



MARINE
TRAINING ACADEMY

STUDENT HANDBOOK

Revision 3

Client Handbook

Welcome to the Marine Training Academy

Congratulations on taking the first step to achieving your dream of furthering your education, your career and your future

Throughout life, we will gain experiences, knowledge and skills in various ways. We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals. You can study at a time and pace that suits you.

At the Marine Training Academy, we value and recognise that each student has unlimited potential to achieve.

Positive learning outcomes will come from regular participation and discussions with your trainers and other students.

Your efforts will be rewarded with the new skills and knowledge you gain and the qualification you earn.

From the team at the Marine Training Academy and myself, we would like to take this opportunity to thank you for trusting us with your education and your future. We promise to work with you to ensure you graduate with the skills and knowledge you require to build a successful career in the industry of your choice.

Look forward to hearing about your achievements and providing support where we can. Trust you will enjoy your time with us, and we wish you every success in your learning.

Regards,

Chief Executive Officer (CEO)

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SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Marine Training Academy

Marine Training Academy

Thank you for considering training with Marine Training Academy

Marine Training Academy is a registered training organisation (RTO) with the Vet Regulator.

Marine Training Academy aims to deliver high-quality, innovative and engaging training relevant to clients, employers and industry. Our commitment to continuous improvement means constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

As an RTO, Marine Training Academy is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to clients follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

Marine Training Academy is committed to providing its learners with quality training and assessment services.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high-quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our clients, supporting them through their careers;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by a qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for clients;
- Produce competent and confident workers that benefit the community and industry.

Courses

Marine Training Academy delivers a range of courses, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry. Our holistic approach ensures students' needs are met. Accredited programs have been approved by State and Commonwealth governments.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

Marine Training Academy conducts training courses at various venues to suit client needs, course types and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date. If you have difficulty completing an assessment, discuss it with your trainer/assessor before the due date. The trainer/assessor can offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Marine Training Academy regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Marine Training Academy has policies and procedures for dealing with assessment malpractice.

- **Cheating -**
All assessments must be 100% your work. Cheating or using another person's work and submitting it as your own is cheating and will not be tolerated.
- **Collusion -**
Collusion is the presentation of work, which is the result in whole or in part of an unauthorised collaboration with another person or persons. It is your responsibility to ensure that other clients do not have the opportunity to copy your work.
- **Plagiarism -**
Copying from a published work (including the internet) without referencing will not be tolerated. This includes the presentation of work which has been copied in whole or in part from another person's work or from any other source such as the internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.
You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance

The Marine Training Academy delivers your training and assessment via the online learning platform. You must attend set times and dates to complete practical assessments, and the electronic learning platform is available 24/7.

Behaviour

Clients are expected to behave appropriately, maturely and professionally at all times. All students are expected to be responsible for their learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Marine Training Academy property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensures a positive learning experience. Respect for other students and the trainer/assessor is expected.

Marine Training Academy always retains the right to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students respectfully and observe any client etiquette requirements in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- You are required to respect the rights of others and treat others in a manner that is fair and non-discriminatory.

Change of personal details

Clients are required to ensure their details recorded with Marine Training Academy are up-to-date at all times. Please update your record through your client login account if your circumstances or details change.

Disciplinary Processes

Marine Training Academy may implement student discipline processes should a client be found to be acting inappropriately due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student is asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the Training course.

Duty of Care

Under Workplace Health and Safety legislation, clients must maintain a safe environment for themselves and their fellow clients.

- If you are involved in an accident resulting in personal injury and damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition that may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so we can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your health and safety and avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Marine Training Academy in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by the staff of the Marine Training Academy ;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback

Marine Training Academy values all feedback from clients as it assists us in continuously improving the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

Marine Training Academy has developed some feedback forms for you to provide feedback.

Thank you in advance for your comments.

Learner Support services

Marine Training Academy understands that there may be times when personal issues may affect your ability to undertake your training. Marine Training Academy has identified several support services for clients with special needs or who require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Marine Training Academy can provide clients with mentoring, coaching and guidance on course content and effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments often follow asset tests and may be determined based on the hours undertaken. These may include:

- Youth Allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

Discussing your circumstances and opportunities with your local Centre link office would be best.

Language, Literacy Numeracy

Please discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline

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

1300 655 506

This is a free service.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the assessor;
- Keep track of your progress;
- Complete and submit all assessments on time and tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

SECTION 3 COURSE INFORMATION

Accredited Training Programs

Accredited programs are competency-based, which means that training and assessment focus on developing and recognising a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills that describe the non-technical skills and competencies important for effective and successful participation in the workforce. For each qualification, there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem-solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all clients regardless of where they are or the mode of training delivery provided. You could be a full-time client in a classroom or the workplace or apply for your current skills and knowledge recognition.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co-requisites (if applicable).

