

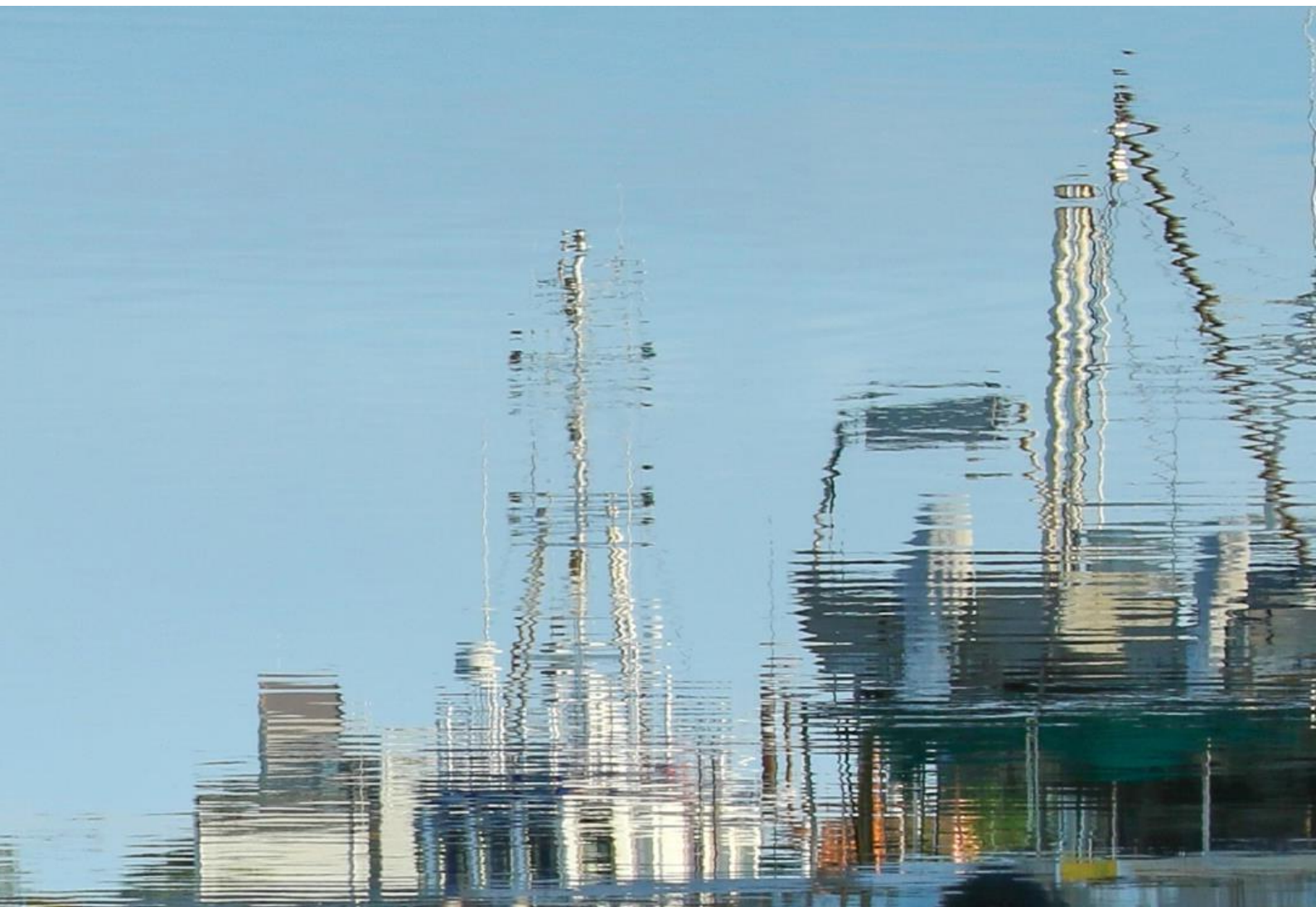
**SEAFOOD & MARITIME**

**SMIT**



**INDUSTRIES TRAINING**

**Student Handbook**



**2019**

You are entering the first stage of a very demanding and hopefully satisfying career within the Maritime Industry. SMIT has worked hard towards ensuring that training for our students is of a high standard and in line with the Australian Quality Training Framework guidelines and practices. This ongoing development and delivery are vital for our future and the safety and prosperity of our fisheries in the Northern Territory and beyond.

