



Student Handbook

Maritime Training

This handbook should be read with the relevant course information fact sheet for your qualification and TPA's published policies. Training is proudly funded by the Queensland Government under the Career Start and Career Boost Programs where you are eligible.

1. Welcome

Welcome to Training & Personnel Australia. Thank you for choosing to train with us. We are a nationally registered training organisation (RTO 41096) and a Queensland Skills Assure Supplier. We deliver practical, industry-relevant maritime and general training across North Queensland, Cape York and the Torres Strait – often on community, with the permission of Traditional Owners and Registered Native Title Body Corporates, and always with the aim of leaving people better prepared for work on the water and in local industry.

Our training is face-to-face and hands-on. You will spend time in the classroom and on vessels and in workshops. Trainers work alongside Traditional Owners and community support people so that learning is culturally safe, practical and connected to local employment. We know that family, cultural business, weather and tides all affect how people can attend. We plan delivery around those realities as far as we reasonably can.

This handbook is your main reference for studying with TPA. It explains your rights and responsibilities, how Career Start and Career Boost funding works (including how using a funded place affects future entitlements), how we enrol you, how we train and assess, how we support you into work, how complaints and appeals work, and how we handle your information. Read it with the course brochure for your qualification. If anything is unclear, ask your trainer, Traditional Owner support person or TPA administration before you sign enrolment documents.

Training delivered under Career Start or Career Boost is proudly funded by the Queensland Government. Completing a funded qualification is an opportunity – and it uses an entitlement. Section 6 of this handbook explains that in plain language so you can make an informed decision.

2. About the VET Sector

Vocational Education and Training (VET) is the national system that delivers skills for work. Nationally recognised qualifications and units of competency sit in Training Packages (for TPA's maritime work, the MAR Maritime Training Package) and lead to AQF certification that any employer or other RTO in Australia can recognise.

The National VET Regulator is the Australian Skills Quality Authority (ASQA). ASQA registers RTOs and audits them against the VET Quality Framework. That framework includes:

- The Standards for Registered Training Organisations 2025 (Outcome Standards, Compliance Requirements and Credential Policy)
- The Australian Qualifications Framework (AQF)
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements (including AVETMISS reporting to NCVER)

The National Vocational Education and Training Regulator Act 2011 (NVETR Act) is the Commonwealth law that underpins this system. TPA must stay registered with ASQA, stay compliant with the 2025 Standards, issue AQF certification correctly, protect your information, and report training activity accurately.

Separately, TPA is a Skills Assure Supplier under a contract with the Queensland Department of Trade, Employment and Training (DTET). That contract – the SAS Agreement 2025–2028 – and the Skills Assure Supplier Policy, Career Start Program Policy and Career Boost Program Policy set extra rules for funded students: eligibility, co-contribution fees, evidence, KPIs, marketing, privacy notices, complaints, and what we may claim. If we do not meet those rules the Department can suspend funding, stop enrolments or end the agreement.

TPA must therefore align with all of the following at the same time: ASQA / SRTOs 2025 / AQF / NVETR Act; the SAS Agreement and Program Policies; Australian Consumer Law; the Privacy Act; WHS law; anti-discrimination and disability education standards; the Student Identifiers Act; and, for people seeking a marine Certificate of Competency, AMSA Marine Order 505.

3. Legislation that applies to your training

You and TPA both have rights and duties under these laws and instruments (this list is not exhaustive):

- National Vocational Education and Training Regulator Act 2011 (Cth) and Standards for RTOs 2025
- Australian Qualifications Framework
- Student Identifiers Act 2014 (Cth) – USI required before certification can be issued
- Privacy Act 1988 (Cth) and Australian Privacy Principles; National VET Data Policy
- Competition and Consumer Act 2010 (Cth) – Australian Consumer Law (consumer guarantees, unfair contract terms, refund rights)
- Work Health and Safety Act 2011 (Qld) and related regulations
- Anti-Discrimination Act 1991 (Qld); Disability Discrimination Act 1992 (Cth); Disability Standards for Education 2005
- Human Rights Act 2019 (Qld)
- Marine Safety (Domestic Commercial Vessel) National Law Act 2012 and Marine Order 505 (Certificates of competency)
- Skills Assure Supplier Policy 2025–2028; SAS Agreement 2025–2028; Career Start Program Policy 2025–28; Career Boost Program Policy 2025–28

Nothing in this handbook or in TPA's policies limits your rights under Australian Consumer Law or other legislation.

