

SUPERYACHT

★ ★ ★ ★ ★ CREW ACADEMY

**NATIONALLY & INTERNATIONALLY RECOGNISED
MARITIME TRAINING**



STUDENT HANDBOOK

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MISSION STATEMENT

Club Sail Superyacht Crew Academy is committed to providing quality and consistent maritime training that can be used by 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. Club Sail Superyacht Crew Academy not only provides, but prides itself on comprehensive pre and post training support.

ABOUT CLUB SAIL SUPERYACHT CREW ACADEMY

Club Sail Superyacht Crew Academy was conceived by its Principals, Christopher and Deborah Brown, and is a product of their 40 years' experience that they have jointly accumulated in the European, Asian and Australian sailing school/yacht charter industries.

Club Sail Superyacht Crew Academy is based at Newport, Sydney NSW, which is located on the shores of the idyllic stretch of water known as Pittwater. Initially it operated solely as a Sailing School but very quickly was able to commence its Corporate Teambuilding/Hospitality and Yacht Charter operations.

In 2002 Club Sail Superyacht Crew Academy became one of Australia's first partnership schools of International Yacht Training Worldwide® (IYT) which has its head office situated in Kelowna, British Columbia, Canada.

From the outset Superyacht Crew Academy's objective has been to provide in a professional way, to as wide an audience as possible, the opportunity to enjoy being on the water. People enjoy yachting for relaxation purposes, to reap the educationally unique benefits that sailing presents as a vehicle for individual or corporate development and most recently, to train as professional crew for super yachts internationally.

Club Sail Superyacht Crew Academy conducts the following training:

- Practical recreational IYT courses from Introductory to Yachtmaster
- Theory courses for all IYT syllabus
- Examination assessments
- Invigilating Australian Maritime Communications radio operators licence courses
- Corporate teambuilding programmes inshore and offshore
- Marine diesel engine workshops
- Certificate I in Maritime Operations (General Purpose Hand)
- Certificate III in Maritime Operations (Master up to 24m NC)
- International Yacht Training Worldwide commercial courses for Mate, coastal, offshore (limited) and ocean (unlimited) - Master of Yachts 200t.
- STCW95+10 basic safety course
- Megayacht Deck Crew Course
- Megayacht Interior Crew/Stewardess Course

By constantly pursuing this objective, not only has Club Sail Superyacht Crew Academy been able to grow internally, but has gained the recognition of industry organisations such International Yacht Training Worldwide, Roads and Maritime Services and Australian Skills and Quality Association.

Club Sail Superyacht Crew Academy specialises in delivering International Yacht Training Worldwide courses to provide professionally trained crew for the superyacht industry worldwide.

LOCATION

Club Sail Superyacht Crew Academy has two locations:

- Training Room Annexe: 'Quattro' Building Q2, 4 Daydream Street, Warriewood, NSW, 2102
- Office: Newport Anchorage Marina, office 10, waterfront level 79-81 Beaconsfield Street, Newport NSW 2106

The Superyacht Crew Academy's office is located about 40 km north of the Sydney international airport, about a 45 to 55 minutes' drive. If you are coming from overseas or out of state, you will fly into the Sydney Airport. You can either take a shuttle bus marked "Northern Beaches", or rent a car for the 40 km drive to Pittwater.

For out of town visitors, we can recommend nearby accommodation, please contact us for further information.

TRAINING RESOURCES & LEARNING ENVIRONMENT

All Training & Assessors from Club Sail Superyacht Crew Academy are qualified to the standards required for Registered Training Organisations. They are all appropriately skilled in the delivery and/or assessment of a training program as well as the experience, knowledge and skills required to instruct and/or assess each particular unit.

SUPERYACHT CAREER TRAINING ACCOMMODATION & FACILITIES IN SYDNEY AUSTRALIA

The Superyacht Crew Academy's International Yacht Training Worldwide course programs have many special advantages for trainees coming from out of state or overseas because we provide assistance (if desired) with accommodation:

The International Yacht Training Worldwide and Nationally recognised MAR30913 - Certificate III in Maritime Operations (Master up to 24 metres Near Coastal) programs are divided into two parts; at sea and shore-based.

During the practical sea training for your professional career, you will live aboard the training yacht or power vessel with all meals included.

You, and the other students, will arrange a watch system for cooking, cleaning and sailing. Our practical sail training area combines one of Australia's most beautiful and protected waterways which can include exciting offshore sailing along the coast of New South Wales.

Superyacht Crew Training shore training facilities and accommodation

During the shore based theory training, you may wish to eat at one of the excellent restaurants offering international cuisines, within walking distance of the marina. The Newport Arms, one of Sydney's finest and most famous pubs, is situated right next door - perfect for the sunset debrief.

While at the marina, you will be just a short walk from some of the finest surfing beaches in the world, a great way to start the day and get some exercise.

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.

During courses you have the option of staying at accommodations near the Superyacht Crew Academy. The Superyacht Crew Academy assists students in selecting affordable accommodation, the cost of this is additional.

CODE OF PRACTICE

Club Sail Superyacht Crew Academy is committed to being honest, behaving with integrity and giving superior service. This can only be achieved through the commitment of all management, marina, administration and instructing staff. Obligations and responsibilities fall equally on the Club Sail Superyacht Crew Academy management and its employees.

PAYMENT

Bookings will be held for a maximum of 7 days without securing. The booking will not be confirmed until a completed reservation form has been received together with a deposit for each course. Balance of payment is to be made 15 days prior to commencement of the course.

All fees will be clearly noted on Club Sail Superyacht Crew Academy brochures and associated websites. Fees can be paid in the following methods:

- Bank deposit;
- Bank cheque;
- Electronic bank transfer;
- EFTPOS;
- Credit card; or
- Cash.