To be deemed Competent in any Unit of Competency, you must provide evidence of the required skills and knowledge to complete work tasks to the standard required in the workplace. Skills need to be demonstrated in various situations and environments (which could include simulated applications in a learning environment) over some time.

Evidence

Evidence proves that you have performed the specified competency or task to the required standard. Evidence can take many forms, and you must present more than just one piece. The Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and recent experience will determine your evidence requirements.

Assessment tools that we will provide you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third-party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team.'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is integral to your learning if you wish to complete it successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is collecting evidence and judging whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor must ensure that your assessment tasks meet the national principles of assessment and rules of evidence (see below for more information).

Various assessment tasks /activities may be involved, including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- written / oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- online assessments;
- portfolio of evidence.
- Practical skills/tasks

Certification will only be given to clients who complete all assessment requirements for a course. AMSA grants final certification after successful completion of the AMFA assessment test and lodgement of documents to AMSA

Marine Training Academy is required to meet stringent quality requirements in the conduct of all assessments.

The Marine Training Academy has carefully constructed and developed assessment resources to meet these quality requirements and be user-friendly to clients.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified based on the evidence of the individual learner's performance.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Competence judgements are based on evidence of learner performance aligned to the unit/s of competency and associated assessment requirements.
Reliable	Evidence presented for assessment is consistently interpreted, and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs; • Assessing competencies held by the learner no matter how or where they have been acquired; and • Drawing from various assessment methods and using those appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where the RTO applies appropriate reasonable adjustments to consider the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

Marine Training Academy must ensure that all evidence provided by clients, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge and attributes described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the recent past.

Course Assessment

Assessment tasks will be set for each course regardless of the learning mode. Assessment activities and expectations will be explained to clients and are outlined within learner/assessment resources.

Many courses require an assessment to be completed after the course, as workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. Please ensure you keep a copy of your assignment before submission. Marine Training Academy does not accept responsibility for any lost assignments.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within ten working days of receipt.
- Clients are entitled to one resubmitted assessment. Clients must re-enrol in the course again, paying the full course fee for the day. If the re-submissions are still deemed NYC, clients may be offered the opportunity to resubmit at a fee. No further re-submits are allowed.

Assessment results

Clients have access to their learning account which will indicate assessments are undertaken and the units of competency that the individual has attained.

Results of assessment are provided to clients as soon as is practical. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the client is received in advance.

Reasonable adjustments

Clients with disabilities are encouraged to discuss any 'reasonable adjustments' to learning and assessment processes that they consider necessary or assist them in their studies with Marine Training Academy.

Reasonable adjustments cannot compromise the integrity of competency-based training and assessment. Careful consideration will be given to any requests for reasonable adjustment of this nature, and where reasonably practicable, such adjustments will be made. There may be circumstances where it will not be reasonable or reasonably practicable for the Marine Training Academy to accommodate or where another adjustment may be more appropriate.

Extensions for Assessment

All assessment tasks are expected to be handed in on the due date. You must communicate with your assessor and apply for an extension if you require additional time to complete an assessment.

Certificates

Types of Certification

In general, four types of certificates are issued by Marine Training Academy . Marine Training Academy can only award certificates in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the client has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification by listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a client is deemed competent in a unit or a cluster of units of competency. The minimum achievement for an SOA is one unit of competency. You can request an SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course, not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the client must have a satisfactory attendance rate.

Certificates will only be posted to clients at their nominated postal address, as shown in their client login account. The onus is on the client to ensure their address details are correct.

Certificates will not be sent to other parties without the expressed prior written permission from the client. Duplicate or replacement copies of certificates incur a fee.

Course Delivery

Marine Training Academy ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Marine Training Academy meet specific quality requirements. They are chosen to suit the unit of competency best while considering the client's learning style. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

Several delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace-based training
- case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and providing the best possible learning experience for the client. This means the client has greater control over what, when and how they learn.

Marine Training Academy offers various delivery forms to accommodate clients' varying needs. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace-based, correspondence, online, Recognition of Prior Learning (RPL) or a combination.

Language, Literacy and Numeracy

Each training Package sets a minimum requirement in participants' language, literacy and numeracy skills, which the Marine Training Academy must abide by.

