

As New Zealand's leading provider of boating education we are delighted that you have decided to extend your maritime knowledge by undertaking one of our courses. The information contained in this booklet is intended as a ready-reference guide to help you on your learning journey.

You may well be taught and assessed by a number of Coastguard Boating Education (CBE) Tutors and Examiners. You will find that these people have a depth of experience and knowledge that will enhance the delivery of the material that is necessary to engage with during your course. Your tutor is a great resource – please feel free to draw on their expertise. There is also an office-based team at CBE who are also available to help and guide you.

If you have any concerns and would like to discuss them with someone other than your course tutor or examiner, please don't hesitate to contact the relevant Training Manager, or if you wish, contact me directly.

Whether you are starting out with one of our introductory courses, or a returning customer, we wish you well. We hope you enjoy your studies with us and that what you learn enables you to have safe and enjoyable experiences in our wonderful marine environment.

Kind regards,



Mike Brown | General Manager Coastguard Boating Education | D (09) 361 4708

**ROYAL NEW ZEALAND COASTGUARD
BOATING EDUCATION LTD**
165 Westhaven Drive, Westhaven, Auckland
PO Box 91322 Victoria Street West,
Auckland 1142, New Zealand
P 09 361 4700 F 09 376 4775
www.boatingeducation.org.nz

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COASTGUARD BOATING EDUCATION

Vision

That boating will be a safe and pleasurable experience for all.

Mission

To be recognised as the prime supplier of boating education in New Zealand

Objectives

- To prevent boating related accidents, injuries and deaths
- To encourage participation in boating safety education courses and activities
- To embrace and implement new technology for delivery of education
- To maintain a structure that is financially strong with sustainable funding streams
- To maintain a leading role in the sector with dominant boating education market share
- To actively engage in relationships to build greater participation

COASTGUARD BOATING EDUCATION PROVIDES:

- Boating education training pathways for both youth and adult learners
- Face to face facilitated training as well as online support materials and resources
- Training courses throughout New Zealand
- Training that is focused primarily on the learner

THE KEY AIMS OF COASTGUARD BOATING EDUCATION ARE TO:

- Provide high quality, pedagogically sound teaching and learning
- Use current research to inform teaching and learning
- Use innovative eLearning tools including web-based training in the delivery of courses
- Monitor student achievement through sound monitoring and self-assessment processes.

Coastguard Boating Education (CBE) is a Limited Liability Company entirely owned by, but constitutionally separate from, the Royal New Zealand Coastguard Inc., known as Coastguard New Zealand (CNZ).

The 2017 external evaluation and review report conducted by the NZ Qualification Authority (NZQA) stated that: NZQA is confident in the educational performance of CBE and is confident in organisational self-assessment ability.

Office Contact Details

Phone: 0800 40 80 90 (outside Auckland) or +64 9 361 4700 (within Auckland)

Office Hours: 8:30am-5:00pm Monday-Friday

Fax: 09 376 4775

Email: info@boatingeducation.org.nz

Web: www.boatingeducation.org.nz

Office: 165 Westhaven Drive, Westhaven, Auckland 1010

Postal: PO Box 91322 Victoria Street West, Auckland 1142, New Zealand

COURSES OFFERED

COURSE NAMES	CLASSROOM STUDY	ONLINE STUDY	HOME STUDY	Unit standard (if applicable)
Day Skipper	✓	✓	✓	26542
*Boatmaster	✓		✓	26541
Maritime VHF Radio Operator Certificate	✓	✓	✓	19491
*Maritime Restricted Radio Operator Certificate	✓		✓	19492
Maritime Short-Range Operator Certificate			✓	
Bar Crossing	Practical on-water course			
*Radar	✓			
*GPS Operator	✓		✓	
Coastal Medic	✓			6400, 6401, 6402
Offshore Medic	✓			6400, 6401, 6402
*Inboard Engine Maintenance	✓		✓	
*Outboard Engine Maintenance	✓		✓	
In Water Survival	✓			29570
Advanced Sea Survival	✓			12309
Club Safety Boat Operator – Yacht Club	Practical on-water course			
Club Safety Boat Operator- Rowing Club	Practical on-water course			
Sea Kayak	✓		✓	
Surf Life Saving VHF	✓			
*Working Safely on Commercial Craft (CIDMO ONLY)			✓	
*Legal and MOSS (CIDMO ONLY)			✓	

* CIDMO MODULES

Coastguard Boating Education offers the New Zealand Certificate in Domestic Maritime Operations (CIDMO) (Level 4) Programme.