CANCELLATION

Cancellations made inside 30 days must be made in writing by the person who completed the booking and be sent to Club Sail Superyacht Crew Academy at their address and is deemed to take effect on receipt. Cancellations made between 30 and 15 days will incur a loss of deposit. Any cancellations made inside 15 days of course commencement will not be refunded. If a client leaves the yacht and/or abandons a course before the scheduled termination date and time, for whatever reason, no refunds will be given. When the deposit to secure a place on a course has been made and the student cancels outside 30 days, an administration/service fee of \$150 WILL BE CHARGED. Any course material that has been issued to the student MUST be returned to the Company before the remainder of the deposit is refunded.

TRANSFER

Club Sail Superyacht Crew Academy reserves the right at its discretion to transfer the course or charter from one yacht to another and this action will in no way waive the terms and conditions stated herein. In the event of Club Sail Superyacht Crew Academy having to cancel a course or charter, without offering any acceptable alternative, then the client shall be entitled to a full refund of monies paid and no further liability shall be incurred by Club Sail Superyacht Crew Academy.

WEATHER CONDITIONS

Whilst every effort will be made by the instructor to give the clients 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.

COMPETENCIES TO BE ACHIEVED

At the commencement of any course or unit at Club Sail Superyacht Crew Academy, you will be given a full list of the learning outcomes (competencies) you will need to achieve and of the performance criteria that you will have to satisfy to demonstrate those competencies. All competencies must be demonstrated to successfully complete the course or unit.

ASSESSMENT PROCEDURES

The purpose of assessment is to ensure that successful trainees have achieved the nominated competencies to a standard acceptable to the global maritime industry. The focus is very much on your ability to operate well in the workplace.

Assessment methods will vary; the greatest emphasis will be on assessment of your ability to do the task, but assignments both oral and written questioning may also be used to test the underlying knowledge required for each task.

Because consistency of task performance is important in industry, assessment will occur throughout the course rather than only at the end. Furthermore, you will be able to negotiate with assessors the manner in which the required competencies may be demonstrated.

CERTIFICATION

Upon successful completion of a nationally approved course, Club Sail Superyacht Crew Academy will issue a 'Certificate' at the appropriate level.

This Certificate will be recognised within the Australian Skills Quality Authority and by Roads and Maritime Services as meeting the course requirements for commercial Certificates of Competency.

On successful completion of a unit or units within an accredited Certificate course, the candidate will be issued with a 'Statement of Attainment' for the unit(s).

This enables you to transfer this credit to an approved maritime or, where applicable, other vocational course at another Registered Training Organisation.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning (or Recognition of Current Competency) refers to recognition of competencies currently held. This includes any combination of training and education, from an Australian RTO, international equivalents or workplace and industry experience or training. Consistent with the AQF Standards for RTO's, Club Sail Pty Ltd will:

- Ensure that RPL/RCC is offered to all students on enrolment, and
- Have an RPL/RCC process that is structured to minimise the time and cost to the client and provides adequate information and support to enable the student to clearly understand the level of documentation required.

For RPL/RCC to be granted, the applicants must show that they:

- Have formal documentation showing attained competencies described in the unit/s that are being claimed.
- Possess current competency in the unit/s that are being claimed.
- Possess the required underpinning knowledge specified by the unit/s of competency.

The evidence which has been gathered by the assessor or the client, as proof of current competency may take a variety of forms. The assessor must ensure that such evidence complies with the rules of evidence.

Applicants seeking RPL/RCC will be required to attend an interview either in person or by telephone to establish the units for which they seek RPL. If the applicant wishes to proceed with RPL after the interview, they will be provided an interval sufficient to gather and present the required documentation for review.

The recognition process is conducted by assessors who are experienced professionals in their industry and their detailed knowledge of competencies and qualifications enables them to achieve efficiency, effectiveness, flexibility, fairness and openness.

Applicants for RPL who cannot demonstrate satisfactory competencies for any unit of their claim will be offered training to attain competency in that unit. In addition, those clients who are dissatisfied with the outcome of the recognition process are able to lodge an appeal and client feedback regarding the recognition process is used as a valuable mechanism to continually improve the process.

Fees involved include:

- Initial Assessment: A one-off fee of \$AU425.00 which covers all evidence assessment, contacting of referees, phone and/or in-person interviews, and issue of certifications and transcripts.
- Practical Assessment: Where an applicant cannot provide sufficient evidence and requests to be assessed practically, an additional assessment fee of \$AU985.00 will apply.

Applicants should allow up to eight (8) hours for the practical assessment depending on the number of competencies being assessed. Fees for RPL/RCC application are non-refundable and applications submitted without the payment of appropriate fees will not be considered.

For further information regarding RPL/ RCC please contact us and we can provide the Recognition of Prior Learning Handbook.

ADVANCED STANDINGS & CREDIT TRANSFER

Students may be entitled to an advanced standing if they have completed units of competency issued by an identifiable Registered Training Organisation (RTO).

COMPLAINTS, GRIEVANCE & APPEALS

Club Sail Superyacht Crew Academy acknowledges that clients and employees have a right to raise concerns, and have them addressed promptly and appropriately. Complaints, grievances and appeals are handled in a fair and objective manner and with sensitivity.

A complaint, grievance or appeal is deemed to be dissatisfaction with the procedures, outcomes or quality of service provided by employees of Club Sail Superyacht Crew Academy in relation to the following processes:

- Enrolment;
- Quality of training delivered;
- Training/competency assessment, including RPL
- Issuing results, certificates and/or statements of attainment;
- Any other issues associated with the delivery of training and assessment services;
- Other issues such as discrimination, sexual harassment, participant, amenities, etc.

