

# All Hands on Deck Maritime Training

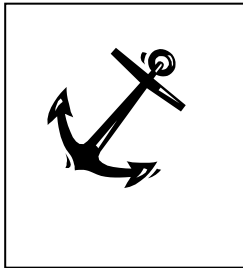
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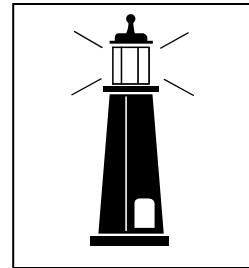
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## Student



## Information



## Manual

## Codes of Practice

A Nationally Recognised Training Organisation

RTO # 90927 Document #20

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A Message From

## **All Hands on Deck Maritime Training**

Dear Colleague

Welcome to **All Hands on Deck Maritime Training Maritime Training**.

The information contained in this guide is designed for use as a reference tool for you as a Teacher of **All Hands on Deck Maritime Training Maritime Training**.

**All Hands on Deck Maritime Training Maritime Training College** is a **Registered Training Organisation (RTO)** with the **Vocational Education and Training Accreditation Board (VETAB)** and accordingly there is a management system in place that reflects our core processes.

**Staff input to improve our training outcomes is encouraged and welcomed.** As a Teacher of the training organisation I am sure you will value the team efforts of all the educators in ensuring students receive the best possible opportunity in their maritime training needs.

All Hands on Deck Maritime Training will provide you with the opportunity to enhance your professional development, potential and career prospects through ongoing training. I trust you will take advantage of those opportunities.

I welcome you once again and I wish you every success in your Teaching career at the college.

Peter Wood

Training Operations Manager

## **MISSION STATEMENT**

The aim of All Hands on Deck Maritime Training is to provide students with a high standard of maritime education and training in a tolerant and equitable learning environment.

Our programs conform to National Training Standards and meet the needs of students as well as the maritime industry. All Hands on Deck Maritime Training has an ongoing commitment to offer students support and encouragement in their maritime studies. Where appropriate we will assist students in obtaining professional support and counselling to assist with any learning difficulties from improving study techniques to language or special needs.

## **COLLEGE PROFILE**

All Hands on Deck Maritime Training provide maritime training. Our courses are designed to:

- Provide a formal qualification
- Provide a platform conducive to ongoing training
- Create career pathways
- Be a source of entry qualification to the maritime industry.

All Hands on Deck Maritime Training conduct training in the following areas:

- General Purpose Hand
- STCW 95 Basic Safety Training
- General Boat & PWC Licence
- Coxswain Certificate
- Marine Engine Driver (MEDIII)
- Marine Radio Certificate
- Coastal Navigation

All Hands on Deck Maritime Training Maritime is a  
**Registered Training Organisation (RTO) with VETAB #90927.**

## **CODE OF ETHICS AND/OR CONDUCT**

All staff at **All Hands on Deck Maritime Training** Maritime Training will:

1. Perform their duties efficiently and effectively with integrity and objectivity.
2. Strive to improve personal competence and quality of work.
3. Conduct one's self in a manner that will promote co-operation and good relations with fellow students.
4. Avoid real or perceived conflicts of interest.
5. Maintain confidentiality of information received in the course of one's duties.
6. Seek to employ more efficient, effective and economical methods of accomplishing tasks.

## **ACCESS AND EQUITY**

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

All Hands on Deck Maritime Training provide training services that reflect a fair and reasonable opportunity for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.

All staff are required to acknowledge and comply with their responsibility to ensure compliance with the organisation's Access & Equity Policy.

A copy of the organisation's **Access and Equity Policy** is available for free on request.

## **ELEMENTARY FIRST AID CERTIFICATES**

It is a requirement to obtain NSW Maritime endorsement in a Record of Service (RoS) Book to produce a current Elementary First Aid Certificate. All Hands on Deck Maritime Training do not include First Aid as part of the General Purpose Hand course.

Prior to the General Purpose Hand Certificate being issued a copy of a current First Aid Certificate will need to be presented to All Hands on Deck Maritime Training

If you already hold a current First Aid Certificate that has more than 6 months to expiry please submit your certificate for photocopying.

## **COMPETENCY BASED ASSESSMENT PROCEDURES**

All assessments are undertaken on both merit and fairness.

Standards and levels of performance will be matched against the expected competency standards. Each method will assess the student in their understanding, performance, context application and the ability to transfer skills and competencies in a variety of situations. The task of achieving the competency by the student should be viewed as a positive process.

Students are assessed to determine the level or degree of competency in accordance with the requirements of relevant Maritime Training Packages.

