



# Seafood and Maritime Training Queensland Student Information Handbook



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## Introduction to Seafood & Maritime Training

Seafood & Maritime Training (SMT) is a registered training organisation (National Provider Code 7074) and provides nationally accredited training and assessment from the National Seafood Training Package (SFI) and the Maritime Training Package (MAR).

SMT is in Hobart, Tasmania however training is conducted in other regions and states where there is a clear industry demand.

Seafood and Maritime Training (SMT) also known as Seafood Training Tasmania (STT) was established in 1986 by the Tasmanian Seafood Industry to make sure that the seafood and maritime industries' training needs were met with the right training at the right time and in the right location. SMT is a not-for-profit registered training organisation and is managed by a board whose members represent the sectors of the Tasmanian seafood and maritime industry.

In 2023 SMT, in conjunction with Women in Seafood Australia and Seafood Industry Tasmania, facilitated a process with staff and industry leaders to commence a conversation about diversity and inclusion in the seafood industry. This was the first step towards a plan that hopes to use SMT's large training footprint to help reach the goal of the Tasmanian Seafood Industry becoming and being recognised as a champion of diversity.

As a result of this process, we embraced the following statement which reminds us to position these values at the forefront of everything we do:

*SMT Welcomes all people to feel safe, comfortable and be themselves in our learning/training environment. We promote kindness, respect and open communication for all students, visitors, and Trainers with great benefit to the Seafood and Maritime Community.*

## **Information for Clients**

## **Access and Equity**

Seafood & Maritime Training (SMT) endorses the national strategy for access and equity by incorporating the principles of equity into all programs. Clients have access to all programs irrespective of their gender, culture, linguistic background, race, socio-economic background, or disability. Admission procedures are free from discrimination and if an individual does not meet entry requirements every effort will be made to assist them to identify alternative courses of action.

## **Enquiries and Application**

SMT staff are available during normal business hours (9am – 5pm AEST, Monday - Friday) to answer any questions about qualifications, courses, or other services or to assist with enrolments.

Application into any of our courses can be done online at [www.smt.edu.au](http://www.smt.edu.au).

## **Queensland Fees - How fees are calculated, charged and collected?**

### **Am I exempt from fees?**

If you have any credit transfers these units are fee exempt.

Partial Student contribution fee exemptions are available for:

under 17's who haven't completed year 12

Concessional student status applies if you fall into one of the following categories:

- Hold a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card.
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card.
- Identifies as Aboriginal or Torres Strait Islander.
- Has a disability.
- Is an adult prisoner.

*Evidence is required for all fee exemptions*

### **How will my fees be charged:**

Unless eligible for a concession as above, trainees are required to pay a contribution Fee. Currently fees are charged at the rate of \$1.60 per nominal hour- SMT's Cert III in Aquaculture is made up of 565 nominal hours making the total contribution fee \$904

If agreed, the student contribution fees can be paid by your employer.

What happens if I need a refund?

Full refunds are available prior to course commencement, if you have commenced a course or traineeship, refunds will be determined on a case-by-case basis and dependant on what training has commenced.

### **Refunds and Discounts Traineeships**

Full refunds are available prior to course commencement, if you have commenced a course or traineeship, refunds will be determined on a case-by-case basis and dependant on what training has commenced.

Qualifications covered under a registered training contract e.g. Traineeships:

- Fees and charges for training conducted under a registered training contract are determined prior to enrolment and are contained in a contract between the trainee's employer and SMT. Details of the fees can be found on SMT's fee schedule available via our office.
- SMT undertakes that no additional charges will be imposed during the period of the registered contract.

### **Guarantee of Service**

SMT will make every effort to complete the provision of training and assessment in any qualification once training has commenced. In the event SMT cannot complete the training and assessment, SMT guarantees that it will arrange alternative provisions at no additional cost to the client.

SMT ensures its clients and staff are informed of any changes to legislation and regulatory requirements that affect their services. SMT will advise the learner as soon as practical if there are any changes to an agreed service, this includes new third-party arrangements, changes to existing third-party agreements, change in ownership or changes and upgrades to qualifications.

### **Personal information and access to personal records**

All personal information provided to SMT, and all records of participation and progress will be managed as outlined in the SMT enrolment form declaration. Records of each client's participation and progress are made available to the client in a timely manner on request to SMT staff.

### **Privacy Policy**

SMT, as a Registered Training Organisation, is highly sensitive to the confidentiality of information provided by you. As a result, SMT has adopted the following Privacy Policy which is applicable to all

information that you provide to SMT and that we maintain electronically, whether you provide the information through our website or other means.