A complaint, grievance or appeal is deemed to be formal when it is made in writing to the Director.

In accordance with ASQA standards, Club Sail Superyacht Crew Academy will ensure that:

1. Each complaint, grievance or appeal and its outcome be recorded in writing;
2. Each appeal is heard by an independent person or panel;
3. Each individual:
 - i) has an opportunity to formally present his or her case;
 - ii) is given a written statement of the appeal outcomes, including reasons for the decision;
 - iii) gets action upon a subject of any complaint, grievance or appeal that is found to be substantiated.

Further, it is the policy of Club Sail Superyacht Crew Academy that receipts of complaints, grievance or appeal, whether received internally or externally, will be handled promptly and effectively and the complainant will receive a response within a reasonable timeline. Policy principles are:

- All employees and clients are entitled to fair and consistent treatment, and prompt consideration and resolution of complaints, grievances and appeals;
- No complainant will be discriminated against for lodging a complaint, grievance or appeal;
- All complaint, grievance and appeal processes shall be enacted to ensure that confidentiality is maintained at all times;
- All complaint, grievance and appeal processes shall be resolved as close to their source as practicable with the emphasis on conciliation;
- The complainant has the right to withdraw the complaint, grievance or appeal at any time;
- A employee who is the complainant may request the assistance of another person nominated by them, or another employee, at any time during the complaints process;
- A client may request the assistance of a support person as nominated by them at any time during the complaint, grievance or appeal process. This could be a Club Sail Pty Ltd employee or other student enrolled in the course;
- Consistent with the above, any such assistance will exclude the legal profession and family members with vested interest in the outcome;
- All parties are treated equally and fairly, an in accordance with the principles of natural justice;
- Written records of outcomes, agreements and actions are to be made and kept at all stages of the complaint, grievance or appeal process;
- During the complaint, grievance or appeal process, the Director has a duty of care to identify and assess any foreseeable risks to the individuals involved and/or Club Sail Pty Ltd, and to take necessary steps to communicate or to mitigate the risk(s).

If a complaint or appeal cannot be resolved internally, satisfactory to both parties, a mediator maybe recommended such as a solicitor.

The complainant also has the right to further the matter with the NSW office of Fair Trading. Information on making a complaint can be found on <http://www.fairtrading.nsw.gov.au/default.html> or by calling 133 220

The complainant also has the right to further the matter with Australian Skills Quality Authority (ASQA). Information on making a complaint can be found on <http://www.asqa.gov.au/complaints/making-a-complaint.html> or by calling 1300 701 801.

Overseas students should lodge their complaint with the Overseas Students Ombudsman. Information on making a complaint can be found on <http://www.oso.gov.au/making-a-complaint/>

ACCESS & EQUITY POLICY

Club Sail Superyacht Crew Academy is committed to providing opportunities for all people in the community to successfully gain skills, knowledge and experience through accessing out training services.

Opportunities to undertake training and/or employment with Club Sail Superyacht Crew Academy will not be restricted on grounds of nationality, place of birth, age or gender.

Club Sail Superyacht Crew Academy is committed to developing a range of training programs that:

- Are accessible to both members and non-members;
- Are inclusive rather than exclusive;
- Meet learners needs;
- Meet industry and community expectations; and
- Provide support for learners with different and diverse needs.

PRIVACY

Club Sail Superyacht Crew Academy takes seriously its obligation to safeguard the privacy of client information.

Except as required by the Standards for Registered Training Organisations and by Law, Club Sail Superyacht Crew Academy will obtain client consent before the release of information to any third party.

Students may access personal records relating to them only. This may be arranged by contacting the Office Manager.

STUDENT WELFARE

Club Sail Superyacht Crew Academy staff will provide a supportive learning environment, in substantive and administrative aspects, conducive to the success of student's studies. Facilitators, in particular, will identify and respond constructively to individual students needs for counselling, career guidance, support and encouragement.

Beyond direct vocational and training roles, Club Sail Superyacht Crew Academy will also be sensitive to student welfare issues which that effect student performance. However, Club Sail Superyacht Crew Academy is not a counseling service; we will refer any issues of other matters to a qualified welfare service. Please see below for further information regarding support services:

DRUG AND ALCOHOL COUNSELLING AND SUPPORT SERVICES DETAILS

AA – Alcoholics Anonymous

Central Service Office

127 Edwin Street North, Croydon

24 hour help line (02) 9799 1199

Email aacroydon@bigpond.com.au

Internet www.aasydney.org.au

Self-Help, information

ADCA

Alcohol & Other Drugs Council of Australia

17 Napier Close

Deakin ACT 2600

Phone (02) 6281 0686

Internet www.adca.org.au

Information, education, media

ADIS

Alcohol & Drug Information Service
366 Victoria Street, Darlinghurst
24 hour, 7 days confidential service
which includes advice, information and
referral to local agencies.
Phone (02) 9361 8000
Country areas free call 1800 422 599
Counselling, assessment, referral

Anti-Discrimination Board

Level 4
175-183 Castlereagh Street
Sydney NSW 2000
Phone (02) 9268 5544
Country areas free call 1800 670 812
Internet www.lawlink.nsw.gov.au/adb
Anti-discrimination laws

Australian Safety and Compensation Council

Internet www.ascc.gov.au
(previously National Occupational Health and
Safety Commission NOHSC)
Alcohol and other drugs information, education, counseling, medical and self-help services available in NSW are
listed below. Also look for information and services available in your local area in the Yellow Pages.