Marine Training Academy makes appropriate concessions for clients' language, literacy and numeracy issues where these concessions do not compromise the requirements of the relevant Training Package and the assessment's integrity, equity and fairness.

Where there are entry requirements for courses, e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all clients on appropriate actions if there is a need to update literacy and numeracy skills. Marine Training Academy can assist in providing this additional development before completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All clients have the opportunity to apply for recognition. This means you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Marine Training Academy believes that no learner should be required to undertake a unit of competency for which they can already demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Marine Training Academy aims to maximise the recognition of a learner's prior skills and knowledge while always maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who already possess the competencies identified in all or part of any course/qualification offered by the Marine Training Academy may seek recognition.

Suppose you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- previous formal training
- work experience, and
- life experience.

Recognition, therefore, determines the subsequently advanced standing to which the client is entitled about a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on the demonstration of competence and the currency of that competence to industry standards.

It is important to note the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the assessor's satisfaction.

Any documents you provide to support your competency claim must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own, and if any part of the work is the work of others, this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is it the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Marine Training Academy is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you on what to do if you receive an NYC for your assessment task.

For further information on recognition, please see Marine Training Academy Recognition policy.

Mutual Recognition

Marine Training Academy recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or intends to enrol. With Mutual Recognition, clients are not required to undertake learning in the unit/s again. The client is exempt. Clients are required to apply for Mutual recognition formally.

Special Needs

Clients intending to enrol for training with the Marine Training Academy are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to undertake training and assessment before enrolment successfully.

Clients with disabilities or impairments are encouraged to discuss with the CEO any 'special needs' and 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

In collaboration with the client, the CEO will assess the potential for the client to complete the training, which may include flexible delivery options to optimise the ease and benefit of the client's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training, assessment, and the vocational area they deliver. They have practical experience and maintain their currency in the industry.

Course deferral, extension or withdrawal

Deferrals and withdrawals will be considered under the 'Remission of Financial liability due to Special circumstances policy'. All clients have the right to request a course deferral, extension or withdrawal if they are having difficulties meeting their deadlines. Marine Training Academy will consider each request individually. The client must complete an 'application for deferral, extension or withdrawal from course' form. Extensions are at the discretion of the RTO and will incur an extension fee.

SECTION 4 POLICIES

Access and Equity

Marine Training Academy is committed to promoting, encouraging and valuing equity and diversity for its clients and providing them with a positive learning environment to succeed. Marine Training Academy will ensure services offered are fair and equitable to all clients, free from bias.

Marine Training Academy abides by equal opportunity principles, providing access to the benefits of training and assessment to all clients regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All clients have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Marine Training Academy Access & Equity Policy.

Appeals

Marine Training Academy ensures clients access a fair and equitable appeal process against assessment decisions. An appeals and reassessment process is integral to all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Clients have the right to appeal against an assessment decision if they feel they were unfairly treated during an assessment and if they feel the decision is incorrect and has grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available via the Marine Training Academy website.
- The appellant can provide detail of their appeal either verbally or in writing.
- All appeals must be lodged within seven calendar days of the date of the assessment result notification to the client.
- Suppose the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal. In that case, the matter will be referred to an independent third party for review at the appellant's request. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to assess the application independently.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Marine Training Academy may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal takes over 60 calendar days to finalise, Marine Training Academy will inform the appellant in writing, explaining why more than 60 calendar days are required. The appellant will also receive regular updates on the appeal's progress.
- Marine Training Academy strives to deal with appeal issues as soon as they emerge to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the participant's progress in future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- The alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- The alleged inappropriate assessment process for the particular competency;

- Faulty or inappropriate equipment; and
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) The appeal is upheld; in this event, the following options will be available:
 - i. The original assessment will be reassessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) If an appeal is rejected/ not upheld, in accordance with Marine Training Academy assessment policy, the client will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. resubmit further evidence; or
 - iii. submit/undertake a new assessment

For further information, see Marine Training Academy Appeals Policy.

Client Enrolment

To enrol in a training program, do so via our website or contact the Marine Training Academy at 1300 394 076, and we will send a Vet enrolment link and the brochure about the course. Complete the electronic enrollment, and the Academy will contact you.

Enrolments must be received no later than 24 hours before the course commencement. Enrolments are completed online, and payment is made via our online payment gateway. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment, the Academy will process the enrolment.

The following will be provided to you prior to your enrolment by the Course Advisor:

- Discuss the course in detail
- Discuss undertaking a training program
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session

Enrolment Confirmation

All clients receive a letter/email to confirm their enrolment. Written confirmation via email will confirm the login information to the online learning platform and how to contact your support staff.