### **Laws and Legislation**

All personal information that SMT collects is protected by the Privacy Act 1988 (Privacy Act). Information about the Act can be found on the website of the Office of the Australian Information Commissioner (OAIC). Under the requirements of the Information Privacy Principles in the Privacy Act, SMT is committed to protecting the privacy of your personal information.

### **What information do we collect?**

SMT must collect personal information as part of your application process for training. This information may be of a personal nature and can include details of educational background, employment history, and current employment status, and language, literacy, and numeracy skills. The requested enrolment application information conforms to the AVETMISS (Australian Vocational Education & Training Management Information Statistical Standard) requirements, which all students are required to provide when enrolling. The personal information gained during the enrolment process will not be used for marketing purposes.

### **What do we use this information for?**

The purpose of collecting personal information during the enrolment process is to allow the staff of SMT to develop effective training and assessment programs, according to the needs of the individual.

### **How do we store this information?**

SMT is required to keep your records for compliance with the Australian Qualification Framework (AQF) and the Outcome Standards. All reasonable steps are taken to ensure that information collected is kept secure and confidential. Our web environment, Virtual Learning Environment and databases are protected from unauthorised access using current technologies. You should be aware that there are inherent risks associated with the transmission of information via the Internet. For those who do not wish to transmit specific information across the Internet, the Framework provides alternative ways of providing information. For example, forms may be printed and lodged by post.

### **With whom do we share your information?**

SMT will not sell, share, rent or otherwise provide personal information to others, including people in your workplace or spouses, without your written consent. If you are under the age of 18 years your

personal information, attendance details, progress and results may be disclosed to your parent/guardian. Personal information collected in your enrolment will be disclosed to authorised departmental officers of State and Commonwealth Government authorities and agencies for general student administration, vocational education and training administration and regulation, as well as departmental planning, reporting, communication, research, evaluation, auditing, and marketing. The privacy statement for the Department of Education and Training can be found at [www.education.tas.gov.au](http://www.education.tas.gov.au)

### **Records of results**

Records of completed student work and outcomes are retained for a set period. retained as required by of the Outcome Standards and regulatory and regulatory authorities.

SMT retains client records of attainment of units of competency and qualifications in a VETtrak student enrolment system that, combined with the records backup system will ensure that the records are maintained for a period of at least 30 years. These records are also retained in paper form, which are stored securely on the premises for a minimum of 7 years. Once this time frame has lapsed, files are securely destroyed, and copies of Qualifications, Testamurs, Statement of Attainment's and Competency Assessment Sheets are retained electronically.

SMT provides reports of its client records of attainment of units of competency and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

### **Right to study at SMT**

SMT is not a CRICOS provider which means we cannot provide training and assessment to International Students holding a student visa. If you are planning to enrol in a course with SMT, are not an Australian or New Zealand citizen and are currently on a Visa, please speak with a member of staff to confirm your eligibility or visit [www.immi.homeaffairs.gov.au](http://www.immi.homeaffairs.gov.au) for study restrictions on your visa.

### **Learner Behaviour**

In line with current workplace practices and legislative requirements, all learners are required to uphold a high standard of professional and respectful behaviour throughout all courses conducted by SMT. Failure to adhere to these expectations may result in immediate removal from the current course, and any continued training will be subject to the discretion of SMT's CEO.

### **Complaint's process**

Any client (course participant / trainee / employer) who has a complaint is encouraged to:

- firstly, discuss the matter with their Trainer/Assessor if that does not resolve the issue.
- contact the CEO at SMT to arrange a meeting to discuss the matter.

SMT will endeavour to broker a solution between conflicting parties in a timely manner (within 10 working days, if possible, but no more than 60 days). If this fails, then an external mediator will be requested to arbitrate. SMT will deal with clients' complaints in a fair and equitable manner. Clients will be given the opportunity to formally present their case and will be given a copy of the outcomes of the complaint in writing.

If the above actions are not successful or if the complaint relates to a registered training contract, then the clients should contact the appropriate state training authority.

### **Appeals process**

A fair and impartial process for appealing against an assessment decision is always available to clients. If an SMT client wishes to appeal their assessment result, a request outlining the reason(s) for the appeal can be lodged with the CEO. A review of the assessment will be initiated in a timely manner and a re-assessment by another assessor may be arranged. Clients will be given the opportunity to formally present their case and will be given a copy of the outcomes of the appeal in writing.