Our highly qualified Training Staff will provide you with the skills necessary for you to properly perform your job. Your attitude and willingness to learn will greatly affect your outcome.

SMIT wants to make your study experience with us worthwhile and beneficial to your future career options in the ever-changing environment that we live in. Studying with us will expose you to a variety of experiences and challenges and our courses will provide you with a mix of theory and practical training. We will work closely with you to ensure you get the most benefit to start or continue in your careers.

We hope each of you accept the responsibility of maintaining the highest ethical and professional standards and that you will apply the skills of modern seafaring practice to your work activities when you have completed your training.

We wish you all well in your future careers.

Staff  
Seafood and Maritime Industries Training

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## Introduction

**Seafood & Maritime Industries Training** was established in August, 1995 and originally located at the Darwin Wharf Precinct. It was moved to the Fisherman's Wharf Precinct at Frances Bay in 1997, and then relocated in January, 2012 to its current location in Winnellie.

The current training facility contains four training rooms, including a specific radio communication training room that houses a Nautis DNV Class full mission bridge simulator. The simulator is designed for specialised ship handling, manoeuvring and Radar training of coxswains.

Seafood & Maritime Industries Training Ltd (SMIT) is a progressive, industry-based Registered Training Organisation providing training for people involved in maritime transport, seafood (fisheries) and tourism industries as well as oil and gas. SMIT is also a not-for-profit organisation. It provides a range of training courses as well as being involved in national projects for the development of the maritime certificate curriculum.

Courses are accredited by the Australian National Training Authority. The Maritime qualifications gained through SMIT are credit transferable and articulated all around Australia.

Core training includes certification courses for marine qualifications in accordance with the National Standards for Commercial Vessels for Masters, Skippers and Engineers for vessel operations. SMIT is the sole provider and has no contracts or affiliation with other RTO's.

Professional development programs for trainers, supervisors, executives and managers are available and every effort is made to provide for innovative and flexible methods of training. The organisation can customise courses for industry, community and individual requirements and deliver at your work place or at SMIT facilities.

The teaching staff comprises of highly trained assessors and work place trainers who also hold professional qualifications in the maritime and seafood industries.

## About this handbook

This student handbook has been designed as a tool for students to use throughout their study with Seafood and Maritime Industries Training (SMIT). It provides information about our training, staff as well as policies and procedures that are relevant to you. At the end of this document you will find a signoff sheet agreeing that you have read and understood your obligations whilst you are training at SMIT. Please hand this in along with your enrolment form.

## Our values

To ensure that we achieve our mission it is important that we adhere to our values and work within a culture that is beneficial and enjoyable for staff and students. Our values include:

- Consideration and respect for all of our students, staff, providers and visitors
- Honesty, integrity and transparency at all times
- The demonstration of initiative to efficiently utilise organisational resources, improve our systems and help others improve their effectiveness
- Demonstrate strength of service by providing products and learning pathways that assist our clients and value the views of these clients to assist with continuous improvement.

## Our Service Commitment

SMIT is committed to providing quality training and assessment services to its learners. 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 students, supporting them through their career;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainers 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.

## Training Programs

SMIT delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for clients and industry.