4. Contact details



TRAINING & PERSONNEL AUSTRALIA

ABN: 56 234 187 541

24/7 Ph: 1300 TOP JOB / RTO# 41096



Phone: 1300 867 562

Website: www.tpaaustralia.com.au

RTO code: 41096

Office hours are generally Monday to Friday. During community delivery your first contact is usually the trainer, Traditional Owner or on-ground administrator.

3. Studying with TPA

TPA is a nationally registered RTO and a Skills Assure Supplier approved to deliver Queensland Government subsidised training under Career Start and Career Boost.

4. Our obligations as your RTO

As an RTO registered with ASQA we must comply with the Standards for RTOs 2025, the Australian Qualifications Framework, Fit and Proper Person Requirements, Financial Viability Risk Assessment Requirements and Data Provision Requirements. As a Skills Assure Supplier we must also comply with the SAS Agreement and the Career Start and Career Boost Program Policies.

We are responsible for the quality of training and assessment, student support, accurate information before enrolment, protection of your personal information, fair complaints and appeals processes, and issuing AQF certification when you are entitled to it. If we use any third party in connection with your training we remain responsible for that service.

If you believe we have not met our obligations, you may use the Complaints and Appeals process in this handbook.

5. What you can expect from us

- Clear, accurate information before you enrol – including fees, refunds, eligibility, support, and this handbook
- Training and assessment that meets the training product, the Standards for RTOs 2025, and (where relevant) AMSA assessment conditions
- Trainers and assessors who hold the required credentials, vocational competency and current industry skills
- A safe learning environment and WHS briefings for vessels and workshops
- Fair treatment, cultural safety and reasonable adjustment that does not compromise competency or safety
- Support for LLND, wellbeing and employment connections as described in this handbook
- Confidential handling of your personal information, and the Privacy Notice below

- A free, documented complaints and appeals process with written acknowledgement within 5 business days
- AQF certification issued when you are entitled to it (verified USI and competency achieved). Any fee-related withholding is subject to the SAS-funded training exception set out later in this handbook.
- Prompt notice if something changes that affects your training

6. What we expect from you

- Provide accurate enrolment, eligibility and contact information and keep it up to date
- Provide a verified Unique Student Identifier (or authorise TPA to create/access one)
- Attend scheduled training, participate, and tell us early if you cannot attend
- Follow trainer instructions and all WHS, vessel and workshop rules; wear suitable clothing and PPE
- Treat staff, other students and community members with respect; no harassment, bullying or discrimination
- Submit your own work; do not cheat, plagiarise, collude or use AI as if it were your own work
- Pay agreed co-contribution fees in accordance with the payment schedule
- Raise concerns early so we can help
- If you are seeking an AMSA Certificate of Competency, arrange medical, radio, Qualifying Sea Service and AMPA requirements that sit outside this course

7. Diversity and Inclusion

7.1 All students

TPA provides training on the same basis to all people who meet entry and eligibility requirements. We do not discriminate on the grounds of race, colour, sex, sexual orientation, gender identity, age, disability, marital status, family or carer's responsibilities, pregnancy, religion, political belief, or national or social origin. Reasonable adjustment is available where it does not impose unjustifiable hardship or compromise safety or the competency standard. Harassment, vilification and victimisation are not tolerated. You can raise a concern under the Complaints and Appeals process without being disadvantaged.

7.2 Aboriginal and Torres Strait Islander students and Traditional Owners

Much of TPA's delivery is on Country in Torres Strait, Cape York and North Queensland communities. We work with Registered Native Title Body Corporates and Traditional Owners for permission to train, for local support and language, and for employment pathways that make sense in community. A Traditional Owner or local support person may attend classes to provide cultural brokerage and translation; they do not replace the qualified trainer or assessor for competency decisions.