Better Health Centre

NSW Health Department
Locked Mail Bag 5003
Gladesville NSW 2111
Phone (02) 9816 0452
Internet www.health.nsw.gov.au
Publications

Centre for Drug and Alcohol NSW Dept of Health

Locked Mail Bag 961 North Sydney 2059
Phone (02) 9391 9000
Internet www.health.nsw.gov.au
*NSW Department of Health body responsible for D & A services, policy, funding, research. Also see local area health
service.*

Lifeline Sydney

15 Belvoir Street
Surry Hills NSW 2010
24 hour counselling Phone 13 11 14

Youthline (02) 9951 5522

Face to face counselling (02) 9951 5577

Narcotics Anonymous

Helpline Phone (02) 9519 6200
Internet www.na.org.au
Counselling and information services

NSW Department of Commerce Office of Industrial Relations

McKell Building
2-24 Rawson Place
Sydney NSW 2000
Enquiry Service 131 628 (*anywhere within NSW*)
Fax (02) 9020 4700
Internet: www.industrialrelations.nsw.gov.au
Award, employment practices, rights and responsibilities

Unions NSW Drug & Alcohol Unit

Level 3, Trades Hall
4 Goulburn Street
Sydney NSW 2000
Phone (02) 9264 1691
Free Call 1800 688 919
Internet www.council.labor.net.au
Negotiates joint union/employer approach to D & A problems

WorkCover NSW

92-100 Donnison Street
Gosford NSW 2250
Phone 13 10 50
Internet www.workcover.nsw.gov.au
Information on occupational health and safety, workers compensation and rehabilitation

ADDITIONAL SUPPORT SERVICES DETAILS

State Training Services – Aboriginal Services

Central & Northern Sydney

Level 13 12 Help St
Chatswood NSW 2067
P: (02) 9242 1700
F: (02) 9415 3979

nsydneystc@det.nsw.ed.au

Internet www.training.nsw.gov.au/aboriginal_services

Committed to improving the vocational outcomes and wellbeing of Aboriginal and Torres Strait Islander people so that they excel and achieve in every aspect of their education and training.

Australian Government – Department of Human Services & Centrelink

Internet www.humanservices.gov.au/

Responsible for the development of service delivery policy and provide access to social, health and other payments and services.

STUDENT SUPPORT SERVICES

Club Sail Superyacht Crew Academy offers students additional advice and assistance with:

- Industry expectations and required level of skills
- Career advice prior to and after the course
- Referee when applying for jobs/ positions
- Direct contact with crewing agencies and superyacht captains

- Assistance with CV writing and presentation
- Industry career pathways
- Recommended places to stay if needing accommodation
- Additional support for students with learning difficulties and disabilities (If you are concerned that your disability may impact on your ability to complete the essential requirements of your course you can discuss this with a staff member prior to enrolment)
- Pre course assessments to ascertain level of skill, training plan adapted to this level
- Real life work experience to assist in gaining additional experience
- Private lessons (additional fee applicable depending on type of lesson)

COMPLIANCE WITH LEGISLATION

Club Sail Superyacht Crew Academy ensures that compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

Club Sail Superyacht Crew Academy identifies and complies with relevant State or Territory laws including Commonwealth or State/Territory legislation on:

1. Occupational health and safety;
2. Workplace harassment, victimisation and bullying;
3. Anti-discrimination, including equal opportunity, racial vilification, disability discrimination;
4. Vocational education and training;
5. Privacy and copyright; and

Club Sail Superyacht Crew Academy ensures that:

1. Staff are provided with information about legislation that significantly affects their duties; and
2. Clients are provided with information about legislation that significantly affects their participation in vocational education and training.

Club Sail Superyacht Crew Academy advises employees and clients of access to all relevant information via in house, internet and/or code of practice.

NSW GOVERNMENT SUBSIDISED TRAINING PROGRAMS (SMART & SKILLED)

STUDENT INFORMATION – PRE ENROLMENT

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SMART AND SKILLED NOTIFICATION OF ENROLMENT

Policy

Club Sail Pty Ltd trading as Superyacht Crew Academy understands that, as a Provider contracted under Smart and Skilled, they are contractually obliged to follow the Notification of Enrolment procedure as specified in the Smart and Skilled Operating Guidelines (Section 6).

Procedure

Club Sail Pty Ltd trading as Superyacht Crew Academy will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Check eligibility:** We will check your eligibility for the program. A general guide of eligibility is included in the table below. All students must meet Criteria 1. However, further conditions apply for unemployed, disabled or Aboriginal people. If you are not sure of your eligibility please discuss it with us. You will be asked to provide proof of eligibility and will be informed of what type of evidence is acceptable. Your Provider will take you through a **Proof of Eligibility Checklist** on enrolment. You will be required to provide some documents and sign statements.

For a student to be eligible for a Smart and Skilled funded place they must meet the following eligibility requirements:	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none">• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and• aged 15 years or older, and• left school, and• live or work in New South Wales (or a defined NSW border)• Any student registered as a NSW Apprentice or New Entrant Trainee
For Courses up to and including Cert III	<ul style="list-style-type: none">• Have not completed qualifications at Certificate IV or above.
Other training. part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma,	<ul style="list-style-type: none">• Can have any level of Qualification
All	<ul style="list-style-type: none">• Enrolling student must reside the postcodes designated in the Funding Contract

2. **Declarations:** You will also be required to sign the following documents: (you will be given a hard or electronic copy of them):
 - Consent to Use And Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
 - Privacy Form if you would like us to apply for USI on your behalf.
3. **Pre-enrolment information:** Prior to enrolment you will be provided with the following information:
 - Recognition of Prior Learning and Credit Transfer information
 - Consumer protection information

- Subcontractor information if relevant
 - What a student should do if they wish to defer or discontinue training
 - How students can access support during training
 - Contact details for any support services provided
 - The fees chargeable
4. **Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.