This 85 credit programme is approved by NZQA and is a pre-requisite for the Maritime New Zealand Skipper Restricted Limits Qualification.

For further information please see: www.boatingeducation.org.nz/commercial/ or contact the Training Manager, Commercial and SAR

CBE manages and administers the RYA Training Programme in New Zealand, incorporating the following courses and assessments:

RYA TRAINING
Personal Water Craft- RYA
Power boating-RYA Powerboat level 1 Powerboat level2 Intermediate Powerboat Advanced Powerboat Tender Operator
Sail Cruising- RYA Start Yachting Competent Crew Day Skipper Practical Coastal Skipper Practical
Motor Cruising-RYA Helmsman's Day Skipper Practical Coastal Skipper Practical
RYA/MCA Yachtmaster Coastal Certificates of competence
RYA/MCA Yachtmaster Offshore Certificates of competence
RYA/MCA Yachtmaster Ocean Certificates of competence
International Certificate of Competence (ICC)
RYA Professional Practices and Responsibilities
RYA Cruising Instructor (Sail Cruising)
RYA Yachtmaster Instructor (Sail Cruising)
RYA Yachtmaster Instructor (Motor Cruising)
RYA Powerboat Instructor
ICC & CEVNI Test

COASTGUARD BOATING EDUCATION STAFF

TITLE	NAME	PHONE NUMBER	EXTENSION
General Manager	Mike Brown	09 361 4708	208
Training Manager Commercial and SAR	Jason Rowledge	093614711	211
Manager CBE Courses & RYA Training	Stephen Crockett	093614709	209
Marketing and E learning Coordinator	Tasman Salter	09 361 4710	210
Assessment Administrator	Sarah Pengelly	09 361 4712	212
Accounts Administrator	Debbie Moore	09 361 4704	204
Office Administrator Education	Maribeth Armstrong	09 361 4700	201
Safe Boating Project Manager	Lisa Campkin	09 361 4706	206
National Education Coordinator	Melanie Best	09 3614702	202
Maritime Educator	Ross Winterburn	09 361 4705	205
Education Administrator	Tracy Peers	09 361 4702	213
TO CONTACT ANY STAFF MEMBER VIA EMAIL, THE STANDARD FORMAT IS:		firstname.lastname@boatingeducation.org.nz E.g. steve.crockett@boatingeducation.org.nz	

GENERAL REGULATIONS

Having ascertained which course or programme is right for them, learners can enrol online. Once enrolled, learner support is provided in the first instance by the Tutor, Examiner, or assigned Programme Mentor (CIDMO enrolled programme-led learners only).

As referred to above, the tutor/mentor's role is to provide tuition and/or general support, guidance, pastoral care to you and help guide you through the learning and assessment process towards completion.

Tutors provide learner support, and CBE office staff (the Training Manager, Training Administrator, Assessment Administrator and Customer Service Administrator) provide support to learners on request.

Distance Learning students are provided with specific, assigned support tutors.

Selected courses have Unit Standards aligned to them, for which learners can opt to receive credits. In these cases a small additional administrative fee applies.

Assessment results are recorded and reported by the Assessment Administrator with individual certificates, credits and qualifications (if applicable) sent/uploaded to learners directly upon completion.

ENROLMENT PROCEDURES

Enrolment generally occurs online via the CBE website as per the sample below:

Alternatively, enrolment can be made by phone (0800 40 80 90) or in writing by downloading or requesting a hard copy of the enrolment form.

