

LEARNER HANDBOOK

NATIONALLY & INTERNATIONALLY RECOGNISED MARITIME TRAINING



Club Sail Pty Ltd t/a Superyacht Crew Academy

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MISSION STATEMENT

Superyacht Crew Academy is committed to providing quality and consistent maritime training that is relevant for seaman worldwide. We provide a practical and flexible approach, focusing on the needs of the student, as well as the industry. Skills learnt are transferable in the workplace, and will be taught by trainers who are highly qualified and respected. Superyacht Crew Academy not only provides, but also prides itself, on comprehensive pre- and post-training support.

ABOUT SUPERYACHT CREW ACADEMY

The Superyacht Crew Academy was established in 2002, and is Australia's leading Superyacht and maritime education provider. Over the past years, we have shared professional assistance and guidance at our private, dedicated training facility, through our highly qualified trainers who have worked onboard superyachts worldwide. We have built a very strong and reputable network with recruiting agents overseas, with Captains looking for interior and exterior crew that have confidence, commitment and the 'edge'.

It does not matter if you have years of boating experience behind you, or you have never set foot aboard a boat; the Superyacht Crew Academy can get you qualified, competent and job-ready to start your career in only a matter of weeks. The Academy will take you through all the relevant training and certification required to be totally capable, employable and a valuable crew member on board a Superyacht. All our courses are taught by industry professionals, who are experts in delivering quality training and have extensive maritime experience, who will share with you the relevant skills and knowledge to excel in any role.

No Registered Training Organisation can guarantee employment outcomes, but our business, trainers, assessors and support staff will work diligently with each learner to assist them in gaining the skills and knowledge they need to be work ready, and therefore able to take advantage of the employment opportunities in the industry.

As such we like to welcome you to your training and take this opportunity to outline the program you have entered into.

During your training program there will be responsibilities placed upon you, in the case of traineeships – by your employer and Club Sail Pty Ltd t/a Superyacht Crew Academy.

TRAINING OFFERINGS

- Certificate I in Maritime Operations (General Purpose Hand)
- Certificate II in Maritime Operations (Coxswain Grade 1 NC)
- Certificate II in Maritime Operations (Marine Engine Driver Grade 3 NC)
- Certificate III in Maritime Operations (Marine Engine Driver Grade 2 NC)
- Certificate III in Maritime Operations (Master up to 24m NC)
- Responsible Service of Alcohol (RSA)
- Single or clustered nationally accredited units of competency as listed on training.gov.au
- AMSA Mandated Practical Assessments
- Invigilating Australian Maritime Communications radio operators licence courses (LROCP)
- NSW Boat & PWC Licence Courses



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- STCW95+10 Basic Safety Training & Refresher Training authorised by the Marshall Islands
- Superyacht Industry Career Day
- International Yacht Training Worldwide courses:
 - Superyacht Deck Crew Course
 - Professional Superyacht Hospitality Courses
 - Superyacht Chef Course
 - Small Powerboat & RIB Training (commercial)
 - Crossover from AMSA Coxswain to IYT Master of Yachts Mate Power &/or Sail (commercial)
 - Crossover from AMSA M24 to IYT Master of Yachts Limited Power &/or Sail (commercial)
- Corporate teambuilding programmes inshore and offshore
- Tailored private courses

We have selected a trainer to assist you in gaining the skills and knowledge you need to be work ready, and therefore able to take advantage of the employment opportunities in the industry. The trainer will oversee your training and assessment requirements.

To keep in line with the Standards for Registered Training Organisations, Club Sail Pty Ltd t/a Superyacht Crew Academy uses the term “learner” in all references to students and student responsibilities throughout this handbook.

This book forms the basis of the Induction Process.

TRAINING LOCATION

Superyacht Crew Academy Training Facility:
Unit 5a/4 Skyline Place
Frenchs Forest, NSW, 2086

TRAINING FACILITIES & ACCOMODATION

Your theory courses are presented in spacious air conditioned rooms. Access to visual, large screen monitor, practical demonstration equipment, and refreshments are all at your fingertips. It is a friendly and relaxed environment where the instructors will work with you in a personal and interactive way to maximise your training requirements.