For further information, see Marine Training Academy Enrolment Policy.

Client Selection

Marine Training Academy conducts the recruitment of students at all times in an ethical, fair and responsible manner using various methods.

Marine Training Academy is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training Package requirements. Therefore, selection into a training program is based on the applicant:

- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to the availability of places in the training program. This is based on the maximum number of participants who can be accommodated, the type of course, learning structures, student needs etc.

Marine Training Academy shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Client Records

Marine Training Academy maintains an individual client file for every client who undertakes training and assessment with us. This file contains records regarding your details provided to us and any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those Marine Training Academy personnel who need access to your file for training and assessment purposes can access it.

No other person/client can and will access your client file without your written permission.

If you would like access to your records, contact the CEO.

Complaints

Marine Training Academy has a fair and equitable process for client complaints.

All clients have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis as they arise.
- All clients have the right to express a concern or problem and lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO Marine Training Academy or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that formal procedures and disciplinary action may sometimes be required.
- Suppose the complaints process fails to resolve the complaint or the complainant is unsatisfied with the outcome. In that case, the matter will be referred to an independent third party for review at the complainant's request. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint takes over 60 calendar days to finalise, Marine Training Academy will inform the complainant in writing, providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents, or anyone involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the client's progress in future training. The complainant's and respondent's rights will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the client to the Academy.

The client completes a Complaints form to commence the process.

For further information, see Marine Training Academy Complaints Policy.

Equal Opportunity

Marine Training Academy is committed to equal opportunity policies and principles, as they affect clients and employees, to eliminate discrimination and harassment.

Rights and Responsibilities

Marine Training Academy has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and clients.

Marine Training Academy is committed to providing an environment that recognises and respects the diversity of employees, contractors and clients. Marine Training Academy is committed to providing a work and study environment free from harassment, defamation and bullying. It supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

Marine Training Academy will:

- Ensure that employees, contractors and clients understand that these actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour considered harassment, defamation or bullying cease immediately.

All employees, contractors and clients have a role in eliminating harassment, defamation and bullying by not encouraging or showing support for harassment, defamation or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Act as a witness if the person being harassed decides to lodge a complaint.

Suppose an employee, contractor or client feels harassed, vilified or bullied by the employee. In that case, the contractor or client is encouraged to inform the person that the behaviour is unwanted, unacceptable and offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour ceases, the CEO should be contacted.

As a client of Marine Training Academy you have the responsibility to:

- Act to prevent harassment, discrimination and victimisation against others;
- Respect differences among other staff, clients and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimisation;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness, the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of age, sex, pregnancy, disability (includes past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination is against the law:

- Direct discrimination - means treatment that is unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and clients have an equal opportunity to work and study. Marine Training Academy will not tolerate behaviour that is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors, and clients to be harassed during their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and clients.

Harassment

In general, harassment is unwanted behaviour that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.

- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute defamation based on a person's race, sexuality, transgender grounds, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public spaces.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person toward another that intimidates, degrades or humiliates the person. It can occur between managers and employees or contractors, co-workers and clients. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour.

Sexual harassment

Marine Training Academy will not tolerate sexual harassment in the learning or work environment.

The Marine Training Academy deplores all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and must pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- The threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Financial Management Policy

Marine Training Academy will ensure that it maintains sound financial practices, ensuring the financial security of the RTO and enabling its ongoing viability, profitability and growth. Conservatism will prevail as the key influence over financial decisions. Equally, an uncompromising commitment to integrity and professionalism will remain key to all finance, banking, investment and general business transactions.

- a) All fees are payable in advance. As such, Marine Training Academy will affect financial practices to protect fees paid in advance.
 - i. Marine Training Academy cannot accept prepaid fees from individual clients above a total of \$1500 (being the threshold total prepaid fees amount).
 - ii. Marine Training Academy will hold the client's prepaid fees in trust until the client 'commences' their learning or assessment – at a unit/module level.
 - iii. Regarding payment plans - Monies in trust for an individual client will not exceed \$1500 at any given time.
 - iv. In accordance with Schedule 6 – Standards for RTOs, Marine Training Academy adopts the following to protect fees paid in advance.
- b) Flexible payment arrangements/ options will accommodate individual circumstances.
- c) Fees must be paid in full before certification will be issued
- d) Suppose payment instalments/arrangements are in place, and a payment becomes overdue and remains unpaid for over 14 days. In that case, Marine Training Academy reserves the right to suspend the client's learning or assessment (or both) until all fee payments are current.
- e) Flexible payment arrangements, such as instalments, credit cards, direct debit, cheques and EFT remittances, are acceptable to accommodate the diverse financial situations of clients.