### **Unique Student Identifier (USI)**

SMT is unable to issue you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a USI.

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts.
- can be accessed online, anytime, and anywhere.
- is free and easy to create and
- stays with you for life.

### **Recognition of credentials**

SMT recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation once verified (unless licencing requirements do not permit this).



## **Recognition of Prior Learning and Credit Transfer**

Learners may have skills and knowledge that may enable them to gain credentials without completing all training.

SMT formally recognises a client's existing level of skill and knowledge in two ways:

- **Recognition of Prior Learning (RPL):** an assessment only process that assesses the individual's formal, and informal learning to determine if they meet the requirements for a unit of competence.
- **Credit Transfer:** which allows students to count relevant, successfully completed units of competency towards their current course or qualification where possible.

***Clients who believe they may be eligible for RPL or Credit Transfer should discuss this with SMT staff prior to enrolment in person or via phone call (03) 6286 0400.*** Application for credit transfer or recognised prior learning can be sought prior to enrolment on the application form or by discussing with a SMT staff member. Learners are also able to request RPL once commencement of training has begun, to ensure SMT as a training provider is adding value to our learners' needs. After a learner has requested to be considered for RPL, SMT organises a meeting with the learner to discuss their requirements.

SMT trainer/assessor meets with the learner to discuss their knowledge and skills and review course resources to gauge understanding of the unit(s) requirements.

On conclusion of the discussion, if the learner feels unsure of assessment requirements training will still occur. If learner and assessor feel they can fulfill the assessment requirements, RPL will be scheduled to be undertaken as assessment(s) only. Assessment(s) will be marked by Trainer and Assessor – if assessment result is competent RPL will be granted. If assessments are found to be not yet competent, the learner will be required to undertake necessary training before the assessment process resumes. Fees apply.

## **Assistance with learning**

SMT provides clients with assistance in learning, including support with reading, writing and numeracy. This may include support during training and assessment activities; assistance with written assessment activities; and assisting clients to access support from specialist support organisations.

### **Welfare and guidance services**

SMT does not offer formal welfare or guidance services, but every effort will be made to assist clients to access appropriate support agencies.

Clients are given the opportunity to identify any needs at enrolment and to seek assistance from their trainer or any other member of staff throughout their training.

### **Workplace Health and Safety**

All SMT clients have a legal duty to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person. All clients have a responsibility to:

- report any incident or hazards to the SMT Representative.
- Follow any reasonable instruction aimed at protecting their health and safety during training.
- use any PPE and equipment provided to protect their health and safety while during training.
- assist in the identification of hazards, the assessment of risks and the implementation of risk control measures.
- consider and provide feedback on any matters that may affect their health, safety, and welfare; and
- ensure they are not affected by alcohol or another drug that may endanger their own or any other person's health and safety.

A Risk Assessment has been conducted by SMT for each course.

### **Assessment process and submissions**

Assessments are conducted after training has been completed. The type of assessment will be dependent on the course completed. SMT assessments are either knowledge or performance based. Assessments are marked by your trainer/assessor and any feedback required is given to the trainee. For Traineeships the final assessment to take place is the on-the-job Logbook which is undertaken by your assessor with you and your employer.

### **Course and Qualification Completion Times and Re-Assessments**

All SMT courses/qualifications should be completed within the enrolment timeframes.

Where a student cannot be assessed competent within the standard time allocated for a course/qualification, SMT will offer additional training, extra tuition and provide opportunities to be reassessed. No additional fees will be charged for this service.

Where a participant is deemed Not Yet Competent in an assessment, the participant will be given 3 opportunities for additional training and assessment at no extra cost to the student or employer.

Students who require additional training and re-assessment after they have exhausted their three opportunities will receive a result of 'Not Yet Competent' and will be required to undertake that unit again.

### **Course Evaluation (Learner Surveys)**

Clients will be requested to complete confidential evaluation forms at the end of a course or traineeship. Collection of this information is a requirement of the State and Commonwealth Governments.

### **Training Materials**

Clients are provided with all the training and assessment resources they need but are encouraged to bring their own pen and paper or electronic device.

### **Additional Course and Qualification information**

If you have any additional questions about the Courses and Qualifications offered by SMT refer to our website [www.smt.edu.au](http://www.smt.edu.au) or contact us at our office:

**Ph:** 0362860400

**Email:** [enquiries@smt.edu.au](mailto:enquiries@smt.edu.au)

**Address:** 2A Gladstone Street, Battery Point