We respect cultural obligations, sorry business and community priorities when scheduling. We prefer place-based, practical, relationship-based learning. First Nations students who identify as Aboriginal or Torres Strait Islander may be eligible for the concessional co-contribution fee. If something about delivery is not culturally safe, tell your TO support person or use the complaints process.

8. Privacy Notice

Under the Skills Assure Supplier Policy, TPA must give you this Privacy Notice before enrolment and keep evidence that you received it. It sits with TPA's Privacy Policy and the National VET Data Policy.

8.1 Why we collect your personal information

As a registered training organisation (RTO), TPA collects your personal information so we can process and manage your enrolment in a VET course, deliver and assess training, provide support, collect fees, issue certification, and meet our legal and contractual obligations.

8.2 How we use and disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations, Commonwealth authorities, State and Territory authorities (other than RTOs) that deal with VET, and VET regulators, including to enable those bodies to perform their functions.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

Because you may be enrolled in a Queensland Government subsidised program (Career Start or Career Boost), TPA also discloses information to the Queensland Department of Trade, Employment and Training (DTET) for eligibility, entitlement, payment, audit and program evaluation. This includes AISS searches and evidence of participation.

We may also disclose information to AMSA or other regulators where it is required for certification pathways; to a parent/guardian if you are under 18; to an employer only where they are paying for your training and you have been told this will occur; and as otherwise required or authorised by law.

8.3 Surveys

You may be contacted to participate in a survey conducted by or on behalf of NCVER, the Department, or TPA (including Quality Indicator surveys). Department-funded students may also receive a survey from the Department about their training experience.

8.4 Contact about privacy

If you would like to access or correct the personal information TPA holds, or make a complaint about privacy, contact TPA on 1300 867 562 or see the Privacy Policy. You may also contact the Office of the Australian Information Commissioner (www.oaic.gov.au). NCVER's privacy policy is at www.ncver.edu.au.

9. Maritime courses we offer

Current funded maritime offerings include:

Career Start

- MAR10224 Certificate I in Maritime Operations (General Purpose Hand Near Coastal)
- MAR20324 Certificate II in Maritime Operations (Coxswain Grade 1 Near Coastal)
- MAR30824 Certificate III in Maritime Operations (Marine Engine Driver Grade 2 Near Coastal)
- MAR30924 Certificate III in Maritime Operations (Master up to 24 metres Near Coastal)

Career Boost

- MAR40224 Certificate IV in Maritime Operations (Marine Engine Driver Grade 1 Near Coastal)
- MARSS00008 Shipboard Safety Skill Set

10. What TPA is measured on (SAS KPIs)

The Skills Assure Supplier Policy requires TPA to meet six Performance Standards. The Department also monitors two 75% targets that matter to you:

- At least 75% of participants are enrolled in the approved qualifications, delivery modes and delivery locations in Attachment A of TPA's SAS Agreement.
- 75% of Career Start and Career Boost General Training students who complete their qualification receive support to connect with employers, explore career opportunities or identify pathways to further study.

That second target is why we prepare an About Me profile, talk with local employers and employment services in the training location, and follow up after the course.

The six Performance Standards cover:

- Clear pre-enrolment information and consumer protection
- Pre-enrolment assessment (including LLND and eligibility)
- Support for learning needs
- Student outcomes
- Professional and ethical behaviour; and
- Compliance with funding terms (including accurate claims and evidence).

If we fall short, we must improve – and you can tell us through surveys or a complaint.

11. Career Start and Career Boost eligibility

11.1 Career Start – General Training Pathway

To access a subsidised place you must meet all of the following:

- Aged 15 years or older
- Not a school student
- Permanently reside in Queensland
- Be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident who holds a valid visa and working rights on the pathway to permanent residency, or a New Zealand citizen
- Not already have a Certificate III or higher qualification completed within the last 10 years immediately preceding enrolment (school and foundation skills qualifications do not impact eligibility)
- Not be enrolled in another DTET-funded qualification, even if on hold or deferred (foundation skills and Fee-for-Service do not impact eligibility)
- Not hold a qualification (Certificate I, II or III) already funded under Career Start (general pathway)

You cannot complete two general pathway qualifications under Career Start. Using a Career Start place for one of the qualifications above consumes that general pathway entitlement. Eligible individuals may also access one subsidised introductory-level skill set, subject to listed restrictions.