Part of the enrolment process is acceptance and acknowledgement of CBE's Terms, Conditions and Refund policy, and Student Acknowledgement terms and conditions. *See Appendix

ALL COURSES ARE OPEN-ENTRY (WITH NO CONDITIONS OR PREREQUISITES) UNLESS OTHERWISE STATED.

CIDMO students should consult with the programme mentor (Training Manager Commercial and SAR) to ensure that they follow an appropriate learning pathway.

BELOW IS AN EXAMPLE OF THE ONLINE ENROLMENT FORM FOR DAY SKIPPER

ONLINE STUDY

SHOW
DETAILS

Price: \$157.00 (includes assessment fee)
Phone: 0800 40 80 90
Email: info@boatingeducation.org.nz
Office: 165 Westhaven Drive, Westhaven, Auckland

HIDE
FORM

Course information

Preferred Tutor:

Personal Details

Please supply details of the person taking the course - all fields are required.

Title:

Postal Address 1:

First Names:

Postal Address 2:

Surname:

Suburb:

Email:

City:

Nationality:

Postcode:

Ethnicity:

Maori Pacific Asian NZ European Other

Country:

Date of Birth:

Phone (home):

Gender:

Male Female

Mobile:

Declaration:

I declare that the details provided on this form are correct and true to my knowledge. I agree to and accept the Coastguard Boating Education [Terms & Conditions and Refund Policy](#) and [Student Acknowledgement Conditions](#).

PROGRAMME/COURSE REQUIREMENTS

Course content, admission, residency, nationality and/or language requirements for courses or certificates of competency are detailed on the applicable course page.

In a very few cases, some certificates of competence are only able to be issued to citizens of some countries. For example see the following information pertaining to ICCs (International Certificates of Competence):

<http://www.boatingeducation.org.nz/courses/42/international-certificate-of-competence-icc/>

The structure and sequence of material covered and format of the assessment is course-specific. Summary information is made available via the CBE website, with detailed information available on request.

REGISTRATION AND REGULATIONS

The specific course or programme format will, in most cases dictate the pace of study and time to completion. However for distance learning courses (ELearning or Home Study) learners are allocated a maximum of 12 months to complete the course from the date of enrolment.

After this time, if the learner has not completed the course, the enrolment is recorded as “expired”.

Time extensions are provided on request on a case by case basis, due to exceptional circumstances or some unforeseen event beyond the control of the learner.

Learners who enrol on to the CIDMO (NZ Certificate in Domestic Maritime Operations) will agree an Individual Learning Plan with their assigned Programme Mentor.

ASSESSMENT IN OTHER LANGUAGES

Course tuition, study materials and assessments are available for **Day Skipper and VHF** courses in languages other than English. Language options available include:

- Te Reo Maori
- Chinese
- Samoan
- Tongan

Additionally, reader-writers are available for learners with reading and/or writing difficulties. The format of most assessments ensures that can be arranged if needed.

PAYMENT OF FEES

Course, programme, tuition and assessment fees are subject to annual review and adjustment by the CBE Board. Any fee changes are generally made effective from July 1st

All current fees are listed on the CBE website (www.boatingeducation.org.nz) and are available on request.

ACADEMIC FRAUD

Prevention and Detection of Academic Fraud

CBE expects that all work submitted for assessment and verification is the learners own work. Learners will be asked to declare all of the work submitted is their own.

Cheating or plagiarism is not tolerated by CBE and CBE has a formal process to investigate and take action, if there is cause to suspect cheating or plagiarism.

APPEAL AN ASSESSMENT DECISION

If you do not agree with the assessor's decision or marking, please seek clarification from your assessor. If you are still dissatisfied with the explanation of your grade, you are able to make an application to appeal the assessment decision. You will need to supply some form of evidence to support your case. You must clearly state, why you feel the assessment criteria used to evaluate the work differs from the stated assessment criteria (that should have been applied) to the CBE Training Manager, use the **APPEAL OF ASSESSMENT DECISION FORM** (contained at the back of this booklet).