- **Master up to 24 metres.** This is the equivalent of the Master 5 qualification. You can command a vessel up to 24 meters long in the EEZ. (Exclusive Economic Zone) You can also act as Chief Mater or deck watch-keeper on a vessel up to 35 metres in the EEZ, or, Chief Master or deck watch-keeper in inshore waters on a vessel up to 80 metres. {*MAR30913 Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)*}
- **Marine Engine Driver Grade 2.** You can act as a Chief Engineer on a vessel with propulsion power up to 750kW, in the EEZ, or Second Engineer on a vessel with propulsion power up to 1500kW, in the EEZ. *MAR30813 Certificate III in Maritime Operations {(Marine Engine Driver Grade 2 Near Coastal)}*
- **Marine Engine Driver Grade 3.** This qualification is suitable for people who work in the maritime industry operating as Chief Engineer on vessels with propulsion power up to 500 kW and Second Engineer on vessels with propulsion power up to 750 kW, in the EEZ. {*MAR20413 Certificate II in Maritime Operations (Marine Engine Driver Grade 3 Near Coastal)*}
- **Coxswain Grade 1.** Those who hold a Coxswain Grade 1 qualification can command a commercial marine vessel up to 12 metres in length with propulsion power that is unlimited for an outboard engine or up to 500 kW for an inboard engine. {*MAR20313 Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)*}
- **Coxswain Grade 2.** Those who work as a Coxswain Grade 2 can command a commercial marine vessel up to 12 metres in length, with propulsion power that is unlimited for an outboard engine or up to 100 kW for an inboard engine that is not carrying passengers. {*MAR10413 Certificate I in Maritime Operations (Coxswain Grade 2 Near Coastal)*}
- **Marine Radio:**
  - Long Range Operator's Certificate of Proficiency
  - Short Range Operator's Certificate of Proficiency (VHF)
- **Survive at Sea.** This forms part of the Shipboard Safety Skill Set, which SMIT is qualified to deliver, with completion of the Survive at Sea course, and an approved Fire Warden Certificate from an accredited Fire Fighting Registered Training Organisation.

All courses form part of the national MAR (Maritime - Release 4) Industry Training Package. See [www.training.gov.au](http://www.training.gov.au) for complete requirements for each qualification.

A current AMSA recognised First Aid Certificate is a pre-requisite for most Maritime Qualifications. Please refer to course guidance notes for pre-requisites.

An AQF approved Qualification Testamur (Certificate of Completion), or Statement of Attainment will be issued by SMIT only after completion of all units within the qualification.

If a student should leave prior to completing the course, they have a 12-month period to complete the course.

It is your responsibility to check for your exam results and the collection of certificates.

Before the commencement of your study at SMIT you must consider if you have the required sea time for approval to obtain your final AMSA Certificate of Competency. You will submit your sea-time application with your AMSA Application after you have completed your Qualification with SMIT, and you have obtained all of the prerequisites.

## Competency Based Training

Competency based training (CBT) is a style of education that focuses on what you can achieve in the workplace after completing a course, or because of your workplace training and experience.

When you complete a competency-based training course, you will have the skills and knowledge you need to complete specific workplace activities at an industry standard of performance, in a range of work environments and situations. The chart below shows you the approximate time it would take most students to gain the skills and knowledge for a particular qualification level. This is taking into account all training and assessment as well as on the job training.

Qualifications	Time
<ul style="list-style-type: none"> <li>Graduate diploma</li> <li>Bachelor honours degree</li> </ul>	<ul style="list-style-type: none"> <li>0.5 to 1 year</li> <li>1 year</li> </ul>
<ul style="list-style-type: none"> <li>Bachelor degree</li> </ul>	<ul style="list-style-type: none"> <li>3 to 4 years</li> </ul>
<ul style="list-style-type: none"> <li>Advanced diploma</li> </ul>	<ul style="list-style-type: none"> <li>1.5 to 2 years</li> </ul>
<ul style="list-style-type: none"> <li>Diploma</li> </ul>	<ul style="list-style-type: none"> <li>1 to 2 years</li> </ul>
<ul style="list-style-type: none"> <li>Certificate IV</li> </ul>	<ul style="list-style-type: none"> <li>0.5 to 2 years</li> </ul>
<ul style="list-style-type: none"> <li>Certificate III</li> </ul>	<ul style="list-style-type: none"> <li>1 to 2 years</li> </ul>
<ul style="list-style-type: none"> <li>Certificate II</li> </ul>	<ul style="list-style-type: none"> <li>0.5 to 1 year</li> </ul>
<ul style="list-style-type: none"> <li>Certificate I</li> </ul>	<ul style="list-style-type: none"> <li>0.5 to 1 year</li> </ul>

## Assessment

The following etiquette guidelines will help foster a healthy learning environment.