11.2 Career Boost – General Training Pathway

For Career Boost products (including MAR40224 and, where listed, skill sets):

- Aged 15 years or older and not a school student
- Permanently reside in Queensland
- Citizen / permanent resident / eligible temporary resident / New Zealand citizen as above
- Not already have a Certificate IV or higher (including tertiary) completed within the last 10 years (school and foundation skills do not count). This rule does not apply to skill set enrolments
- Not be enrolled in another DTET-funded qualification, even if on hold

An individual cannot complete two full qualifications under Career Boost. Eligible individuals may access two subsidised skill sets in priority industries or sectors.

11.3 Concessional Status

The reduced co-contribution fee applies where you:

- Hold a Health Care, Veteran or Pensioner Concession Card (or are named as partner/dependant on such a card), or hold an official Commonwealth form confirming entitlement
- Identify as Aboriginal or Torres Strait Islander
- Have a disability
- Are from a non-English speaking background
- Are an adult prisoner

Evidence of concessional status must be collected and retained where a concession rate is applied.

12. Evidence you must provide

Evidence must be current at the enrolment date. In line with SAS Enrolment, Entitlement and Eligibility evidence requirements, TPA retains:

- Signed and dated enrolment form containing all required declarations (no unanswered or contradictory information), including self-declarations regarding school status, previous qualifications, current enrolments and agreement with the Pre-Enrolment Assessment
- Proof of age (Australian Federal or Queensland State Government photo ID with date of birth, official birth certificate, or passport)
- Proof of Queensland residency displaying your name and Queensland address (government-issued ID or recent correspondence, bank statement, utility account, NDIS letter or property contract issued no more than six months prior to enrolment)
- Proof of Australian or New Zealand citizenship, Australian permanent or temporary residency, or eligible visa status (colour copy of green Medicare card, passport, citizenship certificate, birth certificate, or eligible visa/work permit documentation)
- Proof of concessional status where claimed
- AISS search records (conducted no more than 30 days prior to enrolment, in your current name and previous name variations)
- Records of the Pre-Enrolment Assessment and LLND results, and any Individual Support Plan
- Evidence that upfront information (fees, refund policy and Privacy Notice) was provided

If training starts more than 30 calendar days after the enrolment date, entitlement and eligibility must be re-checked and fresh evidence kept. Incomplete or conflicting information that is not resolved may affect eligibility and can result in recovery of funding.

13. How enrolment works

In line with TPA's Student Recruitment and Enrolment Policy and Procedure:

8.1 Funding application and AISS

TPA will send you a funding application pack which includes this Student Handbook.

You must read all documentation carefully, complete the funding application and return this to TPA.

TPA will complete AISS check to determine eligibility.

8.3 Pre-enrolment assessment and LLND

Before enrolment is finalised TPA conducts a Pre-Enrolment Assessment that includes:

- An interview or conversation to determine suitability for the program, qualification and potential employment outcomes
- Identification of any learning support needs or reasonable adjustments
- Assessment of LLND skills appropriate to the training product
- Confirmation of concessional or priority population group status where relevant
- Checking of any QSTL-specific restrictions or exemptions

8.4 Community permission and logistics

TPA seeks permission from the PBC to conduct training on the proposed dates. Approval is required to operate between the agreed entry and exit dates. Logistics (travel, venue, vessel, accommodation as relevant) are confirmed before mobilisation.

8.5 Commencement

Training starts when documents and identification are collected from on-ground administration and Traditional Owners and completed with students. Enrolment is not confirmed until eligibility, LLND suitability and signed documents are in place. If you are not eligible for funding, fee-for-service may be discussed. If the course is not suitable, we will talk about alternatives or referrals.