PROGRESS REPORTS

You will have regular contact with your tutor or programme mentor. You will receive verbal/ written feedback as and when appropriate.

LEARNER WITHDRAWAL AND REFUNDS

Learners are able to withdraw from a course after having enrolled. If this occurs you are entitled to a refund in accordance with CBE's refund policy. See policy in appendix.

Please complete and return the **REQUEST FOR REFUND FORM** (contained at the back of this booklet).

LEARNER SUPPORT

CIDMO Students will be assigned a programme mentor/tutor who will support you to achieve the course learning outcome.

Online or Home Study students have access to a distance learning tutor.

If you require any other assistance please use our 0800 40 80 90 number to contact our head office for tutor additional support or advice.

COMPLAINTS

If you feel you have grounds for a complaint related to the programme, programme delivery, course, tutors, or other CBE staff, please notify us immediately so that we may address the matter and work with you to resolve your complaint.

In the event that this occurs, please contact the course relevant Training Manager, or the GM by using the **"COMPLAINT" FORM** (contained at the back of this booklet).

RESPONSIBILITIES OF THE LEARNER

STUDENT RIGHTS & RESPONSIBILITIES

1. The basic rights of students are that:
 - Students are provided with learning material at a level that is appropriate to their course of study.
 - Students receive competent and effective teaching from adequately qualified, competent and culturally sensitive tutors
 - Programme objectives are developed with the principal aim of reaching the required standard of maritime competence.
 - Respect is given to each student's dignity, rights, individuality and cultural background.
 - Students receive accurate information about all key aspects of a course, including learning outcomes, assessment procedures, a list of text books and material that students are expected to obtain, and any requirements related to the Health and Safety Act.
 - Students have reasonable access to their Tutor and course venue services.
2. The basic responsibilities of students are to:
 - Abide by the course venue regulations governing student conduct and academic procedures.
 - Make the most of the opportunities offered to them while attending the course.
 - Respect the rights and privacy of others.
 - Avoid all forms of harassment towards others.
 - Have due respect for the physical resources of the course (buildings, vessels and equipment)
 - Abide by all appropriate CBE assessment regulations.

TUTOR RIGHTS & RESPONSIBILITIES

1. The basic responsibility of the tutor/provider is to:

Provide the student with boating education in accordance with the students' rights (above)

 - Provide students with adequate information regarding withdrawal & refunds, disciplinary and complaint procedures
2. The basic rights of the tutor/provider are for:
 - Students to abide by the 'student responsibilities' (above)

CBE RESPONSIBILITIES

1. CBE is committed to assisting learners achieve their goals in regards to programme and course completion. To this end, CBE has put into place a support network to help throughout the learner's programmes or courses.
2. CBE shall act as an independent arbiter in the event of a complaint by either a student or tutor. Any complaint or appeal received by CBE shall be treated as an important and confidential matter and investigated promptly.
3. As a general rule, verbal complaints may be responded to verbally but written complaints will always to be responded to in writing. It is preferable that complaints and appeals be made in writing to avoid errors of fact.

APPENDIX (LIST OF FORMS)

- **STUDENT ACKNOWLEDGEMENT CONDITIONS**
- **ASSESSMENT APPEAL FORM**
- **ASSESSMENT RESIT POLICY**
- **REFUND REQUEST FORM**
- **COMPLAINT FORM**

STUDENT ACKNOWLEDGEMENT CONDITIONS

1. The purpose of the Student Acknowledgement Conditions is to ensure that:
 - (a) you (the student) understand and accept the terms of business of Coastguard Boating Education (CBE) refund policy and;
 - (b) you agree to provide the necessary information about yourself and your student fees.