If you have any questions with regard to the Notification of Enrolment Process please do not hesitate to contact us.

SMART AND SKILLED FEE AND REFUND POLICY

Club Sail Pty Ltd trading as Superyacht Crew Academy is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator.
- Students will be notified of any schedule of payments on enrolment.
- Fees paid in advance will be protected by Club Sail's Bank Guarantee from Westpac.
- Students will be notified of any additional equipment costs prior to enrolment.
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- All fees collected will be retained by Club Sail Pty Ltd trading as Superyacht Crew Academy.
- Students will be entitled to 2 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the Provider.
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees Club Sail Superyacht Crew Academy will refund the difference as per the advertised cost.

Withdrawal of students

- Withdrawal without Penalty: students will be notified prior to enrolment that they can withdraw from the course 30 days prior to commencement and receive a full refund of fees paid to date.

Withdrawal after the Cut-Off Date with Penalty

- When students withdraw from a course within 30 days prior to course commencement the following fees will apply:
- Cancellations made between 30 and 15 days will incur a loss of deposit.
- There will be no REFUNDS given for cancellations made inside 15 days. If a student leaves the yacht and /or abandons a course or milebuilder trip before the scheduled termination date and time for whatever reason NO REFUNDS will be given.

Extenuating Circumstances

- If for any reason Club Sail Pty Ltd trading as Superyacht Crew Academy is unable to complete the training the following Refund Policy will apply:
- In the event of the Company having to cancel a course or sailing trip, without offering any acceptable alternative then the student/passenger shall be entitled to a full refund of monies paid and no further

liability shall be incurred by the Company.

- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees Club Sail Superyacht Crew Academy will refund the difference as per the advertised cost.

Closure of the RTO & Cancellation of smart and skilled contract

- In the event of closure of the RTO, cancellation of smart and skilled contract or discontinuation of funding Club Sail Pty Ltd trading as Superyacht Crew Academy will endeavour to transfer students to another provider and comply with Smart and Skilled fee administration policy version 1.2.

Discontinuation of funding

- Club Sail Pty Ltd will not allocate funding to smart and skilled students over and above the financial cap as set out in the smart and skilled contract.

RPL AND CREDIT TRANSFER

As per normal pre-enrolment information regarding RPL and Credit transfer – please refer to the information as stated above or request a Recognition of Prior Learning Handbook from us.

SMART AND SKILLED CUSTOMER PROTECTION POLICY

Club Sail Pty Ltd trading as Superyacht Crew Academy has a Customer Protection Policy in place as contractually required under Smart and Skilled. See complaints, grievance and appeals section of the Student Handbook.

Procedure:

- Every attempt will be made to resolve any student complaints using the Club Sail Pty Ltd trading as Superyacht Crew Academy Complaints, Grievance & Appeals Policy.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaints, Grievance & Appeals Policy.
- The CEO will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
- Contact details are as follows: info@clubsail.com.au or (02) 9979 9669.
- If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

REASONABLE ADJUSTMENT

Any disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. This can include oral assessment and/or practical assessment.

STUDENT SUPPORT

Student support information provided by Club Sail Pty Ltd trading as Superyacht Crew Academy can be found as stated above under Student Welfare and Student Support Services. Contact details and how to access the support services are included.

DEFERRAL OR WITHDRAWAL FROM TRAINING

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments

UNIQUE STUDENT IDENTIFIER (USI)

USI REGISTRATION INSTRUCTIONS

All students undertaking nationally recognised training delivered by a registered training organisation (RTO) in Australia will need to have a Unique Student Identifier (USI) as of 2015.

A USI account will contain all of your nationally recognised training records and results from 1 January 2015 onwards. Results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

A USI gives you access to your online USI account which is made up of ten numbers and letters which can be accessed from a computer, tablet or smart phone anywhere, anytime!

*****YOU MUST CREATE YOUR USI BEFORE YOU START YOUR COURSE*****

Steps to create a USI

Step 1: Have at least one form of ID ready from the list below:

- 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
- Immigration Card

IMPORTANT:

When you create a USI your personal details must match EXACTLY with those on your ID. If you have no proof of ID from the list above please contact us for further information.

Step 2: Have contact details ready (e.g. email address, mobile number, address)

Step 3: Visit the USI website at: www.usi.gov.au

Step 4: Select the 'Create your USI' link & agree to the Terms & Conditions

Step 5: Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

Step 6: Log into your USI account and go to 'Manage Permissions'. Add Superyacht Crew Academy as your organisation. Select 'View Details & Update Details, 5 years expiry' then Save.

**Step 7: Now you MUST inform us of your USI number BEFORE your course –
FORWARD YOUR USI CONFIRMATION EMAIL OR NUMBER TO: info@clubsail.com.au
and record it on your course enrolment form.**

Further information can be found at: www.usi.gov.au

(This information is also given to you upon enrolment, along with course confirmation and information)

Alternatively Superyacht Crew Academy can create a USI on your behalf

- To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a [Privacy Notice](#) to this effect.

Protection of student's privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

Your privacy

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

APPLICATION TO ENROL

To apply to enrol in one of Club Sail Superyacht Crew Academy's nationally or internationally recognised maritime courses please fill in the enrolment form online on our website. Please note as per our payment policy, an enrolment booking will be held no longer than 7 days without a deposit.

Upon receiving your deposit for the enrolled course, confirmation, pre-course assessment, study material and learning resources will be sent to you. If you are concerned about your depth of knowledge in regards to the course you have enrolled into, please call us to discuss your individual training plan options.

For smart and skilled inquiries please call the office to speak with a staff member regarding your eligibility and the enrolment process.

