

Yachting Australia Club Coach (NCAS Sailing Level 2)

Code of Practice for Training Program Providers

Educational Standards:

Training program providers will maintain high professional standards in the marketing and delivery of education and training services, which protect the interests, and welfare of the participant.

Training program providers will maintain a learning environment that is conducive to the success of participants. They will have the capacity to deliver the nominated training program(s), provide adequate facilities and use appropriate methods and standards.

Marketing:

Training program providers will market their training programs with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or training program.

Trainee Information:

Accurate, relevant and up-to-date information should be provided to participants prior to commencing the training program. This should include:

- Admissions procedures and criteria
- Copy of the refund policy
- Total fees/costs to participants
- Details of the certification to be issued on full or partial completion of the training program
- Competencies to be achieved by trainees
- Assessment procedures
- Grievance/appeal procedures
- RPL arrangements

Recruitment:

Recruitment of training program participants will be conducted at all times in an ethical and responsible manner, and be consistent with the requirements of the curriculum.

Training program providers should ensure that selection decisions for entry into training programs comply with equal opportunity legislation. These decisions should be made by appropriately qualified staff and be based on the applicants' qualifications and likelihood of achieving the stated competency standards.

Refunds:

Training program providers must safeguard fees paid by trainees. Providers must have a refund policy which is fair and equitable.

Trainee Grievances/Appeals:

Training program providers must have a fair and equitable process for dealing with trainee grievances and appeals. In the event that grievances cannot be resolved internally, an external group should be nominated to arbitrate.

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Sanctions:

The ASC may withdraw NCAS course accreditation from proponents who breach this code of practice.

EEO Principles and Practices:

Training program providers must be aware of EEO principles and practices as they apply to education and training. They should observe the following points:

- Characters (and their names) used in case studies, exercises and examples must be free from stereotypes and unlikely to cause offence
- Material and presenters must discourage and prevent polarisation of participants
- The training program content, process and/or activities must include all trainees and avoid giving an advantage to any one individual or group over another
- Verbal and non-verbal language must be non-discriminatory
- Humour must be non-discriminatory
- Training program materials such as session plans, videos, handouts, graphics, cartoons, computer screens must be non-discriminatory and unlikely to offend