2. By your acceptance of the Student Acknowledgement Conditions you are agreeing that:
 - (a) You understand that if you withdraw from a course after having enrolled, or if CBE cancels or closes a course (a Course Closure Event), refunds are made in accordance with the current CBE Refund Policy. This includes a provision whereby it will be the trustee's duty to ensure the correct amounts of any refunds (if there are any), are distributed out in accordance with the Deed and the New Zealand Qualifications Authority Policy.
 - (b) You understand that your personal information about yourself will be given to, and retained by CBE, The New Zealand Qualifications Authority and your Student Fee Protection trustee (Walker Wayland Auckland Limited).

3. Please read the Student Acknowledgement Conditions carefully before accepting.

STUDENT ACKNOWLEDGEMENT

1. I, the enrolling student, declare that I am enrolling as a Student with Coastguard Boating Education (CBE).

2. I understand that after acceptance I cannot withdraw this authorisation to Coastguard Boating Education or the Student Fee Protection Trustee. I acknowledge and agree that:
 - (a) if a Course Closure Event occurs and I transfer to an Alternative Provider with the approval of the Qualifications Authority, any amount agreed by me, up to the Entitled Student Amount attributable to me will be transferred from the Trust Fund to that Alternative Provider;

 - (b) if a Course Closure Event occurs and I owe money to a Loan Provider in respect of that Course, the Trustee is authorised to repay the Tuition Fees portion of the Entitled Student Amount attributable to me, less any amount transferred to an Alternate Provider, directly to that Loan Provider to the extent required to settle the amount due to the Loan Provider;

- (c) subject to 2(b) above, if a Course Closure Event occurs and the Trustee refunds any amount directly to me, the Trustee will refund the Entitled Student Amount attributable to me by way of direct credit to my bank account or cheque posted to my last known postal address notified to that Trustee;
 - (d) if another party is entitled to receive any refund of the Entitled Student Amount attributable to me, I will provide the Trustee with the contact details of that party to which the refund should be sent;
 - (e) personal information about me and information about my Student Fees may be supplied by the CBE to the Qualifications Authority, Auditor or the Trustee and by the Trustee or Auditor to the Qualification Authority;
 - (f) after the payments contemplated in (a), (b), (c) and (d) above have been made, the trusts on which the Trustee was holding the Trust Fund will have been discharged;
 - (g) any interest earned on the Trust Fund prior to payment under (a), (b) (c) or (d) above will vest in and be payable to the CBE for its own benefit, and I will have no claim to such interest;
 - (h) I am 18 years of age or older and/or where I am under 18 years of age my Parent/Guardian has accepted these terms on my behalf.
3. Capitalised terms used in this agreement shall have the meaning as defined in the Student Fee Protection Static Trust Deed (the "Deed") between the PTE (Coastguard Boating Education) and the Trustee, a copy of which is available upon request.

Please indicate your acceptance of these terms of this document by signing below:

Name: _____

Date: _____

Signature: _____

Please send form to:

165 Westhaven Drive,
Westhaven,
Auckland 1011

OR scan and email to:
info@boatingeducation.org.nz



APPLICATION FOR APPEAL OF ASSESSMENT DECISION

SEND TO:

The Training Manager Coastguard
Boating Education

PO Box 91 322, Victoria St. West, Auckland 1142

Learner Name:	
Name of Tutor/Mentor:	
Assessment for which I am appealing the decision:	
Date of assessment:	
Name of Assessor/Marker:	

I have attempted to discuss this with the Assessor prior to lodging this appeal.

I have read the policy and procedure for appealing an assessment decision.

You may appeal the final result for a course module or unit if you feel you have **evidence** to show that you are **competent**.
Please complete overleaf if you feel:

The assessment criteria used to evaluate the work differs from the assessment criteria	<i>If this is the case – provide a brief explanation of how your work shows that you have met the assessment criteria</i>
There has been an unfair or biased application of the assessment criteria	<i>If this is the case – provide a brief explanation of how your work shows that you have met the assessment criteria</i>



GROUNDS FOR YOUR APPEAL (PLEASE PROVIDE DETAILS):

SIGNED (LEARNER):

DATE _____

CBE response to Appeal for an Assessment Decision

YOUR ASSESSMENT HAS BEEN UPHELD AND AN AMENDMENT WILL BE MADE TO YOUR RECORD OF ACHIEVEMENT

Or

Your appeal has been considered and there will be no change to your record of achievement

Reason for NOT GRANTING the appeal (*if applicable*):

SIGNED (CBE):

DATE:



ASSESSMENT RE-SIT POLICY

This policy applies when a learner fails to achieve the minimum set pass-grade.