Your practical components are conducted offsite on the pristine waterways of Pittwater on our specialized vessels. For practical safety training we also use venues in French’s Forest for sea survival & Argenton near Newcastle for firefighting. Transport to and from these venues can be coordinated with head office during your course.

During courses you have the option of staying at accommodation near the Superyacht Crew Academy. The Superyacht Crew Academy assists students in selecting affordable accommodation as found on our website, the cost of this is additional & not included in course costs. Airbnb accommodation is most frequently used by students studying at our facility.

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WEATHER CONDITIONS

Whilst every effort will be made by your trainer to give the learners maximum time on the sea, weather conditions may be such that, in the opinion of the instructor, the yacht or crew may be in danger and in such circumstances the vessel will remain in a place of safety. If the weather conditions are such that a prevention of the start or curtailment of a course or charter occurs then no refunds will be given, but alternative dates will be offered.

TRAINING PROGRAM INDUCTION

Learner induction will be undertaken on the first day of training and assessment for all full qualifications provided by Club Sail Pty Ltd t/a Superyacht Crew Academy.

This Handbook forms the basis for this induction and the induction process for Learners undergoing full qualifications and will also include detailed explanations of the following:

1. Name and contact details of Club Sail Pty Ltd t/a Superyacht Crew Academy and trainer;
2. RPL/RCC process;
3. Employer/Learner/Assessor responsibilities;
4. Number/frequency of visits (in the case of a traineeship);
5. Tuition Fee details & invoicing;
6. AVETMISS Statistical Reporting;
7. Record keeping and access to files;
8. Assessment Procedures & Evidence Collection;
9. Qualifications to be issued;
10. Complaints and Appeals Procedures; and
11. The Learner's Training plan – including course information, including content and vocational outcomes

Induction confirmation is acknowledged by completing Superyacht Crew Academy's course enrolment form.

LEARNER RESPONSIBILITIES

Irrespective of the type of training (full qualification) all Learners have a responsibility to:

- Adhere to Club Sail Pty Ltd t/a Superyacht Crew Academy policies and procedures, a copy of which is available in the training room or on request;
- Treat others with respect, fairness and courtesy;
- Not to plagiarise, collude or cheat in any assessment activity;
- Attend class and arrive on time;
- Notify your trainer if you will be absent or late;
- Participate in the course;
- Submit assessments on time and in the required manner;
- Provide written notice of any changes to your enrolment status and personal details;
- Communicate openly with your trainer; and
- Conduct yourself and manage behaviours to current workplace and industry standards

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CLUB SAIL PTY LTD T/A SUPERYACHT CREW ACADEMY RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will provide support services to assist learners overcome the barriers to achieving competency.

We shall:

- Treat all learners equally;
- Provide a learning environment free from harassment and bullying;
- Respect learner's rights to privacy and confidentiality;
- Provide information to all learners on how to lodge complaint or appeal without being victimized;
- Deliver training and assessment services which are consistent with the relevant Training Package and needs of industry;
- Seek learner feedback on the quality of our training and assessment services;
- Communicate concise and timely information through letters, emails, telephone and website; and
- Advise learners and Trainees of any change to the training and assessment services including third party arrangements (including new and existing) and changes to ownership

Office hours are Monday to Friday 9am to 5pm excluding public holidays and Christmas closure.

TRAINING DELIVERY

Your training shall be delivered using a blend of theory based training with practical scenarios undertaken in a real workplace environment on registered vessels.

ASSESSMENTS

All programs delivered by Club Sail Pty Ltd t/a Superyacht Crew Academy are assessed under the "Principals of Competency Based Training" therefore assessment is based on you demonstrating your practical skills. Your assessor will assess your competence (ability) in each unit and then you will receive an assessment of "Competent" or "Not Yet Competent".

