

# Welcome to Maritime & Safety Training

## SECTION 1: GENERAL INFORMATION

RTO Name:	Maritime Safety Training
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Trading Name:	Maritime Safety Training
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# Student Handbook



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# Student Handbook



## WELCOME

Thank you for choosing MAST, we are looking forward to working with you to achieve your training and career goals. We are committed to providing high quality standards of vocational education and training, and aim to provide a productive and engaging atmosphere for students to collaborate and learn.

We will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavor will be made by staff to accommodate the training to meet your individual needs.

In this handbook, you will find information about our policies and procedures. If you have any suggestions on how we can improve our Policies and Procedures, please complete an “Opportunity for Improvement” form via your SMS portal and submit to the RTO Manager.

We sincerely hope your time at MAST is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

Key Contacts:

- **General Enquiries and Student Support:** 1800 716 607 | [info@maritimesafetytraining.com.au](mailto:info@maritimesafetytraining.com.au)
- **Complaints & Appeals and Opportunities for Improvement:** Accessible via your SMS Portal
- **Trainer Contact:** Your trainer will introduce themselves to you upon enrolment.

## CODE OF CONDUCT

This Code of Conduct outlines the standards of behaviour expected of all students while enrolled with our Registered Training Organisation (RTO). It is designed to ensure a safe, respectful, and productive learning environment for everyone.

Students are expected to:

- Treat trainers, staff, and fellow students with respect, fairness, and courtesy
- Follow all reasonable directions from RTO staff and trainers
- Attend scheduled training and assessment sessions punctually and participate appropriately
- Complete assessment tasks honestly and ethically
- Use RTO facilities, equipment, and resources responsibly and safely
- Comply with Workplace Health and Safety (WHS) requirements
- Respect the privacy and confidentiality of others
- Notify the RTO of any changes to personal details or circumstances affecting your participation
- Follow relevant policies including access & equity, harassment, discrimination, and complaints procedures

The following behaviours are not permitted:

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**Compliance Requirements (2024):** ✓ (D1 – Information and Transparency)

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- Harassment, bullying, discrimination, or threatening conduct
- Disruptive or unsafe behaviour in training or assessment environments
- Damage to property or misuse of equipment
- Attending training under the influence of drugs or alcohol
- Academic misconduct (cheating, falsifying information, plagiarism)
- Failure to comply with safety instructions

Breaches of this Code may result in action including:

- Verbal or written warning
- Requirement to attend counselling or support measures
- Suspension from training activities
- Cancellation of enrolment

All actions will be managed in accordance with RTO policies and procedures.

## COMPLIANCE WITH THE STANDARDS

MAST is responsible for ensuring ongoing compliance with the Standards for Registered Training Organisations, including where services may be delivered on the RTO's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of the RTO comply with the requirements of the National VET Regulator Framework and 2025 Standards, which includes the following:

- the Standards for Registered Training Organisations (RTOs) 2025
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements 2025
- the Financial Viability Risk Assessment Requirements 2025
- the Data Provision Requirements 2020

We will ensure that compliance applies across all of its operations within the RTO's scope of registration, as listed on the National Register (<http://www.training.gov.au>)

MAST has policies and procedures in place for ensuring compliance with the National VET Regulator Framework and 2025 Standards, which are distributed to Staff and Students as part of their induction process, these policies and procedures include how the RTO will comply.

## TRAINING PRODUCT REQUIREMENTS AND DELIVERY CONDITIONS

MAST delivers training and assessment strictly in accordance with the requirements of the relevant Training Product (training package or accredited course).

Training products specify how training and assessment must be delivered, including any mandatory:

- workplace requirements
- practical hours
- assessment conditions
- delivery modes (blended, self-paced, face to face, workplace based, online)

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Where the training product requires training or assessment to occur in a real workplace or specific environment, simulation will only be used where explicitly permitted and will not replace mandatory workplace evidence.

Students will be advised prior to enrolment of the delivery mode, assessment conditions and any workplace or practical requirements applicable to their course.

## STUDENT RESPONSIBILITIES

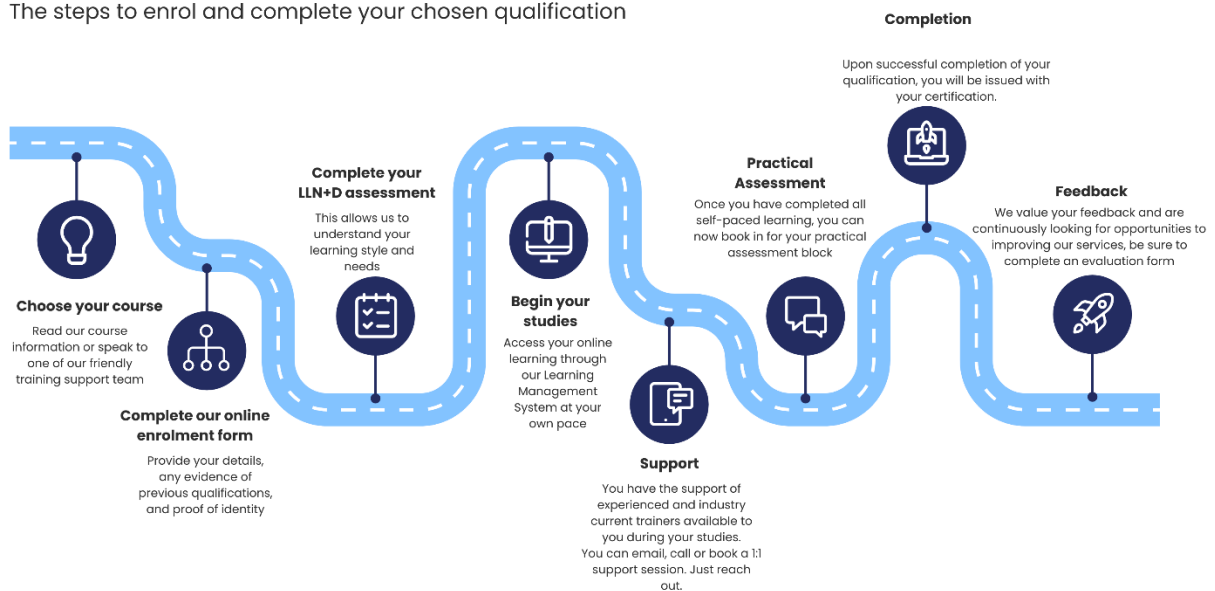
As a student with MAST, you are responsible for your own actions, this includes:

- Complying with the policies and procedures within the Student Handbook
- Participating in all training activities by asking questions and interacting with other students
- Completing all self-paced requirements prior to attending practical blocks of training
- Informing the Trainer if you have a change in support requirements, especially if it will affect your training and assessment.
- Thinking of the classroom as your workplace.
- Dressing appropriately for the classroom, as if you would dress for your workplace
- Completing all assessment requirements required to determine your competency
- Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment
- Pay all course fees prior to course completion
- Surround yourself with other students who can help you.
- Acting with honesty, integrity and authenticity at all times.

## STUDENT JOURNEY

### Student Journey

The steps to enrol and complete your chosen qualification



# Student Handbook



## ENROLMENT AND SELECTION

All students are required to complete an Online Enrolment Agreement Form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, course suitability, RPL or Credit Transfer and the relevant statistical information required for AVETMISS reporting.