SMIT is committed to providing reliable, valid and fair assessments that are cost effective to enable students to achieve the required outcomes in a reasonable time period. Every effort is made to ensure the fairness of assessments. To this end, SMIT uses standard assessment criteria. This criterion is supplied with the assessment tasks of each unit to ensure all students are aware of the requirements for the achievement of competence. Instructions for assessment tasks/activities are made clear and explicit in the unit workbook and you are allowed a reasonable and specified time to complete assessment tasks.

Assessments are written with practical based exams. You will be required to complete the practical component on board a local chartered vessel. Your exams will be marked by an appointed SMIT and AMSA approved assessor.

To gain your final Certificate of Competency, you are required to mail the required documents directly to AMSA. Please see their website for further information: <https://www.amsa.gov.au/qualifications-training>

All radio examinations will be sent to the Australian Maritime College in Launceston for marking and issuing of licences. You should receive your licence within three weeks.

If you have any queries about the outcome of your exams, please speak to your trainer.

## Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to 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.

SMIT 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. SMIT has policies and procedures in place for dealing with assessment malpractice.

- **Cheating**

All assessments must be 100% your own work. Cheating or the use of another person's work and submitting 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 unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

- **Plagiarism**

Plagiarism is the act of taking another person's writing, conversation or idea and passing it off as your own. This includes copying and pasting information from web pages, books, articles or any other medium. You must not copy another student's assessment.

If a trainer has reason to believe that a student has engaged in academic misconduct, the General Manager will be notified and will investigate the matter.

## Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. The entry/exit sheet is located at the front reception desk which you must sign every time you enter the facility. Your trainer may also have attendance sheets they will require you to sign. Client attendance in class is paramount to successful completion of learning and assessment outcomes. Clients are expected to be in attendance for all training sessions.

It is expected that clients arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences. If you are absent from class, it is your responsibility to catch up on any work missed. If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or SMIT administration personnel. Other arrangements may be made, including self-paced learning or alternative training dates.

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and classes.

## Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. 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 SMIT 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 being unfit to participate in learning activities.

### **Respect for others**

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. SMIT retains the right to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any etiquette requirements which appear 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.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.



## Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **15 minutes** duration for - Morning and afternoon tea breaks
- **1 hour** duration for - Lunch breaks

## What you will need to bring with you

Notebook, calculator, eraser, pens, ruler, parallel rule set and protractor. Please contact SMIT front office, speak to your trainer or refer to the Course Information Flyer to check for any other material you may need to bring.

## Change of Personal Details

Clients are required to ensure their personal details recorded with SMIT are up-to-date at all times. Should your circumstances or details change please update your record through Administration at the front of the building.

## Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training.

Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments – no singlets or clothing with offensive slogans etc.
- Appropriate footwear must be worn at all times – no thongs permitted
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.

## Payment Details

A deposit is required to secure your enrolment in a course of study. Full payment is required prior to commencement of the course. Alternatively, SMIT staff are happy to discuss a payment plan with you. We accept Cash, cheque, Credit Card, EFTPOS, and bank transfer.

A purchase order is required if an employer is paying for the course.

- Please see refund guidelines in the finance section of the enrolment form.
- SMIT reserves the right to cancel a course if the numbers do not meet the minimum requirement to commence the program.

If extra tuition is required to achieve competency, an hourly fee of \$40 will apply.

## Car parking

Please be respectful of the other business around the area. Under no circumstances are students to park inside of entry point to the property. There is a regular bus service to the Winnellie area. Please ring Darwin Bus for a schedule from and to your destination.