- You have the opportunity to re-sit an assessment item.
- This may consist of a part or whole re-sit, depending on the assessment/course requirements.
- An application for a re-sit must be received within 6 months of the original result being advised.
- If you elect to proceed with a re-sit, you must complete the re-sit application form along with the accompanying fee.
- Depending on the particular assessment type, either an assessment paper is sent, or otherwise arranged with an appropriate assessor.
- A re-assessment must be completed and returned within 2 months of being sent out.
- CBE will endeavor, when requested, to facilitate additional tutoring support to assist the candidate to learn the necessary material. Any additional tutoring will be at the candidate's expense.

REQUEST FOR REFUND

SEND TO:

The Accounts
 Administrator
 Coastguard Boating
 Education
 PO Box 91 322, Victoria St. West, Auckland 1142

Learner Name:	
Contact Details:	
Name of Course / Programme / Product for which a refund is requested:	
Enrolment date:	
Today's date:	

Please indicate only one of the options below (references relate to refund policy sections and details (see overleaf)):

- I wish to cancel my enrolment. As my course is due to start in more than 14 days' from now, please refund me all fees, less 10% and the online booking charge (if applicable).
- I wish to cancel my enrolment. As my course is due to start less than 14 days' from now, but in more than 5 days' from now, please refund me all fees, less 20% and the online booking charge (if applicable).
- I wish to cancel my enrolment. As my course is due to start less than 5 days' from now, please refund me all fees, less 50% and the online booking charge (if applicable).
- I wish to cancel my enrolment. As my course has already started, I accept that I am not eligible for a refund.
- Purchase returns. If you are not satisfied with your purchase, you may return the item requesting a full refund.

Refund payment details (please specify the form in which you would prefer to receive your refund):

- CHEQUE** ■ **PLEASE REFUND TO MY CREDIT CARD USED FOR PURCHASE/ENROLMENT**
- Direct credit (specify account details below):

BANK ACCOUNT NUMBER: _____



CBE REFUND POLICY - COURSES

4.13 Withdrawals, refunds, and transfers

- Purpose:** Circumstances under which students will receive a refund from Coastguard Boating Education.
- Scope:** All enrolled students in a Coastguard Boating Education course.
- Procedure:** Refunds can be requested by completing the Refund Request form in accordance with the following policy:

1. Student Enrolment, Fees and Payment

- 1.1. All students/course attendees must be enrolled with Coastguard Boating Education (CBE) prior to the start of the course.
- 1.2. Enrolment fees/course fees are as per the current CBE fee schedule, and are subject to change without notice.
- 1.3. Enrolment/course fees are payable in full prior to the start of the course.
- 1.4. CBE has in-place an NZQA-approved student fee protection mechanism to protect fees received from all enrolled students. The maximum liability for all fees paid is held in a static trust account. The trustee's contact details are Walker Wayland Auckland Limited, Level 7, 53 Fort St. Auckland, Tel. (09) 968 4440

2. Cancellations, withdrawals and refunds

- 2.1. Coastguard Boating Education (CBE) reserves the right to reschedule, postpone and/or cancel courses without prior notice, although all efforts are made, and all alternatives exhausted to avoid this.
- 2.2. All tutored courses require a minimum of six attendees (unless otherwise specified). If enrolments fail to reach the minimum number of attendees five days prior to the start of the course the General Manager (GM) will be informed and will make a decision in the best interests of CBE. IF the course is cancelled, CBE will contact all enrolled students and offer the following alternatives:
 - To transfer to any other course of your choice, including distance learning courses with applicable part-refund or payment due. The offer of one-on-one tuition (if available). Additional costs may apply.
 - A full refund.