The enrolment form also includes our Terms and Conditions of enrolment, including student's rights and responsibilities. Students are required to sign the declaration to acknowledge their agreement with the RTO's terms and conditions.

A copy of the Enrolment Agreement Form will be supplied to the learner and kept on file in our Student Management System, in line with the Australian Consumer Law requirements, prior to course commencement.

The RTO Manager is responsible for ensuring each student has completed an enrolment form prior to course commencement.

Following is a list of "Terms & Conditions of Enrolment" listed on the Enrolment Agreement Form:

- Enrolment and Selection
- Consumer Guarantee
- Course Fees, Payments and Refunds
- Fee Protection
- Cooling Off Period
- Complaints and Appeals
- Credit Transfer
- LLN+D
- Support Services
- Legislative and Regulatory Requirements
- Workplace Health and Safety

The Enrolment Agreement Form also includes:

- Confirmation that the RTO is responsible for compliance of training and/or assessment
- Confirmation that the RTO is responsible for issuance of AQF certification documentation
- The learner's rights if the RTO or third party closes or ceases to deliver the agreed training and/or assessment

To assist students in choosing a suitable course, MAST provide information support via phone or email to provide clarity and pathway options individually.

In addition to the above:

1. The student is responsible for notifying MAST if they have a medical condition or disability or require assistance in their training.

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2. A deposit of \$150 must accompany enrolment to secure a placement within a course; this fee is also the non-refundable Administration Fee.
3. It is the student's responsibility to note the date, time and location of the course as advertised, including requirements of self-paced completion prior to practical attendance.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
8. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
9. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst within the RTO's premises.
10. If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

## COURSE FEES, PAYMENTS, REFUNDS AND CERTIFICATION

1. Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees.
4. Refunds may be made in the following circumstances:
  - Participants have overpaid the administration charge
  - Participants enrolled in training that has been terminated by the RTO
  - Participant advises the RTO prior to course commencement that they are withdrawing from the course
  - If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
  - If the RTO fails to provide the agreed services
5. A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course Flyer for the deposit amount required.

# Student Handbook



6. A non-refundable **administration fee of \$150** is required to be paid prior to course commencement. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee. **If the total course fee is less than \$150**, then the total of the course is to be paid prior to course commencement to secure a place within the course.
7. No refunds will be issued once the student has commenced the course
8. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$40** will be charged for physical copies of certification.
9. **The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion.**
10. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
11. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
12. There will be no reassessment fee, unless stipulated on the course flyers. If a reassessment fee is applicable, this fee will be included on the course flyer.
13. If a student is deemed not yet competent by the third attempt, they will be required to withdraw from the course.
14. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

## COOLING OFF PERIOD

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

## PAYMENT PLANS

For fees that are more than \$1,500, a payment plan will be offered on the course flyer for each individual course, unit or skillset.

A deposit to be paid prior to course commencement, this includes a non-refundable administration fee of \$150.

## CONSUMER GUARANTEE

We guarantee that the services provided by MAST will be:

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**Compliance Requirements (2024):** ✓ (D1 – Information and Transparency)

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- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

## If the guarantee is not met:

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals Section for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is **minor** and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

MAST is not required to provide a remedy or refund if a consumer:

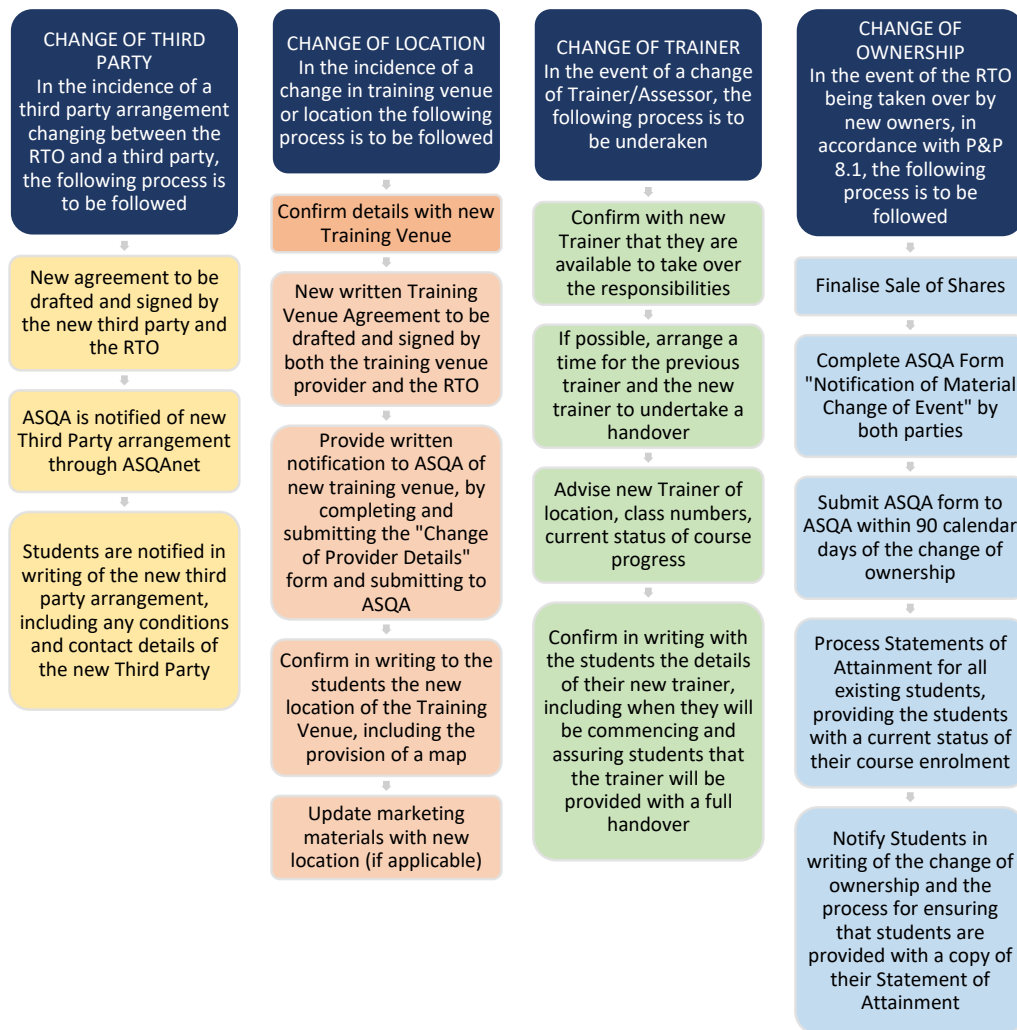
- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can purchase the training elsewhere

# Student Handbook



## CHANGES TO AGREED SERVICES

Where there are any changes to the agreed services that will affect the learner, including in the event of MAST closing down, the RTO will advise the learner in writing within 10 business days of the event, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.



## THIRD PARTY ARRANGEMENTS

# Student Handbook



Where any part of training and/or assessment is delivered by a third party, MAST remains responsible for compliance with the Standards for RTOs 2025, the quality of training and assessment, and the issuance of AQF certification documentation.

Students will be informed prior to enrolment of any third-party involvement in the delivery of their training and assessment.