Superyacht Crew Academy

PO Box 593
Newport NSW 2106
Sydney Australia

Phone: International + 61 2 9979 9669
Fax: 9979-3463
Email: info@clubsail.com.au
Website: www.superyacht-crew-academy.com

Alternatively you could drop in to our office and meet the staff and trainers at:

Newport Anchorage Marina

Marina Level
79-81 Beaconsfield Street
Newport NSW 2106
Sydney Australia

Course Information

MAR10313 - Certificate I in Maritime Operations (General Purpose Hand Near Coastal)

Introduction

Every commercial vessel requires the 'deck hand' or General Purpose Hand to hold a Certificate of Competency issued by a State Authority. In New South Wales, the State Authority is Roads & Maritime Services

To achieve the MAR10313 - Certificate I in Maritime Operations (General Purpose Hand Near Coastal) students are required to successfully complete all units of competencies. Students are then required to present their transcripts to Roads and Maritime who will issue a General Purpose Hand Certificate which enables you to commence work.

Vocational Outcome

In general terms, the holder of a Certificate of Competency (CoC) as General Purpose Hand is qualified to act in the following position:

- Assist a master or engineer in any tasks that may be required on board a vessel while working under direct supervision of the person in charge of the vessel or its engines; and
- Work: On deck or in the engine room of a vessel <80m in the Exclusive Economic Zone (EEZ) In the engine room only for a vessel with propulsion power <3000 kW.

Further, upon completion of this course you will also obtain the International Yacht Training (IYT) Worldwide Megayacht Deck Crew Certificate which enables the holder to act as:

- Small RIB or Power boat Master <15m (up to 20nm from a safe haven)
- VHF Radio Operator
- IYT International Crew Certificate

Licensing/Regulatory Information

This level of qualification is currently cited as meeting some of the requirements for certification as a General Purpose Hand Near Coastal as defined by the National Standard for Commercial Vessels (NSCV) Part D.

Certification will require achievement of the MAR10313 Certificate I in Maritime Operations (General Purpose Hand Near Coastal) and an Australian Maritime Safety Authority (AMSA) approved first aid certificate; people seeking certification should check with AMSA, phone 02 6279 5000 or on the web at www.amsa.gov.au

In addition, the Roads and Maritime also requires that prior to endorsement to work as a general purpose hand, a person must:

- be at least 16 years of age
- produce a satisfactory medical record i.e. meet medical/eyesight standards
- have a Record of Service Book endorsed by the NSW Maritime Authority as proof of meeting these requirements.
- pay the appropriate fee to NSW Maritime.

Entry Requirements

There are no entry requirements for this course.

Pathways

Statements of Attainment - Students who complete only some units/modules will be issued with statement of attainment demonstrating partial completion of the qualification. The remaining units/modules can be completed at Superyacht Crew Academy at a later date or be taken at another Registered Training Organisation (RTO).

Full Qualification - Students who successfully complete the full course and assessments are issued with the full Cert I qualification. The student can approach Roads and Maritime, with this qualification and the OHS mandatorily required first aid certificate (HLTFA301C Apply first aid), and will be issued the NSW General Purpose Hand Certificate of Competency (CoC). This CoC allows them to work as a crew member/deckhand on board any Australian commercially registered vessel within 200 nautical miles of the Australian coastline.

International Recognition - On completion of the full course and assessments, students will also receive a STCW95 Basic Safety Training Certificate. This qualification is recognised internationally by the Maritime and Coastguard Agency (MCA) of Britain as well as 25 other governments worldwide. The certificate enables the crew member to work as crew/deckhand on board any commercial vessel that is internationally registered.

Further Study - Students who begin to work at sea and complete the required hours can continue professionally as a crew member progressing to the Certificate II in Transport and Distribution (Coastal Maritime Operations – Coxswain). The Coxswain CoC is a dual licence which qualifies the holder to operate as both Master and Engineer on a coastal vessel to 12 metres in length. Several of the units between this qualification and the Certificate I in Transport and Distribution (Maritime Operations) are the same allowing students can apply for advanced standings at other RTOs.

Internationally, once the student has gained the required sea time and service as a crew member or deckhand they can apply to begin the Master of Yachts 200 tons training scheme. The next progression would be a Mate 200 tons qualification which enables the holder to operate as Mate or 2IC on board an internationally registered vessel operating up to 200 nautical miles from any coastline in the world.

Course structure

Delivery Modes/Strategies:

A combination of different delivery and learning strategies will be used to cater for all trainees/students who may have different learning styles and therefore different support needs. Training strategies may therefore include:

- Seminars/presentations
- Face to Face including demonstrations
- Practical Instruction/tutorial
- Print based materials
- Workshops: practical, discussions, constructions
- Small group activities
- Role-plays/scenarios
- Case studies
- Online

Fast track' delivery is possible in that students may apply for RPL/Credit Transfer with the resulting course duration shortened due to the credit earned and the resulting 'gap' training.