The assessment grades in competency based training courses are:

**Competent:** The student has demonstrated competency in all relevant tasks.

**Not Yet Competent (NYC):** The student has not yet demonstrated competency in all relevant tasks. A student who does not achieve competency in all assessment tasks may re-attempt the particular assessment task without having to re-enrol.

## **RE-ASSESSMENT**

Where students do not meet the assessment criteria in the initial assessment they will be given another assessment opportunity. Additional assistance and support will be offered prior to re-assessment (this assistance will be focused in the area of deficiency only). Training is assessed in a variety of ways including theory and practical. Each student must achieve a satisfactory grade in areas outlined for that particular course.

## **PRIVACY POLICY**

All Hands on Deck Maritime Training has a commitment to protect the privacy of staff and student information in accordance with legislative requirements. Information provided to All Hands on Deck Maritime Training may be used in course administration and disclosed to training staff.

To enable students to advance their maritime careers All Hands on Deck Maritime Training may contact students from time to time advising of available course opportunities. Any student who does not wish to receive course information may be removed from any list on request.

As an RTO, All Hands on Deck Maritime Training is required to maintain accurate and complete records for a period of 30 years. Any personal information maintained by All Hands on Deck Maritime Training will be made available to individual staff members and students on written request.

To assist students in obtaining employment, we may, from time to time, provide student Names and telephone numbers to vessel owners/skippers who are seeking competent GPH crew. If you do not wish us to provide this information please advise our office for your name removal.

With the exception of the disclosure of names and telephone numbers mentioned above no additional information will be made available to any other party without the written consent of the individual student concerned

## **STUDENT FEES AND REFUND POLICY**

When a course is commenced the student will be forwarded by electronic mail (and a hard copy if requested) student manuals, NSW Maritime Medical Information, All Hands on Deck Codes of Practice, Student Manual and a Study Program as well as other relevant information deemed appropriate from time to time. Within 48 hours of being forwarded the training manuals students will be forwarded information and access to online assessment modules.

Students may work at their own pace and will be offered unlimited email and telephone contact with the Training Operations Manager to complete the required electronic assessments.

When all electronic assessments have been completed the student may progress to the 'practical' training session.

The balance of the course payments must be made at least 14 days prior to a 'practical' session commencing or at the completion of the online assessments. At this time the student will be placed in the next available 'practical' session. If, at anytime there is an excessive number of students in a 'practical' session the student will be advised and placed on a waiting list.

A student is entitled to three (3) complimentary transfers to another course date.

If an applicant cancels an enrolment to any course after commencing the 'initial' enrolment no refunds are payable.

If an applicant cancels within 28 days prior to a course commencing they will be entitled to a 50% refund of the final course fee, if paid.

No refund will be made to any student who cancels 14 or less days prior to any course commencing.

No refund will be made to any student who cancels or withdraws after the commencement of any course.

Any course fees refunded will incur an administration fee of \$50.00 plus any bank or PayPal fees incurred.

Should All Hands on Deck cancel any course for any reason participants are entitled to a full refund or may transfer funds to a future course if they wish.

If any student cancels or withdraws from any course due to legitimate reasons beyond their control they may, on written application, transfer to another course date at no additional charge.

All claims for refund should be made in writing, stating the amount sought and reason for the claim, to the course administrator.

### **STUDENT WELFARE AND GUIDANCE**

All educators at the college are considered to have a duty of care to their students at all times whilst they are in their care. This means educators have a duty to protect their students from foreseeable dangers whatever their source. Usually this duty is to protect the student from injuring him/herself but it may also be to protect the student from dangers threatened by others.

If an injury does occur the student has a responsibility to report the incident to the teacher as soon as possible who in turn will report the incident to the college Training Operations Manager.

### **GUARANTEE OF SERVICE**

All Hands on Deck Maritime Training guarantees to fulfil its commitment to students by providing them with the best possible resources. This will enable students to achieve their potential in obtaining the maritime qualification they are seeking.

## **ATTENDANCE AND EXPECTATIONS OF STUDENTS.**

Students are expected to be punctual and attend all classes. Students arriving late distract the rest of the class and the Trainer. The training courses should be treated with the same professionalism as a job in every respect. If a Student needs to be excused early from a class they should advise the Trainer well in advance and state the reason. An attendance book, noting arrival and departure times, will be maintained by the course Trainer.

Missing classes may impact on the student's course result especially modules related to Survival at Sea and Fire Fighting where a deferral to a following course may result. A 100% attendance rate is required. Absentees or late arrivals should inform the college by telephone.

All training conducted by All Hands on Deck Maritime Training Maritime is classified as adult education. All college staff will expect students to behave in a mature fashion and in a manner conducive to learning in a relaxed atmosphere. If a Trainer considers a student is not behaving in a proper manner they will not be given any more than three warnings. If the student's behaviour continues they may be asked to leave the class or the entire course if appropriate.