## TRAINING EVALUATION FORMS

Students will be provided with a Training Evaluation Form to collect feedback on the delivery of training and assessment, including training facilities, the trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

During practical completion of each training program a Training Evaluation Form is provided via physical form or online link, to the participants for completion. The feedback is to be gathered and analysed, and the relevant trainer will prepare a summary of the evaluations to be given to the RTO Manager for reviewing at the monthly Quality and Compliance Meetings.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, clients, students and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training. These discussions are to assist in the revision and adjustment of training material and delivery methods and enable to trainers' professional development.

Any complaints identified from feedback are to be recorded in an Opportunity for Improvement Form for action. Once action has been taken the Opportunity for Improvement Form is electronically filed and entered into the Opportunity for Improvement Register. Forms filed are reviewed at the monthly Quality and Compliance Meetings. Students may be asked to provide further information.

## LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLN+D)

Once enrolment is complete, you will receive an email inviting you to complete a LLN+D Assessment. This gives your trainer an idea of the type of learner you are, and if any additional support is required during your training and assessment with us.

LLND support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff within the RTO can provide students with support to assist the student throughout the learning process.

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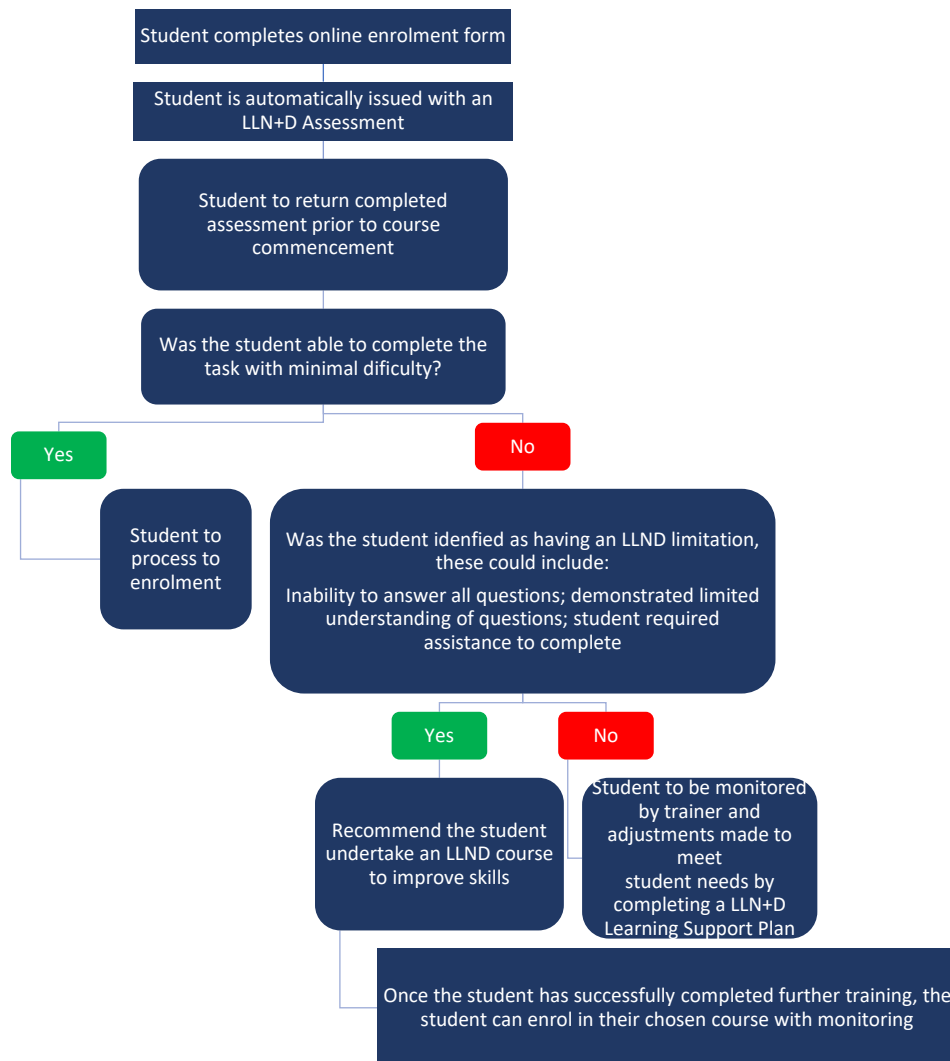


Language, Literacy, Numeracy and Digital skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training are required to undertake an LLND Assessment, unless the student currently holds a Certificate III qualification or above, or can demonstrate equivalent industry experience.

The LLN+D process is as follows:



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## STUDENT PROGRESS MONITORING AND SUPPORT SERVICES

Student progress will be monitored by the Assessor, in conjunction with the RTO Manager, to ensure that each student's academic, wellbeing and cultural support needs are being appropriately identified and addressed.

The Trainer is required to submit a monthly Trainer Report to the RTO Manager outlining student attendance, academic progression, engagement levels, workplace feedback (where applicable), and any identified support requirements. Where a student is identified as being at risk of non-completion, an intervention plan will be developed in consultation with the student and, where appropriate, their employer and/or parent/guardian.

### Support Services

The RTO recognises and values the diversity of its student cohort and is committed to providing a safe, inclusive and culturally respectful learning environment for all students.

The RTO actively supports:

- Students from culturally and linguistically diverse (CALD) backgrounds
- First Nations students
- Students with disability
- School Based Apprentices and Trainees
- Students experiencing personal or educational disadvantage

All students are encouraged to express their learning, cultural or personal support needs at any stage of their training experience, beginning at enrolment and induction and continuing throughout the duration of their course.

The RTO is committed to providing additional support, advice and assistance where required to ensure quality training and assessment outcomes. Students are advised to make an appointment with their Trainer in the first instance. If further assistance is required, the student may schedule an appointment with the RTO Manager to discuss appropriate support strategies.

### Wellbeing Support

Your wellbeing matters to us. As an RTO, we are committed to providing a safe, respectful and supportive learning environment where all students feel valued and able to succeed. If you are experiencing personal, health, financial or study-related challenges that may impact your training, we encourage you to speak with our team.

We can provide confidential support, including:

- Assistance with study skills and time management
- Language, literacy and numeracy (LLN) support
- Reasonable adjustments for learning or assessment
- Flexible arrangements where appropriate
- Referral to external professional services where additional support is required

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All wellbeing discussions are handled sensitively and in accordance with our Privacy Policy. Seeking support will not disadvantage you in your course, instead early communication helps us work with you to find appropriate solutions and keep you on track.

If you need support, please contact our administration team or your trainer as soon as possible so we can assist you.

## Cultural Diversity and First Nations Support

The RTO promotes culturally safe practices and recognises the importance of respecting and valuing Aboriginal and Torres Strait Islander cultures, histories and contributions.

To support First Nations students, the RTO will:

- Foster a culturally safe and inclusive learning environment
- Encourage students to disclose cultural support needs if they wish
- Provide flexible learning arrangements where appropriate
- Engage respectfully with community support services where required
- Consider cultural obligations when scheduling training or assessment
- Provide opportunities for students to discuss any cultural concerns confidentially
- Refer students to local Aboriginal support services or advocacy organisations where appropriate

The RTO also ensures inclusive language, imagery and delivery practices are used in all training materials and classroom environments.