14. Unique Student Identifier (USI)

You must have a verified USI for nationally recognised training. Create one at www.usi.gov.au or give TPA permission to create/access it using acceptable ID. We cannot issue a qualification or Statement of Attainment without a valid USI (or an official exemption). A Learner Unique Identifier (LUI) may also be required for some Queensland school-age records; TPA will advise if this applies.

15. Credit Transfer

If you have already completed an equivalent unit with another RTO or authorised issuer, we can grant Credit Transfer on authenticated evidence. There is no charge to apply. Tell us at enrolment and provide your testamur or statement of attainment. See the RPL and Credit Transfer Policy.

16. Recognition of Prior Learning (RPL)

RPL is an assessment pathway. It recognises skills and knowledge from work, life and informal learning against the full requirements of each unit. Apply preferably at enrolment. If the PEA suggests RPL is realistic you will receive an RPL kit and assessor support. You must still provide sufficient, authentic, current evidence. RPL is not an automatic short-cut and it does not lower the competency standard. Fees for RPL are advised on application. You may appeal an RPL decision under the Complaints and Appeals Policy.

17. Course locations and induction

Training is delivered in Townsville, Cairns, Weipa, Cape York and Torres Strait Island communities (and other approved sites) on vessels, in community facilities and workshops. Survival drills may use a controlled pool where open-water hazards make that safer.

Induction covers WHS, vessel and workshop rules, assessment arrangements, support contacts, complaints, and emergency procedures. Attend induction and ask questions early.

18. Student code of conduct

13.1 Your rights

- Quality training and assessment that meets the Standards and training product requirements
- Fair, respectful treatment without discrimination
- A safe training environment
- Protection of your personal information
- Access to support services
- Clear information before you enrol, including fees and refunds
- To complain or appeal without being disadvantaged

13.2 Your responsibilities

- Attend and participate; tell us early if you cannot attend
- Follow trainer instructions and all WHS and vessel safety rules
- Wear suitable clothing and any required PPE
- Treat others with respect; no harassment, bullying or discrimination
- Submit your own work; do not cheat, plagiarise or collude
- Provide accurate enrolment and eligibility information and keep your contact details current
- Pay agreed fees

13.3 Dress, PPE, drugs and alcohol

Wear closed-in footwear and clothing suitable for vessels and workshops. PPE is provided or advised at induction. You must not attend training under the influence of drugs or alcohol. Unsafe or disrespectful behaviour may result in you being asked to leave the session and, in serious cases, withdrawal from the course after a fair process.

19. Course expectations and attendance

Courses are intensive. You are expected to attend each scheduled day and complete practical and knowledge tasks. Cultural and community obligations are respected; talk to the trainer or TO as early as possible if you need flexibility. Persistent non-attendance without contact may affect your ability to be assessed as competent and may affect funding claims.

20. Training – how delivery works

In line with TPA's Training Policy and the Training and Assessment Strategie, training is delivered face-to-face. Where possible, units are clustered so overlapping safety, WHS and seamanship content is taught once and practised in context. Safety units come first.

Practical training is on approved vessels and in workshops that meet assessment conditions. Controlled pool environments may be used for survival drills where open-water hazards (for example currents or crocodiles) would make drills unsafe.

Trainers hold the required TAE credential, vocational competency and current industry skills (including relevant AMSA certificates). Traditional Owners and community support people provide cultural and language support; they do not replace the qualified trainer or assessor for competency decisions.

21. Assessment – how competency is decided

From TPA's Assessment Policy. At the start of each cluster your assessor explains the tasks, the criteria and when assessment will occur.

13.1 Methods

Knowledge assessments (written, short answer or scenario questions) and practical assessments under direct observation.

13.2 Principles of Assessment

- Fairness – the individual learner's needs are considered; where appropriate reasonable adjustment is applied; the learner is fully informed of the process and has an opportunity to challenge the result and be reassessed if necessary.
- Flexibility – assessment is flexible to the individual learner by reflecting their needs, assessing competencies held through RPL where appropriate, and using a range of methods appropriate to context.
- Validity – any assessment decision is justified, based on the evidence of performance of the individual learner. Assessment is against the unit, covers a broad range of skills and knowledge, and is integrated with the work activity where possible.
- Reliability – evidence is interpreted consistently and assessment outcomes are comparable irrespective of the assessor.

