

## Payments and Refunds

Successful enrolment applications in Academy courses cannot be guaranteed until course fees (if any) are paid and receipts must be retained to verify payments. Fees and charges may be paid by cash, cheque, credit card, EFTPOS or a company may be invoiced.

The Academy is a member of the Tuition Assurance Scheme which protects all fees paid in advance.

Any request for a refund will incur a minimum 10% administration charge up to 100% of fees paid. Other changes to enrolment status incur these listed penalties:

Cancellations, Withdrawals or Transfers		
Number of days prior to course commencement	% of Fee Loss	Duplicate Transcript
≥ 20 Business Days	10%	\$100.00
< 20 Business Days	20%	Exam Re-sit
< 10 Business Days	50%	\$65.00
< 5 Business Days	100%	

## Recognition of Prior Learning (RPL)

Students who enrol in Academy courses can apply for formal recognition of knowledge, skills and current competency gained through work or life experiences.

Students who wish to apply for RPL should contact the relevant Course Coordinator to learn how to proceed. The variety of evidence able to be used by students to establish RPL includes but is not limited to:

- Workplace log books and sea service records;
- Certificates and transcripts for courses completed that have similar content;
- Statutory declarations by employers; and
- The outcome of challenge tests

## Student Support Services

Some students with disabilities may require special arrangements undertake their course. The Academy attempts to meet special requests where possible regarding access to class locations, class times, and modifications to assignment and/or assessment requirements.

## Student Code of Conduct

Students who enrol in Academy courses agree at all times during their enrolment period to:

- Conduct themselves in a professional manner and behave responsibly and with consideration for others at all times;
- Refrain from any conduct which impairs the reasonable freedom of other students to pursue their studies at the Academy;
- Not disrupt any teaching activity or examination being conducted by the Academy;
- Refrain from impairing any student's study program by assault, attempted assault or threat to any person;
- Use their own skills, time and attention to the maximum of their abilities;
- Take responsibility for the efficient use of their time and achievement of the objectives of their course;
- Maintain an acceptable standard of personal presentation;
- Ensure that their actions do not threaten the health and safety of fellow students or Academy staff; and
- Refrain from the use of any non-prescribed drugs or alcohol while on campus and during the normal course hours 8.00am - 5.30pm

Students who disregard or are found to be in breach of the Code of Conduct will be given a verbal warning by an Academy staff member. A second breach of the Code of Conduct will result in the student being issued with a written warning from the Academy CEO. Subsequent breaches of the Code of Conduct will result in the student being expelled and automatic forfeiture of all course fees.

By signing the Academy enrolment form you acknowledge that you understand the services available to you, the rights and expectations you can have as a student and agree to be bound by the requirements of the Student Code of Conduct and other relevant Academy policies.

## Student Surveys

Students who have completed an Academy course are requested to complete a survey form that covers many aspects of the course. The distribution and completion of student surveys are a Commonwealth requirement of the Academy being a Registered Training Organisation.

Please take the time to consider and complete these surveys as they provide us with valuable information about how we can continually improve the quality of the courses we deliver and the nature of the experience students have when undertaking our courses.

Information last updated: 19 February, 2013

# Australian Maritime & Fisheries Academy



## Student Information and Policy Guide

2013

## Skills for All

An initiative of the  
Government of South Australia

[www.afa.edu.au](http://www.afa.edu.au)

Port Adelaide Campus      Port Lincoln Campus  
Telephone (08) 8303 2780      Telephone (08) 8683 4888

OR Toll Free 1800 636 068

**This flyer is designed to provide current and future Australian Maritime and Fisheries Academy students with information about the services, opportunities and obligations provided by the Academy.**

## Code of Ethics

The Australian Maritime and Fisheries Academy is committed to its provision of services in an ethical manner including full compliance with all relevant legal requirements, and in turn requires that all its Board members, officers (including its Chief Executive Officer), managers, employees, and contractors acting on its behalf meet those same standards of integrity, fairness and ethical behaviour, including compliance with the requirements of any legal requirement.