Where appropriate, consultation with local community representatives or support agencies may occur to ensure culturally responsive training practices.

## Additional Support Services May Include

- Learning support
- Assistance when applying for Recognition of Prior Learning (RPL) or Credit Transfer
- Determination of whether specialist support equipment or personnel is required
- Application of reasonable adjustments to training and assessment
- Clear written and/or verbal briefings on assessment processes
- Provision of or access to assistive technology
- Additional tutorials or study sessions
- Assistance with digital literacy and use of technology
- Adjustment to equipment or learning environment
- Referral to Language, Literacy, Numeracy and Digital (LLN+D) assistance
- Mentoring
- Referral to counselling or wellbeing services
- Grievance and conflict resolution support
- Stress management strategies
- Access and equity guidance

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- General student welfare and support

All reasonable adjustments will be documented in accordance with RTO policy and the Outcome Standards for RTOs (2025).

## Early Intervention

Any genuine difficulties experienced by a learner in completing the program within the allocated timeframe must be brought to the attention of the RTO Manager at the earliest opportunity. Early identification allows appropriate intervention strategies to be implemented to support successful course completion.

The RTO remains committed to equitable access, culturally respectful practices and student-centred support to ensure that all learners are provided with the opportunity to achieve competency and succeed in their chosen industry pathway.

## SUPPORT SERVICES FORM

### Student Support Process

This process is for identification and implementation of student support



#### Identity

Student advises of disability or the need for student support on the Enrolment Agreement Form

#### Organise

MAST will arrange a time to discuss requirements with the student prior to course commencement

#### Implement

Discuss the needs of the student and implement a support plan

#### Refer

If required, refer to MAST Support Services List for additional support

#### Complete

Complete the Support Services Form

The Support Services Form is to be used by the RTO staff to record any counselling they may have undertaken with a student, including any discussion about providing extra support or referral to the Support Services List. This form is available from the SMS upon request.

In this form trainers will include any of the following:

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- Discussions raised by students that may be of a concern, this may have been during class or individually
- Referrals to other Support Services that may have been advised or discussed with the student
- Any discussion on disabilities that the student has disclosed, whereby they may need further assistance
- Discussions on any adjustments to training that may be required to meet student needs. Trainers may also complete an Adjustment Plan following discussion with the student to identify a strategy to provide suitable support and assistance.
- Discussions on Language Literacy and Numeracy and referral to third parties

Upon completion of the Support Services Form the staff member or trainer submit this form to the RTO Manager and arranges a time to discuss the student needs.

All completed Support Services Forms are discussed at our monthly Quality and Compliance Meeting to monitor student progress.

## SUPPORT SERVICES AND LIST

Support services are provided to enable students to successfully complete their training and meet the requirements of the Training Product.

Any reasonable adjustments or support provided will not compromise assessment integrity or competency outcomes.

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided at the enrolment stage to all students.

If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

## PRINCIPLES OF ASSESSMENT AND THE RULES OF EVIDENCE

Assessors are responsible for ensuring that all assessments are conducted in accordance with the principles of assessment and the rules of evidence.

**Principles of assessment** are required to ensure quality outcomes. Assessments should be fair, flexible, valid and reliable as follows:

**Fairness:** Fairness requires consideration of the individual candidate's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully

# Student Handbook



informed about, understands, and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

**Flexible:** To be flexible, assessment should reflect the candidate’s needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and, support continuous competency development.

**Validity:** There are five major types of validity: face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence.

Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group

**Reliability:** There are five types of reliability: internal consistency; parallel forms; split-half; inter-rater; and, intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.

Following is a guide to what should be in the assessment tools to meet the “Principles of Assessment”:

- Elements addressed (to levels as defined in performance criteria)
- Knowledge evidence/required knowledge addressed
- Performance evidence/required skills addressed
- Assessment conditions/critical aspects of evidence addressed
- Context and consistency of assessment addressed to appropriate AQF level
- Assessment of knowledge and skills is integrated with their practical application
- Assessment uses a range of assessment methods
- Criteria defining acceptable performance are outlined for all instruments
- Clear information about assessment requirements is provided (for assessors and students)
- Allows for reasonable adjustment and provides for objective feedback
- Considers dimensions of competency and transferability

**Rules of evidence** are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

# Student Handbook



- Validity:** Assessment evidence considered has direct relevant to the unit or module’s specifications.
- Sufficiency:** Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.
- Authenticity:** To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate’s own work.
- Currency:** Currency relates to the age of the evidence presented by candidates to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.

Following is a guide to what should be in the assessment tools to meet the “Rules of Evidence”:

Validity	Assessment evidence considered has direct relevance to the unit or module’s specifications
Sufficiency	Sufficient assessment evidence is considered to substantiate a competency judgement
Authenticity	Assessment evidence gathered is the learner’s own work
Currency	Competency judgements include consideration of evidence from the present or the very recent past

In order to ensure that assessment activities/tasks meet the Principles of Assessment and the Rules of Evidence requirements, which includes meeting workplace requirements and to ensure the reliability and flexibility of assessment, all assessment activities/tasks must be validated.

## DECLARATION OF WORK

Throughout the LMS appropriate assessments require students to acknowledge a declaration that the work submitted is their own work and that they have kept a copy of their assessment task for their reference. This also provides a mechanism for the assessor to provide feedback to the student as well as their result for work completed.

## RECOGNITION OF PRIOR LEARNING (RPL)

All students are eligible to apply for Recognition of Prior Learning and are advised of this on the back of the Enrolment Agreement Form and on the course flyer.

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Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed.

## RPL KIT

The RPL Kit is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

Following is the process for applying for RPL using the RPL Kit:

- Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit

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**Outcome Standards for RTOs (2024):** ✓ (Standard 2.1, 2.2)  
**Compliance Requirements (2024):** ✓ (D1 – Information and Transparency)

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- RTO to supply the RPL Kit and explain the process for RPL
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded to the RTO for Certificate issue.

## HOW COMPETENCY IS DETERMINED

Assessment in the VET system is competency-based. This means students are assessed on their ability to consistently perform tasks and demonstrate knowledge to the standard required in the workplace. To be deemed competent, a student must successfully meet **all assessment requirements** of a unit of competency, including performance evidence, knowledge evidence and assessment conditions. Demonstrating part of a unit or completing training without meeting all assessment requirements does not result in a competent outcome. Assessors make independent and evidence-based judgements in accordance with the Training Product requirements and the Principles of Assessment and Rules of Evidence.

## CHEATING AND PLAGIARISM

MAST will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, MAST may come to one of two decisions:

- It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.
- It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing. If you believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the RTO manager of the program within one week of the penalty being imposed, by submitting a complaints and appeals form. Students can access the complains and appeals form via their SMS portal.

# Student Handbook



The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated and a decision will be advised to you within a week of your appeal. If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

## DEFINITION OF CHEATING

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

## DEFINITION OF PLAGIARISM

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas arrived through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e. quotation marks, footnotes, or commentary. Examples of plagiarism include, but are not limited to the following: the submission of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks (or other means of setting apart, such as the use of indentation or a different font size) when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs or part thereof without giving credit.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a Trainer/Assessor.