13.3 Rules of Evidence (Standards for RTOs 2025)

- Validity – the assessor is assured that the learner has the skills, knowledge and attributes as described in the unit and associated assessment requirements.
- Sufficiency – the assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of the learner's competency.
- Authenticity – the assessor is assured that the evidence presented is the learner's own work.
- Currency – the assessor is assured that the assessment evidence demonstrates current competency. Assessment evidence is from the present or the very recent past.

13.4 Observation checklists

For practical assessment the assessor completes an observation checklist with detailed comments describing what you actually did, how you did it, and the conditions. SAS requires detailed observation comments. AI may be used only to help draft those comments, and only from the assessor's direct observation. The trainer and assessor must review, update and confirm all final comments before signing off.

13.5 Outcomes and further attempts

Tasks are Satisfactory (S) or Not Satisfactory (NS). All required tasks must be S for the unit to be Competent (C). Further attempts with feedback are available within the delivery period. After unsuccessful attempts, additional training may be required before another assessment.

13.6 Academic integrity

Work must be your own. Plagiarism, cheating, collusion and unauthorised use of AI are not accepted. You may use AI as a learning aid only where the trainer has permitted it, and you must acknowledge it. You will be asked to declare that submitted work is your own.

22. Academic integrity and use of AI

Work you submit must be your own. Plagiarism, cheating and collusion are not accepted. You may use AI as a learning aid only where the trainer has said it is permitted, and you must acknowledge it. AI-generated content must not be submitted as your own work.

Assessors may use AI only to help draft observation comments, and only from their own direct observation. They must review, update and confirm all comments before signing off.

23. Work health and Safety

Maritime and workshop training involves real risk - moving vessels, engines, fire and survival drills, manual handling, weather and water. Under the Work Health and Safety Act 2011 (Qld), TPA must provide a safe environment and information. You must take reasonable care for your own safety and that of others.

- Attend the WHS / vessel / workshop induction and follow it
- Wear closed-in footwear and any PPE issued or required (lifejacket, gloves, eye/hearing protection as directed)
- Do not attend under the influence of drugs or alcohol
- Do not operate equipment you have not been authorised to use
- Report hazards, near misses and injuries immediately to the trainer
- Follow emergency, muster and abandon-ship instructions without delay
- Keep walkways and decks clear; do not leave bags where people can trip
- If you become unwell or injured, tell staff; do not enter the water or a drill if you are not fit to do so

Serious or repeated unsafe behaviour may result in you being removed from the activity and, after a fair process, withdrawn from the course. You may appeal.

24. Student support and wellbeing

From TPA's Student Wellbeing and Support Policy. Support is identified at PEA and reviewed during the course.

Learning support

- LLND scaffolding and extra explanation of technical language
- Additional coaching – typically an extra 2–3 hours each training day as required
- Individual Support Plan where needs are identified

- Reasonable adjustment that does not compromise safety or the competency standard
- Access to trainers and administration by phone and email

Wellbeing and cultural safety

- Culturally safe delivery, including Traditional Owner attendance and local language support where appropriate
- Pacing around cultural and community obligations
- Response to distress and referral to external services
- A safe environment free from harassment, bullying and discrimination

External contacts

- Lifeline 13 11 14
- 13YARN 13 92 76 – Aboriginal and Torres Strait Islander crisis support
- Kids Helpline 1800 551 800
- Reading and Writing Hotline 1300 655 506
- Centrelink 13 24 90
- Queensland Training Ombudsman 1800 773 048

25. Supporting you into employment

From TPA's Student Employment Outcomes Support Policy, and aligned to the SAS goal that funded training leads to work or further pathways. During or at the end of training we work with you to prepare an About Me profile (skills, tickets, location, the kind of work you want). With your agreement we provide those profiles to relevant employers, employment services and community organisations in the locations where training was delivered. Progress and feedback are tracked (employer connections, employer consultation, and student follow-up). This is how TPA works toward the 75% employer-connection KPI. Participation is voluntary but strongly encouraged. We cannot guarantee a job.