3.1 Classroom Option: If a student withdraws after enrolment

- 3.1.1. If a cancellation is received by CBE more than two weeks prior to the commencement of a course, all fees, less 10% and the \$5 online booking charge, if applicable, will be refunded.
- 3.1.2. If a cancellation is received by CBE less than two weeks but more than five days prior to the commencement of a course, all fees, less 20% and the online booking charge if applicable, will be refunded.
- 3.1.3. If a cancellation is received less than five days prior to the commencement of a course, all fees, less 50% and the online booking charge if applicable, will be refunded.
- 3.1.4. If a student withdraws after the commencement of a course, no fees will be refunded (except in exceptional circumstances).

3.2. Incomplete Classroom Course: Unable to complete course on course dates after commencement of course

- 3.2.1. If a student is unable to complete the course, they become an open candidate and may request to finish the course at a later date but no longer than 6 months after the original course date.
- 3.2.2 All applications to complete are considered on a case by case basis.

4.1 Online Course Refund:

- 4.1.1 There is no refund of the course fee for an online course (except in extenuating circumstances which is at the discretion of the GM)
- 4.1.2 A \$25 administration fee will be incurred if a student transfers from online to a homestudy course.

5.1 Home Study Course Refund:

- 5.1.1 There is no refund of the course fee for a Home Study course (except in extenuating circumstances which is at the discretion of the GM)
- 5.1.2 A \$25 administration fee will be incurred if a student transfers from home study to an online course.

6.1 Distance Learning (Online or Home Study) to Classroom Transfer:

- 6.1.1 If a student would like to transfer from a distance learning option to a classroom course, they will pay the balance between the classroom option and the distance learning option.
- 6.1.2 If the course was a homestudy option, and the student elects to transfer to a classroom option, they keep the resource pack and take it to the class.
- 6.1.3 If the course was an online option, the pack will be ordered and sent to the tutor as per regular classroom procedure. The student will pay the difference between the online course and the classroom course.

7.1 Classroom to Distance (Online or Home Study) Transfer:

- 7.1.1 If a classroom course is cancelled and a student elects to move to a distance learning option, the difference between the classroom and distance learning course costs are refunded.
- 7.1.2 If the student elects to transfer from a classroom course there is no automatic refund. This is on a case by case basis.

CBE POLICY – CIDMO PROGRAMME

Policy 4.14 CBE Certificate in Domestic Maritime Operations (CIDMO) Recognition of Learning for Credit

- Purpose:** To outline processes and procedures for the recognition learning for credit for Certificate in Domestic Maritime Operations (Restricted Limits)
- Scope:** Any applicant/learner seeking to gain learning for credit for a CBE programme of study (CIDMO) qualification.
- Information:** Evidence of previously attained certificates of competence or other appropriate maritime qualifications may permit a student to receive credit for learning towards the Certificate of Domestic Maritime Operations. All applications will be considered and assessed, according to the guidelines below.

Recognition may be granted for a part or parts, or for a whole certificate, unit or module. Evidence may consist of:

- Formal study (a recognised certificate of competence or unit standard)
- Non-certificated courses (PD or other training)

Recognition of previously attained learning may consist of one or more of the mechanisms listed below.