When being assessed in the required skills and knowledge, you will be required to perform to a standard that is required in the workplace.

MUTUAL RECOGNITION

Club Sail Pty Ltd t/a Superyacht Crew Academy will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisations.

Recognition of Prior Learning/Current Competency:

If you consider you are already competent in specific Units of competency, you may be granted an exemption from undertaking the assessment, upon:

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- Proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience, undertaken in the last 2 years;
- Submission of evidences such as authenticated documents or samples of work demonstrating relevance and currency;
- Participation in an interview to ascertain current skills and knowledge. A cost may be associated to undertake this assessment interview.

If you make a claim for RPL a number of things could happen:

- You may not be granted any exemptions;
- You may be granted exemptions for some units of competency; or
- You may be granted exemptions for all units

Plagiarism:

Learners should always submit evidence of competency that has been created by the Learner themselves. Plagiarism is not accepted by Club Sail Pty Ltd t/a Superyacht Crew Academy and where plagiarism is detected Club Sail Pty Ltd t/a Superyacht Crew Academy will assess the evidences as Not Yet Competent and further counsel the Learner on the requirements of Learners to submit their own evidences.

CERTIFICATES AND STATEMENTS OF ATTAINMENT

For all Learners, on the successful completion of your training program we will issue a Certificate. This Qualification will record your name, date of completion, and the full name of the Qualification acquired. You will also receive a transcript listing the units of competency achieved. Therefore your skills are transferable.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment. This will include results of the competencies achieved.

In this regard, it is highly recommended you gain the majority of your sea time prior to commencing any Nationally Recognised Training.

QUALITY ASSURANCE

Club Sail Pty Ltd t/a Superyacht Crew Academy prides itself in focusing on continually improving our training and assessment services. We value your feedback and do the best we can to include your suggestions for improvement into subsequent courses.

COMPLAINTS AND APPEALS

Club Sail Pty Ltd t/a Superyacht Crew Academy has appropriate and transparent mechanisms to acknowledge and deal with complaints and appeals involving:

- The RTO, its trainers, assessors and/or other staff;
- A third party providing services on the RTO's behalf;
- A Learner of the RTO; and
- To fairly, efficiently and effectively process and finalise the complaint or appeal.

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It is our intent to resolve all complaints and appeals in a fair, effective, transparent and efficient manner to ensure a minimum of disruption to the business of Club Sail Pty Ltd t/a Superyacht Crew Academy and without detriment to the Learner or complainant.

COMPLAINT

A complaint is an allegation involving the conduct of:

- The RTO, its trainers, assessors or other staff
- A third party providing services on the RTO's behalf, its trainers, assessors or other staff
- A learner of the RTO

APPEAL

An appeal is a request for the review of a decision in regards to:

- Assessment decisions made by the RTO or third party providing services on behalf of the RTO; or
- Suspension or exclusion from the RTO or third party providing services on behalf of the RTO

In the first instance speak with your trainer who will assist you to resolve your complaint and understand the process.

DISCIPLINE

Disciplinary requirements occur when the behaviour of a Learner is deemed as unsatisfactory by an individual or group within the environment set by Club Sail Pty Ltd t/a Superyacht Crew Academy. If the behaviour is considered to be of a standard below the guidelines of this handbook and instructions given by Club Sail Pty Ltd t/a Superyacht Crew Academy Management / Trainer – Assessor then that behaviour is considered as Unsatisfactory Behaviour.

During the process when counselling occurs, the counselling is to include:

- An identification of what the problem behaviour is;
- How the behaviour does not meet the guidelines as specified; and
- What is expected in the way of correct behaviour.

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of Learners (as expected from the guidelines in this handbook) the Learner will be firstly counselled by the Trainer for that program;
2. If the unsatisfactory behaviour is continued then the Learner will be counselled by Club Sail Pty Ltd t/a Superyacht Crew Academy CEO (or a designated supervisory person). At this stage Club Sail Pty Ltd t/a Superyacht Crew Academy may deem it necessary to contact the funding sponsor for the program; and
3. If the unsatisfactory behaviour continues then the Learner will be considered for removal from the program. At this stage Club Sail Pty Ltd t/a Superyacht Crew Academy may deem it necessary to contact the funding sponsor for the program.