26. Fees, charges and refunds

The following is TPA's Fees and Refunds Policy and Procedure:

Applicable standards and purpose

This policy supports the Standards for RTOs 2025 (clear fee and refund information; protection of prepaid fees where applicable; fair treatment), the SAS Policy 2025–2028 including Performance Standard 1 and Appendix 1 Fee Conditions, the Career Start and Career Boost Program Policies, and Australian Consumer Law. It applies to all prospective and enrolled students (funded and fee-for-service) and to employers paying on a student's behalf. TPA does not deliver apprenticeships or traineeships.

Fees

TPA publishes current co-contribution fees on its website funding page and in pre-enrolment information. There are no enrolment or administration fees beyond the published co-contribution or

agreed fee-for-service fee. For Career Start and Career Boost, co-contribution fees are charged in accordance with the SAS Policy and Program Policies. TPA does not charge more than the maximum permitted. Concession rates apply where valid evidence is provided.

Current published co-contribution for TPA's funded maritime products:

\$100 non-concessional / \$50 concessional.

Maximum 30% upfront; remainder by the final day of training.

No materials fees. No fees for developing Training Plans or Training Records. These products cannot be offered as fee-free under current program settings. Additional third-party costs (AMSA, medical, radio) are not included.

Students or their employer are informed of all fees and this refund policy before enrolment is finalised. Payment arrangements, including limits on amounts charged upfront, comply with SAS fee conditions and the 2025 Standards.

Refunds

- Full refund of co-contribution / fees paid if the student withdraws prior to course commencement.
- Proportionate refunds will be provided where a student withdraws from a Unit of Competency/Module after training has commenced. The refund will be calculated at the relevant unit/module level, having regard to the training and assessment already delivered.
- Where TPA cancels a course or is unable to deliver, a full refund (or alternative placement acceptable to the student) is provided.
- Compassionate or special circumstances (serious illness, bereavement, or other exceptional circumstances supported by evidence) may be considered on a case-by-case basis for a full or partial refund.
- Refunds are paid to the original payer within 14 business days of approval.

Students remain entitled to consumer guarantees under Australian Consumer Law. Nothing in this policy limits those rights. Appeals regarding co-contribution fee waiver decisions are managed through the Complaints and Appeals process.

Fee and refund procedures

Refund requests:

- The student or payer submits a written refund request (the form at the end of this handbook) with supporting evidence where relevant.
- Administration assesses the request.
- The Director or delegate approves or declines
- A written outcome is provided.
- Approved refunds are processed to the original payer within 14 business days.

- All decisions are recorded securely.

27. Complaints and appeals

The below is a summary of TPA's Complaints and Appeals Policy.

TPA is required under the SAS Policy to provide appropriate avenues for students to complain, to keep a documented procedure available to any person on request, to have a dispute resolution procedure, and to manage appeals about co-contribution fee waiver decisions.

17.1 What you can complain or appeal about

- The quality or delivery of training and assessment
- The conduct of staff, other students or a third party
- Enrolment, eligibility or fee decisions, including co-contribution fee waivers
- An assessment or RPL decision (appeal)
- Any other service or activity of TPA in providing SAS-funded or fee-for-service training

17.2 How to raise it

You may raise a matter informally with your trainer, Traditional Owner support person or administration. You may lodge a formal complaint or appeal verbally, by email, by phone or in writing. There is no fee. You will not be disadvantaged for making a complaint in good faith. You may bring a support person.

17.3 What we will do

- Record the matter on the Complaints and Appeals Register
- Acknowledge it in writing within 5 business days
- Investigate fairly, including giving you a chance to present your case
- For an assessment appeal – arrange re-assessment by an assessor who was not involved in the original decision
- For a fee-waiver appeal – review against the Fees and Refunds Policy and the relevant Program Policy
- Give you a written outcome with reasons and any corrective action

If a matter will take longer than expected we will keep you informed. Enrolment is maintained during a complaint or appeal process where it is reasonable to do so.