Park in this area 

SMIT office - front entrance. **X**



## Duty of Care – Work, Health and Safety

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which 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 SMIT can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

### You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by SMIT in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of SMIT;
- Ensure that you are not affected by the consumption of drugs or alcohol.
- At your first workshop, you will be shown the evacuation procedure. In the event of an emergency you will need to follow the instructions from your Trainer to safely exit the building. The safety of students is paramount and it is important that you do not leave the training premises without informing your Trainer.

## 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.

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

SMIT 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 take care to prevent work-related injuries to themselves and to others.

## Evaluation and Feedback

SMIT values all feedback from clients as it assists us to continuously improve the products and services we offer. Students are required to provide us with feedback, both positive and constructive.

Evaluation forms will be given to students during and at the end of their course of study. Please make sure that these are filled in and returned. Thank you in advance for your comments.

## Learner Support Services

SMIT understands that there may be times when personal issues may affect your ability to undertake your training. SMIT has identified a number of support services for clients who have special needs, or require additional support and assistance to undertake or complete their learning.

### Mentoring & Guidance

SMIT can provide clients with mentoring, coaching and guidance on course content, as well as effective learning and study techniques. Please ask your Trainer if you require further assistance.

### Language, Literacy Numeracy

During the enrolment process you addressed and progressed through the Language, Literacy and Numeracy component required by the RTO for compliance. However, you are encouraged to discuss with us your options for further language literacy and numeracy development if you think you might require extra tutoring.

## Resources

You will receive a copy of training and /or assessment materials as part of the entry into the course. Should you lose or misplace the materials you are provided, please see your trainer. It is suggested that students either scan or photocopy assessments before handing in to trainers in the unlikely event that they are misplaced.

## Mobile Phones

**All phones must be turned off or placed on silent** during training, as a courtesy to the Trainer/assessor and other clients. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made. If you need to receive a work-related call please excuse yourself from the class with as little disruption to other students as possible.

## Smoking

All staff, visitors and students must be two metres away from a doorway and three metres from an air conditioning unit when on SMIT premises.

## Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

### Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Knowledge and Skills evidence;
- Any pre or co requisites (if applicable).

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

### Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to 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 such as a demonstration on a piece of work equipment
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- 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 work, health and safety requirements
- Know the workplace rules and procedures

## Assessment

Assessment is an integral part of your learning if you wish to successfully complete 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 the process of collecting evidence and making judgement on 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 is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

Certification will only be given to clients who successfully complete all assessment requirements for each unit.

SMIT is required to meet stringent quality requirements in the conduct of all assessments.

SMIT has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to clients.

### Course Assessment

There will be assessment tasks 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 assessment to be completed after the course, as workplace performance is essential in competency-based learning.

### Presentation of Assessments/ Assignments

- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. SMIT does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- We endeavour to assess all work within 10 working days of receipt.
- Clients are entitled to resubmit assessments – further instructions will be given by your trainer/assessor as and if needed.

### Reasonable adjustments

Clients with disabilities are encouraged to discuss with SMIT any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

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 however be circumstances where it will not be reasonable or reasonably practicable for the SMIT to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

## Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension prior to the due date. Any requests on or after the due date will not be considered.

## Certificates

### Types of Certification

In general, four types of certificates are issued by SMIT. Certificates can only be awarded by SMIT 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 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. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a client attends a short course which is 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 on their enrolment form. The onus is on the client to ensure their address details are correct.

## Course Delivery

SMIT 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;
- Appropriate equipment and facilities.

Training and assessment methods used by SMIT meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the client. The provision of training often includes a blended approach with a combination of on and off-the-job methods. A number of 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
- Individual projects
- Trainer/facilitator instruction
- Practical activities
- Self-paced activities
- Workplace based training

## Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT);

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

SMIT aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by SMIT may seek recognition.

### 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 own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;

## Special Needs

Clients intending to enrol for training with the SMIT 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 successfully undertake training and assessment, prior to enrolment.

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

The Trainer, in collaboration with yourself, will assess the potential for you to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of your learning.