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FINANCIAL STANDARDS

We have measures in place to ensure the financial viability of the training services including cancellation and refund policies to address all possible circumstances whereby a refund of fee's paid may be returned to a learner or group of learners.

These policies are fair and equitable and is contained within the Pre-enrolment Information you received and is available from the administration team.

ATTENDANCE and BEHAVIOURS

You are expected to be punctual when attending training courses. Late arrival or non-attendance will affect your progress in achieving the compulsory standards, and 100% course attendance is required to achieve competency. Homework, where required, is deemed to be part of the course.

Learners, who due to circumstances beyond their control cannot complete all units, may attend future courses to complete their competencies, and additional fees may apply.

ABSENCE

If absent from a day on the course, you are to provide a written reason via email to the directors. You will be marked 'A' for absent in the box on the course attendance record for the day you were absent. If you are enrolled in a funded program you must provide a medical certificate to prove your absence.

FAILURE TO ATTEND

- Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course; or
- Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid.

LATENESS TO CLASS

- Lateness to class on any day is not acceptable;
- When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
- We expect that all Learners will be in the room on time after breaks throughout the day.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

- Trainers are accessible at all times during classroom sessions;
- The Director and Administration Staff are only accessible during scheduled classroom breaks or before/after class
- Trainers are not accessible during lunchbreaks;
- No access is granted to non-classroom area's excluding toilets;
- No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment; and
- Learners have access to trainers on an individual and confidential level if there are any concerns in understanding the training information, or any other concerns relating to their attendance at workshops.



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BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination. Unacceptable behaviour includes:

- Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words;
- Inappropriate language means: no swearing or abusive language;
- Mobile phones: no mobile phone use during class times or recording of content;
- Eating: no eating in the classroom;
- Playing games on mobile devices during class times;
- Lateness returning to class from breaks is unacceptable;
- Disrespectful behaviour to all other Learners, trainers and other individuals; and
- Jumping, standing on or putting shoes on furniture is not permitted

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered areas, and Learners are expected to use ashtrays.

Drugs and Alcohol: Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

PRIVACY

In accordance with the Privacy Act 1988, Club Sail Pty Ltd t/a Superyacht Crew Academy is committed to protecting your privacy and your personal information.

It is necessary for Club Sail Pty Ltd t/a Superyacht Crew Academy to collect personal information about you and does so by getting you to complete Club Sail Pty Ltd t/a Superyacht Crew Academy Enrolment form at your induction. The State Training Authority, NCVER and Club Sail Pty Ltd t/a Superyacht Crew Academy will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

If at any stage your personal details change throughout the course of your training, inform your trainer/assessor so that your details can be amended, please use the Change of Circumstances Form. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer/assessor.

A copy of our privacy policy will be provided to you and discussed at your induction or is available from the administration team.

WORKPLACE HEALTH AND SAFETY



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You will be expected to comply with the Club Sail Pty Ltd t/a Superyacht Crew Academy Workplace Health and Safety Policies during any training conducted in our training facilities.

CLIENT SUPPORT, WELFARE AND GUIDANCE SERVICES

The following contacts are provided for support of Learners:

- | | |
|----------------------------------|--------------|
| 1. Australian Tax Office | 13 28 61 |
| 2. Creditline | 9951 5544 |
| 3. Moneycare Counselling Service | 9299 6744 |
| 4. Welfare Rights Centre | 9211 5300 |
| 5. Ethnic Communities Council | 9319 0288 |
| 6. Legal Aid Help Line | 1800 806 913 |
| 7. Women's Legal Resource | 9749 5533 |
| 8. Interpreting Services | 13 14 50 |

Learners are always encouraged where there is the need to seek the guidance and advice from their trainer.