



# **MARINE & SPECIALISED TECHNOLOGIES**

Academy of New Zealand

**STUDENT  
POLICY &  
PROCEDURE  
HANDBOOK**

## Complaints

The aim of all our training programmes is to successfully develop competent people in the industry, however we are aware there may be times where learners feel dissatisfied and whilst we hope to resolve any of these issues informally and promptly, should you wish to lodge a formal complaint, please undertake, and acknowledge, the following process steps:

- Send your complaint via letter or email to your Assessor or the Admin team with any evidence you may wish to include to support your grievance and clear statement of the grounds for your complaint.
- You will be provided acknowledgement within 1 working day, and our Chief Executive Officer will review the complaint within 14 working days from this date.
- Within the 14-working day review period undertaken by the Chief Executive Officer, you will be provided with either an outcome/resolution of your complaint, or explanation of any further investigation and timescales needed.
- If you are unhappy with the complaint outcome, you are entitled to appeal this result.

## Appeals Process

If you have lodged a formal complaint or wish to appeal the result of a completed assessment mark, please follow the below process:

Complaints Appeals:

- Send your written letter of appeal to the MAST Academy Board within 14 working days of receiving your complaint response (details can be sought from your Assessor, the Chief Executive or Administration Team).

The Board will review and provide you with their formal decision of appeal.

- The Board will review and provide you with their formal decision of appeal.
- If you are unhappy with the result of your appeal to the Board you may then lodge a further formal complaint to the Tertiary Education Committee.

Appeal of Assessment Outcome:

- If you are unhappy with the marked result on an assessment you have completed, you are able to appeal this formally.
- Please refer to and complete the "Application for Appeal of Assessment Decision" form in your Student Handbook and return to the Administration Department for processing.

## Misconduct

Please note any of the below classes as Student Misconduct and may result in termination of any training.

- Not executing reasonable request or expectation as agreed with the trainer, employer, or assessor/tutor in relation to the training programme of the establishment.
- Not participating in assessment required under the training/programme plan.
- Not keeping training/study records, as required.
- Not producing the training/study record for inspection when requested by the trainer, employer, or assessor/tutor to the training agreement.

- Disrespecting the trainer/Assessor/Tutor.
- Plagiarism – presenting the work of others as your own work without proper acknowledgement or referencing. This applies to textual work, power point presentations, video presentations, photographs, or any other evidence.
- Providing false information on application for registration for training/study with MAST Academy of New Zealand.
- Offering bribes to the Assessor/Tutor.
- Jeopardizing the learning of others in group learning situation such as in the workplace, study groups, classrooms, off-job training courses.

## Contact Us

Contact our Administration Team for further information on all our Policies.

### **Marine & Specialised Technologies Academy of New Zealand (MAST Academy)**

EER Status – Category 2

85 Westhaven

St Marys Bay

Auckland 1011

09 360 0056

[info@mastacademy.com](mailto:info@mastacademy.com)

[www.mastacademy.com](http://www.mastacademy.com)



**MAST**  
**ACADEMY**  
NEW ZEALAND