- **Credit Recognition and Transfer (CRT)** –following NZQA guidelines, CBE describes CRT as a process where credit for outcomes already achieved by a student through formal study in relation to a qualification is recognized as credit for comparable outcomes in another qualification. CBE will credit recent training (within the past 5 years) in a specific area or unit of competency. For credit recognition transfer a candidate will be required to produce a document such as a certificate or authorized statement of attainment as evidence. CRT is normally only granted in cases of direct equivalency, where the course syllabus and assessment criteria matches or exceeds the certificate or module applied for. For example if you hold the Boatmaster and/or GPS certificates you can apply for CRT. Students whose qualification is more than 5 years old may apply via the RPL process.
- **Recognition of Prior Learning (RPL)** – is a process that involves formal assessment of a learner’s relevant and current knowledge and skills (gained through prior learning) to determine the achievement of learning outcomes of a qualification for the purpose of awarding credit towards that qualification. RPL will apply where an applicant has completed prior formal study (within the past 10 years) evidenced by a certificate or statement of attainment but where the prior study is not an exact match. In these cases equivalency may be granted in-part or as a whole. RPL applicants are normally required to demonstrate current competency through formal assessment (i.e., you may not be required to complete the module but you will be required to evidence competency in meeting the learning outcomes).

Procedure:

- All applications for CRT or RPL must be submitted on the application form (overleaf) together with suitable evidence. An evaluation fee (\$50) is required for RPL. Applications will then be considered and any further fees will be advised prior to processing.
- Applications will be reviewed within 7 working days of receipt of the completed application.
- Fees: The fee for the CIDMO programme will be reduced according to the number of modules for which the credit is received. Each module that receives credit attracts an administration fee of \$25. The training Manager Commercial will advise you of the CIDMO enrolment fee.
- Where demonstration of current competency is required candidates will be liable for the cost of the necessary assessment.

Policy 4.15 CBE Certificate in Domestic Maritime Operations (CIDMO) Refund policy

Purpose: Circumstances under which enrolled students will receive a refund for the Certificate in Domestic Maritime Operations (CIDMO) programme

Scope: All enrolled students in a CBE programme of study (CIDMO) qualification.

Information: In line with the Education Act 1989 and guidance provided by The New Zealand Qualifications Authority the following policy applies to students CIDMO enrolled in the programme.

Procedure:

- If a student withdraws before the end of the eighth day of enrolment they are entitled to a full refund less administration costs of 10% of any amount paid or \$500, whichever is the lesser.
- If a student withdraws from day nine onwards they will be entitled to a 50% refund of the RRP of the outstanding modules at the time of enrolment. This will only apply if the material has not been sent to the student.
- A student who withdraws from the programme due to extenuating circumstances may apply, in writing, to the Training Manager Commercial explaining the grounds on which they are requesting an exception to the stated policy. The final decision relating to such a request lies with the General Manager Coastguard Boating Education.

Policy 4.16 CBE Certificate in Domestic Maritime Operations (CIDMO) Extension and Re-assessment Policy

Purpose: To outline processes and procedures for an extension or re-assessment for Certificate in Domestic Maritime Operations (Restricted Limits)

Scope: All enrolled students in a CBE programme of study (CIDMO) qualification

Procedure:

Extensions

- It is expected that students will complete the CIDMO programme within 12 months of their enrolment. An extension of a further three months may be granted on application. Please apply, in writing, to the Training Manager: Commercial. Should a student require an extension an additional fee of \$250 will be required.

Re-Assessments

- Students will be required to pay a re-assessment fee for any modules that they are required to undertake for a third time.

NOTIFICATION OF COMPLAINT (STRICTLY CONFIDENTIAL)

SEND TO:

The Training Manager (*mark envelope STRICTLY CONFIDENTIAL*)

COASTGUARD BOATING EDUCATION

PO Box 91 322, Victoria St. West, Auckland 1142

Learner Name:	
Contact Details:	
Name of Tutor / Mentor / Assessor or other party (<i>to whom this complaint refers</i>) :	
Brief nature of the complaint:	
Date of incident/occurrence:	
Date of incident/occurrence:	

Please specify your preferred form of response:

Please contact me by phone at the earliest opportunity (and follow up in writing)

Please respond to me by email (and follow up in writing)

Please respond to me in writing

Note: All complaints are treated as strictly confidential by CBE. If however your complaint is of a very serious nature and/or you believe you have been the subject of an offence or crime, you are advised to contact NZ Police, by reporting any crime at your local Police Station at the earliest opportunity.