11 Days Full Time or 6 days Full Time with credit Transfer

Students who have completed the STCW95/ Elements of Shipboard Safety course will be given credit transfer for the following units:

MARF005 - Survive at sea using survival craft

MARF002 - Follow procedures to minimise and fight fires on board a vessel

MARF001 - Apply basic survival skills in the event of vessel abandonment

HLTAID003 – Provide first aid

Students who have not completed STCW95/ Elements of Shipboard Safety are required to complete the following units:

- MARF005 - Survive at sea using survival craft
- MARF002 - Follow procedures to minimise and fight fires on board a vessel
- MARF001 - Apply basic survival skills in the event of vessel abandonment
- MARB001 - Assist with routine maintenance of a vessel
- MARG001 - Work effectively as part of a crew on a vessel up to 80 metres
- MARN001 - Apply general purpose hand skills aboard a vessel
- MARO001 - Perform basic lookout duties
- MARF004 - Meet work health and safety requirements
- HLTAID003 – Provide first aid (required to gain RMS Certification)

5 Days

Sea Survival

- MARF001 - Apply basic survival skills in the event of vessel abandonment
- MARF005 - Survive at sea using survival craft

Fire Fighting

- MARF002 - Follow procedures to minimise and fight fires on board a vessel

First Aid

- HLTAID003 – Provide first aid

6 Days

Equipment Operations

- MARB001 - Assist with routine maintenance of a vessel

Team Work

- MARG001 - Work effectively as part of a crew on a vessel up to 80 metres

Operational Quality and Safety

- MARN001 - Apply general purpose hand skills aboard a vessel
- MARF004 - Meet work health and safety requirements

Watchkeeping

- MARO001 - Perform basic lookout duties

This course does require you, as the student, to spend time prior and during the course studying the texts and provided reading.

Course Pre Requisites

There are no pre-requisites for this qualification

MAR30913 - Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)

This training is subsidised by the NSW Government

Introduction

Every commercial vessel licensed to operate in Australian waters needs the 'skipper' or person in charge to hold a Certificate of Competency issued by the Roads and Maritime Services' (RMS) Maritime Division. In addition to the theory and practical training provided in the Superyacht Crew Academy Master up to 24m NC course, applicants must log a number of hours working on vessels at sea and keep a log book recording each voyage.

One of the major benefits of taking your Master up to 24m Near Coastal training with the Superyacht Crew Academy is that while you are completing the modules for the Master up to 24m NC certification you can simultaneously obtain an internationally recognised IYT Master of Yachts 200gt (limited) offshore certification. The IYT certification will enable you to find a position aboard a vessel and earn an excellent salary while building up your sea time for the Master Class V certificate. If you already have the required sea time, applications can be made directly to NSW Roads and Maritime Services on completion of training.

Vocational Outcome

The Master up to 24 m NC course at Superyacht Crew Academy provides the required theory and practical training to complete all the units for the Maritime Training Package (MAR) MAR30913 - Certificate III in Maritime Operations (Master up to 24 metres Near Coastal) qualification.

In general terms, the holder of an unrestricted Certificate of Competency (CoC) as Master 5 is qualified to act in the following position:

- Command a commercial vessel up to 24m long in Australia's exclusive economic zone (EEZ)
- Act as chief mate or deck watchkeeper on a vessel up to 35m long in Australia's exclusive economic zone (EEZ)
- Act as chief mate or deck watchkeeper on a vessel up to 80m long in Australian inshore waters

Further, upon completion of this course you will also obtain the International Yacht Training (IYT) Worldwide Master of Yachts 200gt Limited which enables the holder to act as:

- Master of a vessel up to 200gt in displacement, operating up to 150 nautical miles from any coastline worldwide (Can be endorsed to have no operational limits with further training).

Minimum entry requirements to apply for the course

- Practical and theory skills to a level of competency of Master of Yachts Coastal/Mate 200 gt including Navigation, Colregs and Buoyage. If you do not have these skills you can take a "catch up" course prior to the Master of Yachts 200ton (limited) Course.
- 50 days on board a yacht at sea as an active member of the crew. (A day is 24 consecutive hours. At sea is outside a harbour)
- 3000 miles logged on a yacht while cruising at sea. This mileage must be on vessels <24m, with 6 passages >60nm as Master.
- 5 varied passages with rhumb lines of over 60 miles, undertaking duties as skipper or watch keeper.
- 30 hours on watch at night as an active member of a yacht's crew, acting as skipper/watch keeper for

at least 6 hours - OR

- If you hold the IYT Coastal/Mate 200t, only 1500 additional miles are required
- 50% (750 miles) must be on vessels <24m
- 3 additional passages >60nm as Master
- 2 nights of the practical training must be conducted underway, not at anchor

Your sea experience must have been done within the last 5 years

Verification of experience must be signed by the skipper of the yacht(s) you were on. If you were captain you may sign the log entries, but need independent proof that can be verified by IYT.

You may take the course before logging the minimum experience, but you will not be issued the Master of Yachts 200 Tons (Limited) Certificate until all the requirements have been met.

If you are unsure whether you meet the above sea service requirements, please contact Superyacht Crew Academy office so they can assess your sea time. Further, if you have no experience, or have not yet reached this level of pre-course skill, then Superyacht Crew Academy offers you the chance to reach this level with our intermediate 'Fastrak' sailing program.

Licensing/ Regulatory requirements

Certification will require achievement of the MAR30913 Certificate III in Maritime Operations (Master up to 24 metres Near Coastal), qualifying sea service and completed Australian Maritime Safety Authority (AMSA) approved task book or qualifying sea service, AMSA final assessment, an appropriate radio certificate of proficiency and an AMSA approved first aid certificate; people seeking certification should check with AMSA, phone 02 6279 5000 or on the web at www.amsa.gov.au

This course meets these requirements. In addition, Roads and Maritime also requires that prior to endorsement to work as a Master 5, a person must:

- be at least 18 years of age
- produce a satisfactory medical record i.e. meet medical/eyesight standards

Pathways

Statements of Attainment - Students who complete only some units/modules will be issued with statement of attainment demonstrating partial completion of the qualification. The remaining units/modules can be completed at Superyacht Crew Academy at a later date or be taken at another Registered Training Organisation (RTO).