17.4 External review

If you are not satisfied after TPA's internal process:

- Queensland Training Ombudsman – 1800 773 048
- National Training Complaints Hotline – 13 38 73 or ntch@education.gov.au
- ASQA – www.asqa.gov.au/complaints (ASQA may require evidence that internal processes have been exhausted)
- Fair Trading Queensland (fee and refund matters) – 13 74 68

Refer to the full Complaints and Appeals policy and procedure on our website for more information.

28. Issuing of certificates

From TPA's Issuance of AQF Certification Policy. TPA generally issues the AQF qualification and record of results within 30 calendar days of completion when you have been assessed as competent in all required units, we hold a verified USI and, where permitted, agreed fees are paid or an acceptable payment arrangement is in place. If you leave early or complete only some units, a Statement of Attainment is issued for units achieved. For SAS-funded training, once TPA has claimed payment for the relevant units of competency through the funding program, TPA will not withhold results, a Statement of Attainment or a qualification because fees remain unpaid.

We cannot issue certification without a verified USI unless an official exemption applies. TPA may withhold certification for unpaid fees only where permitted by law and where the SAS-funded exception above does not apply. Reissue of a certificate may attract a published fee. AQF certification records are kept for 30 years. Skills Assure identifier use on documents follows the Department's identifier guidelines.

29. Your feedback

To ensure that we can continuously deliver quality training and assessment, and continue to improve the quality of our programs - please complete learner surveys including Quality Indicator / NCVER surveys. The Department may also survey funded students. Feedback informs continuous improvement and SAS KPI reporting.

30. Access to your records

You may request access to the personal and training records we hold about you. Make the request in writing. There is no charge to access your own records. If you believe a record is wrong, ask us to correct it. See the Privacy Policy and Information Provision and Records Management Policy.

31. If things change

Tell us promptly if your address, phone, name or circumstances change. We will notify you as soon as practicable if there is a change that affects your training (including ownership, third-party arrangements, or if we cannot deliver the agreed course). We will work to minimise disadvantage, including by offering alternative arrangements or refunds where the Fees and Refunds Policy and consumer law require it.

32. Issuing of certification

When you have been assessed as competent in all required units and hold a verified USI, TPA generally issues AQF certification within 30 calendar days in accordance with the Issuance of AQF Certification Policy. Where permitted, agreed fees must be paid or an acceptable payment arrangement must be in place. For SAS-funded training, once TPA has claimed payment for the relevant units of competency through the funding program, TPA will not withhold results, a Statement of Attainment or a qualification



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because fees remain unpaid. A Statement of Attainment is issued for partial completion where you have achieved one or more units.

Reissue of certificates may attract a fee as published in the Fees and Refunds Policy. AQF certification records are retained for 30 years.

33. Privacy

We collect personal information to enrol you, deliver training, report to the Department and NCVER (AVETMISS), and meet legal obligations. The Privacy Notice at enrolment explains this. We handle information under the Privacy Act 1988 and TPA's Privacy Policy. We do not sell your information. We disclose information where the law or the SAS Agreement requires it.

22. Your feedback

Please complete learner surveys, including Quality Indicator / NCVER surveys. The Department may also survey funded students. You can give feedback at any time. We use it to improve training and to report against SAS Performance Standards.

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Complaints and Appeals Form

Use this form or send the same information by email or phone. There is no fee. You will not be disadvantaged for making a genuine complaint or appeal.

Date:	
Your full name:	
Phone / email:	
Course / location (if applicable):	
I am lodging a:	
Description of the issue (what, when, where, who):	
What outcome are you seeking?:	
Support person name (if any):	
Signature:	



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Refund Request Form

Submit this form to TPA administration. Attach evidence for special circumstances if relevant.

Date:	
Student full name:	
Phone / email:	
Course code and title:	
Scheduled commencement date:	
Amount paid and date paid:	
Payer name (if different):	
Reason for request:	
Special circumstances evidence attached?:	
Bank details for refund (if approved):	
Signature:	