It is not cheating to:

# Student Handbook



- discuss assignments with your Trainer/Assessor or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

## USE OF AI

We recognise that Artificial Intelligence AI tools may support learning productivity. However, AI must be used ethically and transparently, and must not compromise the validity, authenticity, or integrity of training and assessment.

Students must not use AI to:

- Submit AI-generated work as their own without disclosure
- Use AI to complete assessments that are required to demonstrate their own skills and knowledge
- Use AI during supervised assessments unless expressly permitted

Where AI tools are used to assist with assessment tasks, students must clearly declare how the tool was used.

## OPPORTUNITY FOR IMPROVEMENT

We value your feedback and suggestions. A key process for managing continuous improvement throughout the RTO is through identifying "Opportunities for Improvement", these can be improvements to Training and Assessment, Customer Services or Management Systems.

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement.

The implementation of the actions identified in the Opportunity for Improvement Form will be reviewed and discussed at the Monthly Quality and Compliance Meetings. Following is the process for opportunities for improvement:

1. An opportunity for improvement is identified by a student or stakeholder
2. The student can access "Feedback and Suggestions" through their SMS portal
3. Complete the form and press submit. The form will then go to the RTO Manager.
4. The RTO Manager reviews the Opportunity for Improvement and identifies any action required for Improvement.
5. The RTO Manager enters the Opportunity for Improvement into the OFI tab of the Governance Register.
6. RTO Manager either then delegates the Opportunity for Improvement to be actioned by another staff member, or undertakes the Action to be completed.

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7. Once Actioned and finalised, update the previous OFI entry (step 5) within the OFI tab of the Governance Register.
8. The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.

## CERTIFICATION

In determining whether a student is competent/or not yet competent, the student is assessed against the requirements of the qualification, including the units of competencies performance criteria and assessment requirements within the units of competency.

Students are issued with a VET Statement of Attainment or VET Qualification once competency has been achieved and within 30 days of completion. The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification with the words "The qualification is recognised within the Australian Qualifications Framework".

## ACCESS TO RECORDS

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept electronically on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to submit a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

We will provide the student with access to their records as well as a Record of Results of the student's participation and progress within 5 days.

## ISSUANCE, ACCURACY AND WITHHOLDING OF CREDENTIALS

MAST issues AQF qualifications and statements of attainment in accordance with the regulatory requirements.

AQF certification documentation will only be issued where:

- all required assessment tasks have been completed and deemed competent
- all administrative requirements have been met
- a verified Unique Student Identifier (USI) has been provided
- all agreed fees have been paid in full

The RTO takes reasonable steps to ensure all credentials issued are accurate, authentic and verifiable.

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Certification may be withheld, cancelled or corrected where errors are identified, regulatory requirements are not met, or misconduct or fraud is substantiated.

## CREDIT TRANSFER

AQF Certifications issued by other Registered Training Organisations (RTO) are recognised by MAST, this enables individuals to receive national recognition of their achievements.

Students are able to apply and submit evidence for credit transfers during enrolment via the online enrolment form.

In order to apply for a credit transfer, the student is required to complete the following steps:

1. Attach a certified copy of the authenticated VET transcript from the other RTO and highlight the units you wish to have applied to your current enrolment
2. The RTO staff will then verify the units with the issuing RTO or via [www.usi.gov.au](http://www.usi.gov.au)
3. If the student is eligible, the result of CT should be applied to the unit within the SMS
4. Students can view successfully applied credit transfers within their SMS portal.

## UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier (USI) scheme enabled by the *Student Identifiers Act 2014*, is a mandatory requirement for all nationally recognised training delivered by an RTO in Australia and allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Upon enrolment, you will be required to provide your USI, which will then be verified by a student support officer.

If the student does not currently have a USI, the RTO can apply for a USI on their behalf, by providing the following forms of ID to the RTO:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card (international students)

All students who do not currently have a Unique Student Identifier (USI) in place and want the RTO to apply for a USI on their behalf, will be issued with a USI Privacy Notice. The student will be required to sign this form prior to the RTO setting up the students USI.

For more information, please refer to the following <http://usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>

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## SECURITY OF THE STUDENT USI

The RTO will ensure the security of USIs and all related documentation for verifying the student identity, all personal information collected solely for the purpose of applying for a USI on behalf of a student will be destroyed in manner that will keep all personal information confidential, this includes digital and hard copy of records.

The following process is in place for ensuring the security of a student's USI:

- Only authorised personnel will have access to a student's personal information, for both hard copy and electronic records.
- Strong passwords on all network-connect computers are in place, which is only accessible by authorised personnel.
- Back-up copies of the SMS are automatic as the Database is cloud based.

## COMPLAINTS POLICY

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

Students and staff will not be disadvantaged for lodging a complaint or appeal.

This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another student
- b) Student wishes to raise a complaint against the RTO
- c) Student wishes to raise a complaint about a Third Party
- d) RTO staff wishes to raise complaint about a Third Party
- e) Staff wishes to raise a complaint about another staff member or a student

## COMPLAINTS PROCESS

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form via their SMS portal. Once the form has been completed, the form is submitted to the RTO Manager for review.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

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**Compliance Requirements (2024):** ✓ (D1 – Information and Transparency)

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1. Formal complaint is received by the complainant to the RTO via Complaints and Appeals Form located within the SMS portal
2. A written acknowledgement of receipt of the Complaints and Appeals Form will be forwarded to the complainant following receipt by the RTO Manager within 5 business days
3. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties
4. Grievances are kept confidential to protect the complainants
5. All Complaints and Appeals are to be reviewed at the monthly Quality and Compliance Meetings.
6. The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under “Recommended Action Required for Improvement”.
  - a. An initial meeting is to be held within 10 business days
  - b. If further investigation is required, this should be completed within 60 calendar days
7. Each appellant:
  - a. Has an opportunity to formally present his or her case
  - b. Is given a written statement of the complaint outcomes, including reasons for the decision
8. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.
9. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
10. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO
11. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.
12. Complaints and Appeals received are to be entered onto the Complaints and Appeals tab within the Governance Register
13. If the RTO determines that the complaint process cannot be finalised within 60 calendar days the RTO Manager will:
  - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
  - b. Will regularly update the complainant or appellant on the progress of the matter

*Complaints and Appeals* are to be actioned by the appropriate staff member and filed into the *Complaints and Appeals Tab within the Governance Register* and a copy saved onto the student file in the SMS.

All *Complaints and Appeals* are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

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- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>)  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.  
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- Australian Skills Quality Authority (<http://www.asqa.gov.au/complaints/complaints.html>)
- Consumer and Business Services SA (<http://www.cbs.sa.gov.au/wcm/>)

There is no cost involved with lodging a complaint with MAST.

## ASSESSMENT APPEALS POLICY

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- a) Student disagrees with the result given by their Assessor (including Third Party)
- b) Student wishes to have their result reviewed by another Assessor
- c) Student wishes to be re-assessed for the same unit
- d) Student wishes to change the unit
- e) Student believes that they were discriminated against by the Assessor

## ASSESSMENT APPEALS PROCEDURE

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing Complaints and Appeals via the SMS portal, within 7 days of the initial discussion. Once a formal appeal is lodged a new Assessor will be appointed to resolve the appeal. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved during the appeal process.