Full Qualification - Students who successfully complete the full course and assessments are issued with the full qualification. The student can then approach Roads and Maritime, with qualification, the appropriate amount of logged sea time and/or experience, the OHS mandatorily required first aid certificate (HLTFA301C Apply first aid) & the Marine Radio Operators Certificate of Proficiency to apply for sitting of the oral examination and, on passing, gain their Master 5 Certificate of Competency. This qualification allows them to work as Master of a trading vessel less than 24 metres in length, operating up to 100 nautical miles from the Australian coast (endorsable up to 200 nautical miles) OR Skipper Grade 3 which enables them to be a Master of a licensed

fishing boat (LFB) less than 24 metres in length, operating up to 200 nautical miles from the Australian coast.

International Recognition - On completion of the full course and assessments, students will also receive a STCW95 Basic Maritime Safety certificate and Master of Yachts (MOY) 200 tons (Offshore) certificate. Both these qualifications are recognised internationally by the Maritime and Coastguard Agency (MCA) as well as 25 governments worldwide. The MOY 200 tons (Offshore) qualifies the holder to be Master on a vessel up to 200 gross tons (gt), up to 150 nautical miles from any coast OR Chief Mate on a vessel over 200gt and up to 500gt, up to 150 nautical miles from any coast OR Chief Mate on a vessel up to 200gt travelling beyond 150 nautical miles from the coast OR an Officer Of the Watch on a vessel between 200 and 500gt travelling beyond 150 nautical miles from the coast.

Further Study - Students who continue to work at sea and complete the required hours can continue professionally as a Master and enrol in the Certificate IV in Transport and Distribution (Coastal maritime Operations – Master Class 4). Students can also move towards the marine engineering area and enrol into the Certificate II in Transport & Distribution (Marine Engine Driving – Grade 3). Several of the units between this qualification and the Certificate III in Transport and Distribution (Coastal Maritime Operations – Master Class 5) are the same and students can apply for advanced standings at other RTOs.

Internationally, in the International Yachtmaster Training system, once the student has gained the required sea time and service they can apply to complete the MOY 200 tons (Ocean) which will extend the MOY 200 tons (Offshore) to an unlimited cruising area (any ocean, anywhere) OR apply directly for the Officer Of the Watch (OOW) 500 tons which qualifies the holder to be Chief Mate on vessels up to 500gt with no limit to operation area, up to 3000gt travelling no further than 60 nautical miles from a coast OR as an OOW on vessels up to 3000gt with no limit to operation area.

Course Structure

Duration:

24 Days full time study (8 hours per day, 192 hours in total)

Delivery Modes/Strategies:

A combination of different delivery and learning strategies will be used to cater for all trainees/students who may have different learning styles and therefore different support needs. Training strategies may therefore include:

- Seminars/presentations
- Face to Face including demonstrations
- Practical Instruction/tutorial
- Print based materials
- Workshops: practical, discussions, constructions
- Small group activities
- Role-plays/scenarios
- Case studies
- Online

Fast track' delivery is possible in that students may apply for RPL/Credit Transfer with the resulting course duration shortened due to the credit earned and the resulting 'gap' training.

Scheduling:

Program structure - 24 Days Full Time or 19 days Full Time with credit Transfer

Students who have completed the STCW95/ Elements of Shipboard Safety course will be given credit transfer for the following units:

- MARF005 - Survive at sea using survival craft (8 hours)
- MARF002 - Follow procedures to minimise and fight fires on board a vessel (8 hours)

- MARF001 - Apply basic survival skills in the event of vessel abandonment (8 hours)
- HLTAID003 – Provide first aid (10 hours)

Students who have not completed STCW95/ Elements of Shipboard Safety are required to complete the following units:

5 Days

Vessel Maintenance

- MARB004 - Perform routine maintenance on a vessel up to 24 metres (16 hours)
- MARB005 - Slip or dock a vessel and maintain hull on a vessel up to 80 metres (16 hours)

WHS

- MARF004 - Meet work health and safety requirements (8 hours)

5 Days

Environment

- MARJ002 - Monitor environmental management on a vessel (10 hours)

Col Regs

- MARH003 - Manage and maintain a navigational watch on board vessels up to 80 metres (32 hours)

5 Days

Navigation

- MARI002 - Observe regulations to ensure safe operation of a vessel up to 80 metres (13 hours)
- MARH004 - Plan and navigate a passage for a vessel up to 80 metres (14 hours)
- MARH005 - Use wheelhouse equipment for safe navigation (13 hours)

4 Days

Seamanship

- MARK002 - Manoeuvre a vessel up to 24 metres within near coastal waters (15 hours)
- MARN003 - Perform seamanship operations on board a vessel up to 24 metres (15 hours)
- BSBFLM303C – Contribute to effective workplace relationships (6 hours)

Students are reminded that they will be required to provide the Marine Radio Operators Certificate of Proficiency to Roads and Maritime before undertaking orals, this can be completed through the Superyacht Crew Academy.

Course Pre Requisites

There are no pre-requisites for this qualification

Assessment

Assessments for this qualification will be carried out by:

- a) Exercise assignments
- b) Quizzes
- c) Completion of written exams
- d) Simulated and real scenarios

e) Practical assessments

More information on assessments for each module will become available to the student after enrolment. Any disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. This can include oral assessment and/or practical assessment.

Submission Times Limits

All available paperwork for each candidate must be submitted to IYT worldwide by Superyacht Crew Academy ***within one month*** of the candidate completing the course, this to include ALL EXAMS and PASSAGE PLAN (PASS or FAIL) and all other candidate registration documents:

- Copy of Passport
- Waiver Release Form
- Copy of Seafarer Medical Certificate
- Copy of STCW95 Certificate
- Copy of Radio License
- Candidate Sea Time Form + Statutory Declaration Form
- Copy of MOY 200t Limited Certificates (MOY Unlimited candidates only)

Thank you ... And see you on the water!