## Course Cancellation

Should AMFA be required to cancel a course either before commencement or once it has commenced, a pro rata refund will be made available to students as soon as possible and will endeavour to find placements on alternative courses at other training organisations.

## Course Incompletion

Should AMFA be unable to deliver any of the units of competency scheduled in particular training programme, a pro rata refund will be made available to students as soon as possible and will endeavour to find placements on alternative courses at other training organisations.

## Credit Transfer

As part of the Academy's access and equity policy, AMFA has a clear commitment to credit transfer. AMFA has resources available to ensure opportunities for training are improved by a student being able to apply for credit once enrolled in a course.

## Numeracy and Literacy

Students need to be aware that a certain standard of numeracy and literacy is recommended to successfully complete Academy courses.

Literacy and numeracy requirements for each course is contained in the relevant Course Information Sheet.

The Academy can provide advice on language, literacy and numeracy support to assist students to develop the skills necessary for successful study, however this support can only be provided once a student informs the Academy they require access to support services.

If you have any concerns please contact the Academy.

## Grievance and Appeal Process

Your learning is your own responsibility. However, the learning environment is the responsibility of the Academy. It is important that you act to resolve issues you find unacceptable. Always talk to someone before a situation becomes critical or you feel the need to take some extreme action such as withdrawal from the subject of course.

There are several ways you can explore an issue that is of concern to you in relation to your study or to Academy life. Issues may include learning difficulties, problems with administrative procedures, a lack of information or feedback or dissatisfaction with an assessment result. Any staff member is always available to help you resolve any difficulties. The help offered may include:

- Discussion of an issue to help clarify your main concerns and the most appropriate avenues for resolving them;
- Provision of information and guidance on the resolution process;
- Help in developing the confidence and skills necessary to deal effectively with an issue; or
- Mediation on your behalf.

If you are not satisfied with the resolution of any problem, you may make a formal complaint in writing to the Academy CEO within 20 working days setting out:

- The circumstances surrounding the issue;
- Who was involved;
- Why a complaint or appeal is being lodged;
- The name of any witnesses who could support the case;
- Any evidence including dates and documentation.

A written response will be provided within 20 working days. If you are not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and you will have an opportunity to formally present your case. Should a student be unsatisfied with the outcome of their complaint, AMFA recommends students to contact the Australian Skills Quality Authority to register their complaint. Information on how to proceed with this course of action can be found at the ASQA website:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

## Legislative Compliance

The Australian Maritime and Fisheries Academy is committed to complying with all legislation, regulations, licences, codes, guidelines and similar binding instruments that are in place to cover the operation of a registered training organisation. The operation of the Academy is supported by policies and procedures including but not limited to:

- Occupational Health & Safety legislation
- Privacy legislation

- Anti-discrimination legislation, including access and equity, equal opportunity, racial vilification, gender or disability discrimination.

## Privacy Statement

The Academy places great importance on maintaining the privacy and security of personal information supplied by students. The following information relates to the collection, access, use and disclosure of personal information provided to the Academy.

### Why does AMFA collect personal information?

- To report to the Department of Further Education, Employment, Science and Technology for required reporting;
- To inform each student of a course cancellation and to also send reminder letters;
- To send students their result statements and qualifications; and
- To send students course information as requested.

### Who does AMFA give your information to & why?

All personal information given to the Academy will be used only for the following purposes:

- Financial institutions will be given your details to process card payments
- Dept Commercial Marine Services will be given your details on their request for Ticketed Courses
- Various high schools for SSABSA Results
- DEFEST for required reporting

### Can you access to your personal information?

If you wish to gain access to your own information you can do so by showing identification to one of our staff members or requesting information in writing accompanied with documentation verifying your identity.

Students are entitled to view all of their records that do not breach the privacy of another student, including but not limited to their enrolment application, assessment records and other documents.

### What will happen if you don't give details to AMFA when enrolling into a course?

When you enrol as a student with the Australian Maritime & Fisheries Academy you will be given an enrolment form that needs to be completed and returned. If you do not return the form completed you will not be able to enrol in any courses conducted by AMFA. We will also be unable to inform you in the case of a course being postponed or cancelled.