Following is the process submitting an Appeal:

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1. Student receives a result for an assessment task of which they do not agree with the result
2. Student completed a Complaints and Appeals Form via their SMS portal
3. The form is submitted automatically to the RTO Manager who will confirm receipt
4. The RTO Manager will consult with the trainer/assessor and student individually
5. The RTO Manager is to follow the process on the *Complaints and Appeals Form* for the process under “Recommend Action Required for Improvement”
6. An initial meeting will be held within 10 business days
7. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged
8. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days
9. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed to identify any improvements on the process that may need to be made.
10. All Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals tab within the Governance Register.

All Complaints and Appeals are to be reviewed during the monthly Quality and Compliance Meetings. If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.

## Complaints and Appeals Flowchart

Ensuring ease and efficiency throughout your training journey



# Student Handbook



## COMPLAINTS AND APPEALS REGISTER

The RTO has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered into the Complaints and Appeals tab within the Governance Register and given a register number.

Complaints and Appeals that are placed into the register are reviewed and monitored each month at the monthly Quality & Compliance Meeting.

## FEE PROTECTION POLICY

Prepaid fees include all fees paid in advance from individual learners and prospective students. These requirements do not apply to employers engaging the RTO to provide training/assessment to its staff.

Fees include **all** fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Tuition Fees
- Fees for materials or resources
- Any other fee component that is a mandatory fee to complete the course

The RTO ensures that all fees are clear and transparent on the course flyer.

## THRESHOLD PREPAID FEE

The RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required prior to course commencement. Please refer to the course flyers for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

To protect students who prepay course fees in excess of \$1500, the RTO has in place the following policies:

- 1) If the RTO is unable to provide services for prepaid services, the RTO will place the student into an equivalent course such that:
  - a) The location is suitable to the student
  - b) The student receives the full services for which they have prepaid at no additional cost to the student; or
- 2) Students will be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
- 3) The RTO will not collect more than \$1500 prior to course commencement and progress payments will not exceed \$1500 instalments throughout the course.
- 4) If course fees are more than \$1500, progress payments will not exceed \$1500 and the remaining course fees will be evenly distributed across the duration of the course delivery.

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## INSURANCE

The RTO maintains public liability Insurance throughout its registration with adequate cover suitable for the RTO's size and scope of registration.

The CEO is responsible for ensuring that sufficient cover is in place to cover the usual risks associated with the operations of an RTO including coverage for training and assessment activities. Other insurances relevant to the RTO's operations include:

- Professional Indemnity,
- Workers compensation
- Building and Contents

## LEGISLATIVE AND REGULATORY REQUIREMENTS

When undertaking work experience, the student acknowledges that they must observe the employers Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts. In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training.

The student acknowledges that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

## STATUTORY EDUCATION LICENCE

Provisions under Part VB of THE COPYRIGHT ACT 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education licence. The Copyright Agency Ltd (CAL) administers the Statutory Education licence on behalf of the Attorney General's Department.

Any RTO electing to rely on this licence is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner. It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this licence an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct licence/subscription in place, or permission has been granted by the creator of the work.

## STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2025

The [Standards for Registered Training Organisations 2025](#) form part of the National VET Regulator Framework and 2025 Standards, a system which ensures the integrity of nationally recognised qualifications. These Standards set out the requirements that MAST are required to meet in order to be an RTO.

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RTOs are required to comply with these Standards and with the:

- *National Vocational Education and Training Regulator Act 2011* (C2024C00461 C2514 October 2024)
- National VET Regulator Framework and 2025 RTO Standards

Note – the *National Vocational Education and Training Regulator Act 2011*, or equivalent legislation covering VET regulation in a non-referring State, provides the VET Regulator with the powers necessary to carry out its functions. Nothing in these Standards may be read as limiting or diminishing those powers.

These Standards should be read in conjunction with the:

- Standards for Training Packages
- Standards for VET Accredited Courses
- Standards for VET Regulators

All employees, including contractors, of MAST are required to comply with the regulatory requirements of these standards across the RTO's operations and scope of registration. Compliance with the Standards includes ensuring that training products delivered by the RTO meets the requirements of training packages or VT accredited courses, and have integrity for employment and further study and ensure that the RTO operates ethically with due consideration of learners' and enterprises' needs.

## NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

The National Vocational Education and Training Regulator Act establishes the regulatory requirements for registration of a RTO's. The objectives of this act are:

- a) to provide for national consistency in the regulation of vocational education and training (**VET**); and
- b) to regulate VET using:
  - i. a standards-based quality framework; and
  - ii. risk assessments, where appropriate; and
- c) to protect and enhance:
  - i. quality, flexibility and innovation in VET; and
  - ii. Australia's reputation for VET nationally and internationally; and
- d) to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population; and
- e) to protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET; and
- f) to facilitate access to accurate information relating to the quality of VET.

Note 1: The standards-based quality framework mentioned in paragraph (b) consists of instruments made by the Ministerial Council, the Minister or the National VET Regulator.

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Note 2: These objects are subject to the constitutional basis for this Act (see Division 3).

## AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

Applicants and RTOs are required to comply with the [Australian Qualifications Framework](#) (AQF), in particular when developing materials or writing Training and Assessment Strategies. The AQF is the quality assured national framework of qualifications in the school, vocational education and training, and higher education sectors in Australia. The AQF Handbook outlines the requirements for setting up Certificates and Testamurs

## DATA PROVISION REQUIREMENTS 2012 (T)

The [Data Provision Requirements 2012](#) outlines the requirements for applicants and registered training organisations (RTOs) to capture and provide data to the regulatory body.

The data required relates to registration and performance information, including [quality indicator data](#) and information derived from the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

For a copy of the AVETMIS Standard go to <http://www.ncver.edu.au> and select Statistical Standards – VET Providers.

(Note: AVETMISS is revised from time to time to maintain relevance and appropriateness. The current version can be accessed from the NCVER website (above).

The Data Provision Requirements require relevant applicants and RTOs to show that they have adequate systems to capture and report on this data against the agreed quality indicators.

## PRIVACY PROTECTION ACT 2012 & PRIVACY ACT 1988

The RTO respects the importance of securing any form of personal information which is collected from the student (s) and/or other Stakeholders. The RTO promotes and conducts the following policy in accordance with the privacy Amendment (enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

### AUSTRALIAN PRIVACY PRINCIPLE 1 – OPEN AND TRANSPARENT MANAGEMENT OF PERSONAL INFORMATION

#### Types of information which will be collected and where it is held:

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**Outcome Standards for RTOs (2024):** ✓ (Standard 2.1, 2.2)  
**Compliance Requirements (2024):** ✓ (D1 – Information and Transparency)

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# Student Handbook



The RTO collects information for training purposes and compliance against NVR standards to ensure quality service is given to its students in an open and transparent way.

The information collected and stored in the RTO's AVETMISS database includes;

- Student Name
- Age, sex
- Contact information
- Record progress
- For more information, please refer to Clause 17.4 on page 90 for Records Management – paper based Policy and Procedure

## How information is gathered:

This information is collected for statistical purposes by the Government & regulating bodies. How the RTO gathers such information through the AVETMISS data collected on the enrolment form and the Q1 AQTF feedback form.

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## AUSTRALIAN PRIVACY PRINCIPLE 2 – ANONYMITY AND PSEUDONYMITY

Should the student and/or stakeholder choose to remain anonymous or use a pseudonym the individual has the right when it is lawful and practicable to do so.