## Access and Equity

The ultimate aim of SMIT programs is to provide confident and well-trained mariners to operational areas of the Maritime Industries. In doing so we recognise that not everyone has the same abilities when it comes to learning new skills and behaviours. With this in mind we offer individual assistance if you have any problems meeting your training commitments due to numeracy, literacy or language problems. Resources used for assistance will come from within SMIT or external providers as the case dictates.

SMIT is committed to an environment that provides Equal Employment Opportunities and upholds the values of a workplace free from discrimination and harassment. If you feel you have become the target of discrimination or harassment or the teaching methods do not meet your learning needs ensure you speak to your Trainer as soon as possible.

## Assessment Appeals

SMIT ensures that clients have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of 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 lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have 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 SMIT website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the client.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. 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 make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.

### 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.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

### Appeal Outcomes

Appeal outcomes may include:

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



## Client Records

SMIT maintains an individual client file for every client who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, 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 storeroom. Only those SMIT personnel who need to have access to your file for training and assessment purposes can access it.

No other person/client can and will have access to your personal client file without your prior written permission.

If you would like access to your personal records simply contact the General Manager or the Quality and Compliance Manager.

## Complaints

SMIT has a fair and equitable process for dealing with 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/or 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 General Manager of SMIT or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise SMIT 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 one else 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 progress of the client in any current or future training. The rights of the complainant and respondent 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 Trainer / Assessor, or General Manager.

The client completes a Complaints Form to commence the process.

For further information, see SMIT Complaints Policy.

## Cancellation of course

SMIT reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Clients already booked in these courses will be notified at the earliest opportunity.

## Equal Opportunity

SMIT is committed to equal opportunity policies and principles, as they affect clients and employees to ensure the elimination of discrimination and harassment.

## Rights and Responsibilities

SMIT is committed to providing an environment which recognises and respects the diversity of employees, contractors and clients. SMIT is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and clients to work and study in a safe and healthy environment free from such behaviour.

SMIT will:

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

If an employee, contractor or client feels harassed, vilified or bullied, the employee, contractor or client is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or client feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Manager should be contacted.

As a client of SMIT, you have the responsibility to:

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

## **Harassment, Vilification and Bullying**

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

It is against the law for employees, contractors and clients to be harassed during the course of 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.

### ***Harassment***

In general, harassment is behaviour which is unwanted and 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/or 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 which 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.

### ***Bullying***

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. 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. It can occur between people such as managers and employees or contractors, co-workers and clients.

### **Sexual harassment**

SMIT will not tolerate sexual harassment in the learning or work environment. SMIT 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.

### ***Forms of sexual harassment***

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. Sexual harassment is any unwanted behaviour

of a sexual nature by one person to another at work or in a work-related setting. 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.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

## Use of Photo's

What is personal information security?

Section 6 of the Privacy Act defines 'personal information' as 'information or an opinion about an identified individual, or an individual who is reasonably identifiable.[10] This might include a person's name and address, medical records, bank account details, photos, videos and even information about what an individual likes, their opinions and where they work. <https://www.comlaw.gov.au/Series/C2004A03712>

SMIT takes the privacy of participants seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Australian Privacy Principles (APPs).

All information is kept in the strictest confidence. In some cases we are required by law or required by the Standards for NVR Registered Training Organisations to make learner information available to others such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority (ASQA). <http://www.asqa.gov.au/about/accountability-and-reporting/privacy-1.html>

Photography and Video privacy at SMIT Training Centre recognises that there are sensitivities relating to the taking of photographs and video. SMIT has a comprehensive policy relating to photo and video permissions which are applied to all Staff Learning and Development centre activities.

Please make sure you fill in the form on the following page and hand to your Trainer or the Front Administration desk.

**Student handbook acknowledgement**

**You must sign and hand this form along with your enrolment form prior to starting any course with SMIT.**

I acknowledge that I have received a copy of the Seafood and Maritime Industries Training student handbook.

I have read and understood the contents of this handbook and will act in accord with these policies and procedures.

I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult my immediate Trainer or the General Manager of SMIT.

Full Name: (please print)		
Signature:		Signature:
Training being Undertaken		
Date:		