No course fee refunds will be given.

The student will have the opportunity to discuss any behavioural issues with the Training Operations Manager.

## **TRAINING DELIVERY & ASSESSMENT PROCEDURES**

**All Hands on Deck Maritime Training** provide Maritime Training. All training includes one or more of the following delivery methods:

1. **Face to face teaching.** All Hands on Deck training and assessment will be conducted with a mix of on board attendance to commercial vessels and this will result in the vessel becoming the classroom for theory presentations as well as classroom presentations. Occasionally training and assessment may be conducted at alternate locations and students will be advised in advance.
2. **Hands on teaching.** This will require the student to demonstrate a practical "hands on" involvement in the training and assessment process such as handling fire hoses, handling ropes or boarding survival craft.
3. **Flexible delivery of training and assessment.** To assist students in learning in a flexible environment the commencement of each training course will be through online training and assessment. Students will receive unlimited contact with the Training Operations Manager to achieve competency with these assessments.

## **MEALS, COFFEE/TEA**

All Hands on Deck will provide facilities equipped with Tea and Coffee making facilities. Students may bring their own cup or use the foam ones provided. We may not always be alongside our regular dock for lunch however there are generally locations nearby to purchase meals during lunch breaks.

## **CHANGE OF STUDENTS ADDRESS OR PERSONAL DETAILS**

To avoid any administration problems students' are requested to advise of any changes to their personal details such as address, names, email address, mobile phone and other contact details etc.

## **GREIVANCE, COMPLAINTS AND APPEALS**

All students have the right to seek redress if they have been treated unfairly or have grounds for complaint. Complaints will be handled very quickly.

The complaint procedure to follow is:

- Discuss the complaint directly to the Teacher (informal resolution)
- Lodge a complaint in writing to the Training Operations Manager if the Teacher is unable to resolve the issue (formal resolution).

If the Training Operations Manager cannot resolve the issue then mediation counselling will be sought for the parties involved using an independent arbitrator.

The formal resolution procedure involving an Independent Arbitrator (IA) is as follows:

- a. Formal complaint lodged
- b. Complainant receives acknowledgement within 3 days
- c. Respondent advised of complaint
- d. All parties agree to independent arbitration
- e. IA nominated by complainant
- f. Respondent agrees to nominated IA
- g. If complainant does not wish to nominate an IA then Waterways Authority or other suitable independent organisation to be contacted regarding a suitable IA
- h. The independent arbitrator's (IA) decision will be final

## **PERSONAL COUNSELLING**

If you have any difficulty with any part of the course, or are having any personal, family or emotional difficulties please speak with the Teacher or Training Operations Manager. Every endeavour will be made to a professional counsellor who can assist with confidential and professional advice. We can provide a list of local contact persons on request who can assist students having difficulties.

## **LANGUAGE, LITERACY AND NUMERACY**

Students who have difficulty with understanding course content and instructions or who cannot read or write well or if English is their second language may have access to suitable assistance. Please speak with the Training Operations Manager to organise appropriate assistance.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

As a Registered Training Organisation, All Hands on Deck Maritime Training realises that some students may already be skilled in some aspects of the course syllabus and may be able to demonstrate competencies on the basis of prior experience in the workforce or previous learning. In order for RPL to be granted evidence of relevant competency achievement in all learning outcomes needs to be shown or demonstrated. RPL application steps are:

1. Decide which modules you wish to apply for.
2. Complete an application for RPL form.
3. Generate and collect evidence.
4. Organise your evidence and complete your portfolio.
5. Submit your portfolio to the Training Operations Manager.
6. Your application will be assessed and a decision made in 21 days.

In accordance with RTO requirements All Hands on Deck Maritime Training will recognise Australian Quality Training Framework (AQTF) certificates and Statements of Attainment issued by other RTO's.

**PLEASE NOTE: Costs in processing RPL applications will not exceed 80% of the standard course fee.**

## **HEALTH AND SAFETY**

All Hands on Deck Maritime Training has a responsibility to provide a safe and healthy environment for their employees, students and other persons providing a service to the organisation. All Hands on Deck Maritime Training is committed to complying with the requirements of the Occupational Health and Safety Act 2000, as amended. All staff and students are advised that health and safety in the workplace is both **an individual and shared responsibility of employees, students and management.**

This responsibility extends to

- The identification and reporting of all potential hazards and/or risks.
- Undertaking activities in a safe manner
- Following instructions provided for safety
- Not putting yourself, or anyone else, at risk
- Reporting any illness/injury or 'near miss' incident

If at any time you are unsure of your responsibilities in respect to O H & S then please seek advice from your Teacher or Management.