In the case of enrolling into a nationally recognised qualification, all students must use the identity details on their photo ID which will be verified by the RTO.

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## AUSTRALIAN PRIVACY PRINCIPLE 3 – COLLECTION OF SOLICITED PERSONAL INFORMATION

### Personal information other than sensitive information:

The RTO will only collect personal information that is reasonably necessary for one or more of their functions or activities.

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## SENSITIVE INFORMATION

Sensitive information in which the RTO may collect and/or solicit, would be for lawful means as authorised by or under an Australian Law or a court/tribunal order. Should sensitive information relate to students health and safety, the RTO may collect this information with the consent of the individual or authorised by or under Australian Law.

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## AUSTRALIAN PRIVACY PRINCIPLE 4 – DEALING WITH UNSOLICITED PERSONAL INFORMATION

Should the RTO receive personal information although not solicited such information, they will determine as soon as practicable and lawful to do so, destroy the information or ensure the information is de-identified. The RTO will

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also, within a reasonable period after receiving the information, determine whether or not it could have been collected under APP 3.

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## AUSTRALIAN PRIVACY PRINCIPLE 5 – NOTIFICATION OF THE COLLECTION OF PERSONAL INFORMATION

At or before the time, or if that is not practicable as soon as practicable after, the RTO collects personal information about an individual, such steps will be taken to inform the individual:

- The identity of the RTO and contact details
- If the RTO collects or has collected person details from someone other than the individual
- If the collection of personal information is required or authorised by or under an Australian law or a court/tribunal order.
- The purpose for which the RTO has collected the information
- The consequences (if any) for the individual if all or some of the personal information is not collected by the RTO
- Whom the RTO discloses the personal information to
- How the individual may access the personal information and seek correction of such information
- Please refer to Clause 16.6 on page 72 for access to records Policies & Procedures
- How the individual may complain due to any form of breach
- Please refer to Clause 16.1 on page 74 for the Complaints and Appeals Policies & Procedures

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## AUSTRALIAN PRIVACY PRINCIPLE 6 – USE OR DISCLOSURE OF PERSONAL INFORMATION

The RTO will ensure and promote to its staff that disclosure of personal information for another purpose such as direct marketing, public relations and relationship building is not prohibited unless the individual has consented to the use of disclosing information.

Where State or Commonwealth funding supports training we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

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## AUSTRALIAN PRIVACY PRINCIPLE 7 – DIRECT MARKETING

The RTO will not use or disclose personal information for the purpose of direct marketing as outlined in APP 6 unless consent is made by the individual.

This includes sharing your personal details with another organisation unless it is a government department.

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## AUSTRALIAN PRIVACY PRINCIPLE 8 – CROSS BORDER DISCLOSURE OF PERSONAL INFORMATION

The RTO will only transfer personal information to an individual or someone overseas if;

- The receipt of the information is subject of law

# Student Handbook



- The RTO believes that the disclosure of the information is reasonably necessary for one or more enforcement activities.

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## AUSTRALIAN PRIVACY PRINCIPLE 9 – ADOPTION, USE OR DISCLOSURE OF GOVERNMENT RELATED IDENTIFIERS

The RTO must not adopt a government related identifier of an individual as its own identifier of the individual unless required or authorised by or under an Australian law or a court/tribunal order; if:

- The identifier is prescribed by the regulations
- The organisation is prescribed by the regulations
- The adoption, use or disclosure occurs in the circumstances prescribed by the regulations

In this case of Traineeships and Apprenticeships, students will be issued with a Training Contract Identification Number (TCID), which will be used for identified with the relevant government department.

In the case of the Unique Student Identifier (USI) all students will be required to produce this number prior to enrolment.

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## AUSTRALIAN PRIVACY PRINCIPLE 10 – QUALITY OF PERSONAL INFORMATION

All personal information collected by the RTO must be accurate, up to date, complete and relevant. Refer to Clause 16.6 on page 72 for the Policies & Procedures.

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## AUSTRALIAN PRIVACY PRINCIPLE 11 – SECURITY OF PERSONAL INFORMATION

The RTO must ensure that personal information is protected from misuse, interference and loss from unauthorised access, modification or disclosure. To ensure this, all data is collected and stored on the student management system with limited access to authorised personnel only.

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## AUSTRALIAN PRIVACY PRINCIPLE 12 – ACCESS TO PERSONAL INFORMATION

All students have the right to gain access to information on request that fall within the definition of personal information. Should the information be withheld from the individual, the RTO should provide reason why access will not be made available within lawful reasons.

### 24.6.1 USE OF STUDENT DATA

Student information is collected, stored and reported in accordance with national VET data requirements.

This includes reporting data through AVETMISS and providing information to government departments, regulators and funding bodies for purposes including compliance, statistical analysis, quality assurance and continuous improvement.

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Where possible, data used for reporting and analysis is de-identified. Personal information is managed in accordance with privacy legislation.

## WORKPLACE HEALTH AND SAFETY ACT 2011

The RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO management this generally occurs through the Trainer / Assessor.

According to Division 2, Section 19 - Primary duty of care:

- a) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of:
  - workers engaged, or caused to be engaged by the person, and
  - workers whose activities in carrying out work are influenced or directed by the person, while the workers are at work in the business or undertaking.
- b) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
- c) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:
  - the provision and maintenance of a work environment without risks to health and safety, and
  - the provision and maintenance of safe plant and structures, and
  - the provision and maintenance of safe systems of work, and
  - the safe use, handling, and storage of plant, structures and substances, and
  - the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and
  - the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
  - that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising from the conduct of the business or undertaking.

According to Division 4 of the Act:

## DUTIES OF WORKERS

While at work, a worker must:

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- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

## 29 Duties of other persons at the workplace

A person at a workplace (whether the person has another duty under this Part) must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

## WHS INCIDENT REPORT

The WHS Incident Report is utilised to record injuries and incidences that occur within the RTO and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the RTO premises. These should be either reported to your trainer or to the administration office at the RTO.

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the “WHS Incident Report” form from either a trainer or via your SMS portal, complete and submit back to the RTO.
2. The RTO’s WHS Officer will identify and implement any controls required.
3. WHS Officer to complete the “Action Required/Taken”, including:
  - a. How was the risk managed

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- b. Whether the relevant safety authority and/or the insurance company was contacted
4. WHS Officer to identify whether a WHS Risk Assessment is required.
5. WHS Officer to log the “WHS Incident Report” into the WHS Register tab within the Governance Register.
6. All WHS incidences to be discussed at the next Quality and Compliance Meeting.
7. In the case of minor incidences an “Opportunity for Improvement” form should be completed.

## HAZARD IDENTIFICATION

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the RTO. If you identify a hazard, please report it to either your RTO Manager or the administration office. You will be required to complete either a *WHS Injury Report Form* or a *Hazard Identification Report Form*.

It is important all staff report any injury immediately, by completing a *WHS Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of RTO Manager or an Administration staff member of the RTO.

## EMERGENCY PROCEDURES

In the event of an emergency, if practical, save human life or prevent the emergency from escalating.

### FIRE EMERGENCY

When you are within our facility, your trainer will inform you of our Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point. This information is also displayed within our facility as a reminder of the exit points and evacuation point.

