is committed to ensuring that the Candidate's complaints are taken seriously and 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 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 to facilitating fair solutions.
- All complaints and appeals are treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint or issue.
- Clear communication with complainants and appellants about the status of an investigation.
- Complainants and appellants are promptly informed of decisions and reasons for decisions.
- Information received, collected, and communicated is kept secure 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

AUSTSWIM responds to all allegations involving the conduct of:

- The RTO, its trainers or staff.
- Any Candidate.

Complaints may be made in relation to any of AUSTSWIM's services and activities, such as:

- Program/course advice/ marketing information and promotional activity
- The application and enrolment process/ suspension and/or cancellation of enrolment
- Fees and charges
- Customer Service and Administration
- The quality of training and assessment provided/ training and assessment matters, including Candidate progress, Candidate support, learning resources, and assessment requirements
- Trainer & Assessor Conduct
- Personal safety
- Issue of results, certificates, statements of attainment, accreditations
- Privacy and confidentiality
- Equity and access, discrimination, harassment, and bullying

Appeals should be made to request that a decision made by AUSTSWIM is reviewed. Decisions may have been about:

- Course enrolments
- Assessment outcomes/results
- Other general decisions made by AUSTSWIM.

Complaints and appeals should be made in writing using the AUSTSWIM Complaints and Appeals form ([Click Here](#))

AUSTSWIM is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AUSTSWIM ensures that complaints and appeals:

- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring, as well as identify any areas for improvement.

AUSTSWIM will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Where a Candidate chooses to access this policy and procedure, AUSTSWIM will maintain the Candidates' enrolment while the complaints/appeals process is ongoing.

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

Complaints about a particular incident should be made within 60 calendar days of the incident occurring, and appeals must be made within 30 days of the Candidate's being advised of the original assessment decision.

Complaints and appeals should be made in writing using the AUSTSWIM Complaints and Appeals Form. [\(Click Here\)](#)

When making a complaint or appeal, provide as much information as possible to enable AUSTSWIM to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you can provide to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Complaints and appeals will be acknowledged in writing via website, email or post. Acknowledgment should be received within ten (10) business days of lodgement.

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 on your Enrolment Form will be collected by AUSTSWIM for general Candidate administration, including enrolments and course waiting lists, planning and communication, monitoring and evaluation.

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 are 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 AUSTSWIM by email us at info@AUSTSWIM.com.au

AUSTSWIM staff cannot disclose or discuss any information concerning the affairs of any clients to anyone other than the Candidate or a recognised professional without the Candidate's written consent.

Any information and personal records that are retained by AUSTSWIM 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. Before any images or testimonials can be used, AUSTSWIM will obtain consent through the appropriate consent form.

Staff should only access information that they are required to perform their duties as outlined in their position descriptions. 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 computer 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 and copies of the Statement of Attainment 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:

- Trainers and Assessors to access and update the records of the participants with whom they are working.
- AUSTSWIM 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.

GLOSSARY

ARC	Australian Resuscitation Council
RTO	Registered Training Organisation
ASQA	Australian Skills Quality Authority
RPL	Recognition of Prior Learning
AQF	Australian Qualifications Framework
VET	Vocational Education and Training
ISO	International Organisation for Standardisation
SOA	Statement of Attainment
LLN	Language Literacy and Numeracy
WWCC	Working With Children Check
TAI	Teacher of Aquatics - Access & Inclusion
CPR	Cardiopulmonary Resuscitation
USI	Unique Student Identifier