For further information, see Marine Training Academy Financial Management Policy.

Privacy

Marine Training Academy abides by the Privacy Act and respects clients, staff and trainer/assessors' privacy rights.

As an RTO, Marine Training Academy must maintain effective administrative and records management systems. This involves collecting and retaining personal information from clients in secure client records. All clients have access to their records at all times. All staff must be scrupulous in using client information only for the purposes for which it was gathered.

Marine Training Academy collects information from clients upon initial enquiry to send course information and is collected at enrolment and during the training and assessment services provider. The Marine Training Academy may use personal information to advise clients of upcoming events and training courses for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us in improving the quality of the services and training and is treated confidentially.

Marine Training Academy will only disclose information to other parties, as required by law or otherwise allowed under the Privacy Act 1988.

For further information, see Marine Training Academy Privacy Policy.

Refund/Fee Policy

Payment of all refunds to clients entitled to a refund is in accordance with the following fee policy.

Marine Training Academy will strive to maintain its highly competitive fee structure and fair and equitable refund policy.

- a) All refunds are paid within one week (seven days) of application for refund.
- b) Concerning all withdrawals, Marine Training Academy will first encourage a client to enrol on another course date before processing refund applications.

- c) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- d) No refund is applicable when a client has commenced their course/unit.
- e) There is no refund to participants who do not obtain their qualification after assessment.
- f) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- g) Marine Training Academy does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- h) Marine Training Academy provides a full refund to all clients should there be a need for Marine Training Academy to cancel a course. In the first instance, Marine Training Academy will (where possible) allow the client to attend another scheduled course.
- i) Clients do not have to apply for a refund if Marine Training Academy cancels a course. Marine Training Academy will process the refunds automatically.
- j) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, 48 hours or less from submission of the enrolment form.	100% of the course fee (paid by the client)
Client withdraws	In writing, after 48 hours of submission of the enrolment form.	NIL APPLICABLE.
Course cancelled by Marine Training Academy		100% of the course fee (paid by the client)
Fees are refunded in full when the client submits in writing the reason for withdrawal 48 hours or less from the date of enrolment form submission.		

- k) Refunds for cancellation of enrolments in full qualifications are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$250.00 per qualification

For further information, see Marine Training Academy Fee Policy.

Remission of financial liability due to special circumstances

This policy applies to cases of special circumstances whereby a student, for reasons beyond their control, is seeking to withdraw from a course or subject after the cooling-off period without financial liability due to an inability to continue their studies.

The Academy recognises that there may be times when a student's circumstances may warrant an application for removal of financial liability after the cooling-off period. If the student is enrolled on a course and withdraws after the cooling-off period, they remain financially liable for any upfront tuition fees incurred for that course. The only exception to this liability is if the student applies for and is successful in having their financial liability removed under this policy. If a student withdraws from the study due to special circumstances, they can apply to have their financial liability removed.

Examples of special circumstances include:

- Medical reasons
- Family/personal reasons
- Financial reasons

Applications for consideration of Special Circumstances will be assessed by the CEO (Chief Executive Officer) and Retention in conjunction with any relevant Academy staff, according to the quality of the independent supporting evidence provided by the student, as described above. Assessment of special circumstances will occur in a timely manner that considers the nature of the request.

Workplace Health and Safety (WHS)

Marine Training Academy is committed to providing a safe and healthy learning and work environment. The safety of our clients and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in our facilities and operations.

Marine Training Academy encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Marine Training Academy recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO is responsible for ensuring the health and safety of staff, clients, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to clients, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Marine Training Academy is committed to providing and maintaining a safe and healthy work and learning environment for all staff, clients, and contractors. Specific responsibilities are shown below.

Marine Training Academy Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Marine Training Academy Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, clients and visitors:

- Have a duty to themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Responsible for complying with relevant Marine Training Academy WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the CEO.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Marine Training Academy will ensure that the injured person receives appropriate first aid and medical treatment as soon as possible and will conduct an investigation to prevent a recurrence reasonably.

Marine Training Academy is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness after seeking appropriate medical judgement.

Clients and employees are expected to prevent work-related injuries to themselves and others.

Investigating incidents and accidents

The CEO is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (after first aid and other injury management processes have been implemented), the CEO will immediately investigate.

The process for investigations may include the following.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse investigation results and document recommended courses of action for evaluation by the CEO.
- Once the action is approved, it communicates outcomes and planned actions.