### EVACUATION PROCEDURE (T&S)

In the event of an emergency situation each student, employee, visitor or contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, eg alarm or a warning from the Fire Warden, each person is to await further instructions from the designated Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
  - a. follow the Fire Warden to the Evacuation Meeting Point
  - b. leave the building in an orderly manner, and
  - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.
4. Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

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## ANTI-DISCRIMINATION ACT 1977

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by MIT, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

The RTO is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training.

1. All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment.
2. Trainer/Assessors are accountable for the implementation of this policy.
3. The RTO and its representatives have a responsibility to provide an environment, which is free from any form of discrimination, harassment, insult, ridicule, and victimisation or bullying either directly or indirectly.

## VILIFICATION

Vilification refers to public behaviour that incites hatred, serious contempt, or severe ridicule toward a person or group because of certain personal characteristics. These characteristics may include, but are not limited to:

- Race or ethnicity
- Nationality or cultural background
- Religion or religious belief
- Gender or gender identity
- Disability
- Sexual orientation

Within the training environment, vilification may occur through:

- Verbal comments, slurs or abusive language
- Written or online communications
- Social media posts connected to the training environment
- Visual materials, symbols or gestures
- Behaviour that encourages others to ridicule or exclude an individual or group

Such behaviour is inconsistent with our organisational values and may result in disciplinary action including removal from training, suspension, or cancellation of enrolment.

## ANTI-SEMITISM

Anti-Semitism is a form of discrimination or hostility directed toward Jewish people, Jewish communities, or Jewish religious or cultural identity. MAST does not tolerate anti-Semitic behaviour in any training, workplace learning, assessment activity or student interaction.

Anti-Semitic behaviour may include, but is not limited to:

- Making derogatory comments about Jewish people or Judaism

# Student Handbook



- Promoting stereotypes or conspiracy theories about Jewish communities
- Displaying offensive symbols or materials targeting Jewish people
- Harassment or intimidation based on Jewish identity or beliefs
- Encouraging hostility or exclusion of Jewish individuals

All students are expected to:

- Behave respectfully toward fellow students, trainers, staff and members of the public
- Participate in training in a way that promotes inclusion and cultural respect
- Avoid language or behaviour that could be offensive, intimidating or discriminatory
- Report incidents of discrimination, vilification or harassment when they occur
- Students must also follow the Code of Conduct requirements outlined in this handbook.

Any student who experiences or witnesses' vilification, discrimination or anti-Semitic behaviour is encouraged to report the matter to:

- Their Trainer or Assessor
- The RTO Manager
- Administration staff

All reports will be treated seriously and handled in accordance with our Complaints and Appeals Policy.

Where appropriate, the organisation may:

- Investigate the incident
- Provide mediation or support
- Apply disciplinary action where misconduct is confirmed

## SEXUAL HARASSMENT ACT 1984

All representatives of the RTO are required to note and agree to comply fully with the regulations and legislation preventing Sexual Harassment and ensure that all training participants are made aware of and comply with such regulations and legislation requirements.

Sexual Harassment includes but is not limited to:

1. Making unsolicited and unwelcome written, verbal, physical or visual contact with sexual over tones (for example: jokes, slurs, assault, touch or posters)
2. Continuing to express sexual interest after being informed that the interest is unwelcome
3. Masking reprisals, threats of reprisal or implied threats of reprisals following a negative response. (for example, suggesting a poor performance report will be given)
4. Engaging in implicit or explicit coercive sexual behaviour which is used to control, influence or affect the career, salary or environment of another
5. Offering favours or benefits such as promotions, favourable reviews, favourable assigned tasks, etc in return for sexual favours

The RTO strives for an environment free of sexual harassment. These policies against harassment apply to both the training and work environments for participants, clients, staff and contractors.

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Anyone found to be in violation of this policy will be subject to appropriate disciplinary action, which includes warnings, reprimand, suspension, dismissal or cancellation of contract.

## HARASSMENT ACT 1997

Harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment, will not be tolerated. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a client's work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment like aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of client work

Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put-downs'
- Persistent, unreasonable criticism of client work performance
- Client violence both physical and threatened against teachers

Staff and students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or the Chief Executive Officer. All complaints will be promptly investigated.

# Student Handbook



## ANTI-BULLYING

Our organisation is committed to providing a safe, respectful and inclusive learning environment for all students, staff, trainers, assessors and visitors.

Everyone participating in training and assessment activities has the right to feel safe, respected and free from bullying, harassment, intimidation or violence. Behaviour that undermines a person's dignity, safety or wellbeing will not be tolerated within our training environment.

Bullying, harassment and violence can negatively impact a person's wellbeing, confidence, participation in learning and overall quality of life. These behaviours may also affect a student's ability to fully engage in training and assessment activities.

Bullying is repeated, unreasonable behaviour directed towards an individual or group that creates a risk to health, safety or wellbeing.

Bullying behaviour may include:

- Verbal abuse, insults or offensive language
  - Intimidation, threats or aggressive behaviour
  - Excluding or isolating a student from training activities
  - Spreading rumours or deliberately damaging someone's reputation
  - Humiliating or ridiculing a person in front of others
  - Repeatedly undermining a person's confidence or ability to participate in training
  - Cyberbullying may involve sending threatening or abusive messages, sharing harmful content about another person, or spreading rumours online.
- 
- All students are expected to:
    - Treat others with respect, dignity and fairness
    - Communicate appropriately during training activities
    - Avoid behaviour that could be considered intimidating, humiliating or offensive
    - Support a positive and inclusive learning environment

Students who witness bullying or harassment are encouraged to safely report the behaviour so that it can be addressed immediately.

All members of our training community share responsibility for maintaining a safe and supportive learning environment. By treating others with respect and addressing inappropriate behaviour when it occurs, we can help ensure that all students feel safe to participate and succeed in their training.

## COPYRIGHT ACT 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968 visit:

<https://www.legislation.gov.au/Series/C1968A00063>

# Student Handbook



Students and staff need to be aware that photocopying of text books and assessment tools may be in breach of the Copyright Act, please adhere to the copyright requirements listed within the relevant documents you wish to copy.

## WORKING WITH CHILDREN CHECK

A Working with Children Check is a prerequisite for anyone in child-related work in NSW. All training and administration staff who may come into contact with students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18.

As a Registered Training Organisation, we have adopted child-safe policies and practices to help keep students under the age of 18 safe. All staff within MAST have current valid Working with Children Checks.

## CHILD PROTECTION (WORKING WITH CHILDREN) REGULATION 2013

In accordance with the legislation for Child Protection under Child Related Work-Education, Trainers and staff need to be aware of their responsibilities as a Trainer to protect students under the age of 18, this includes staff who:

1. Work in schools or other educational institutions (other than universities) is child-related work.
2. Work providing private coaching or tuition to children is child-related work.

Please refer to the Child Safe Policy below

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+156+2013+cd+0+N>

## 24 STANDARDS FOR RTOS 2025 AND ASQA REQUIREMENTS

### Continuous Improvement & Regulatory Alignment

MAST continually reviews and updates its training, assessment, policies and student information to ensure alignment with current Training Products, regulatory requirements and industry expectations.

## SUPPORT

We wish you the best of luck on your training journey with Maritime & Safety Training. Should you at any time require additional support, please do not hesitate to contact us on 1800 947 924