

## Maritime Training School Customer Charter

Maritime Training School (MTS) is committed to providing a safe, supportive, inclusive, and challenging training environment to its students.

It strives to ensure that every student receives the opportunity for a satisfying learning experience while in the School, that also promotes their career and personal development.

MTS is pledged to providing all students with equal opportunities, and openly embraces its statutory obligations to create a free and healthy learning environment without any racial, sexual, religious, cultural and physical discrimination.

Student's learning needs are the MTS' highest priority and it is determined to continuously improve the quality of its courses and services.

MTS is founded on **five key values**

- Commitment to quality
- Inclusiveness
- Safety, care and support
- Ethical practice and
- Quest for continuous improvement

To achieve these values **MTS is committed to:**

- Provide access to high quality learning opportunities and safe and caring learning environment
- Engage industry and community members in its operation.
- Provide a creative working environment for all staff where all staff are equally valued and where there are opportunities for their professional development.
- Provide systems and practices for continuous improvement in all areas of its operation including course development, teaching-learning, evaluation and assessments and student services.
- Provide adequate and appropriate facilities, equipment and support services to address the diverse learning needs of its students.
- Provide fair, accessible and efficient administrative procedures and support, and
- Provide a fair and efficient complaints and appeals procedures.

At MTS our **Staff** are always **at your service** and they will

- Provide you with high quality teaching-learning and administration support which will focus on your learning expectations and career goals.
- Always demonstrate professional and supportive attitudes towards you and all students at all times.
- Provide all essential materials, resources, equipment and facilities to support your endeavour to learn.
- Be available for your consultations as and when you need them.
- Maintain and continuously increase their knowledge to deliver you the most recent information, technique and training

- Complete all your administrative and academic routine in a timely manner and provide you appropriate and timely feedback on your course progress.

At MTS we also expect **you** to meet your obligations as a student:

- Observe all MTS rules and regulations, both academic and behavioural/administrative, provided to you during your induction.
- Honour the rules on cheating, plagiarism, fabrication or falsification of data, as well as the rules for the use of copyright materials.
- Display responsible attitude towards our staff, fellow students and visitors to the School.
- Respond to reasonable information requests from the School staff without undue delay.
- Participate in the academic, social and cultural life of the School.
- Contribute to MTS's quest for continuous improvement by suggesting where improvements can be made through the feedback opportunities.
- Take the required study load, and inform appropriate staff if any difficulties are experienced.
- Actively participate in the training, and maintain steady progress, and
- Treat MTS resources, facilities and property with due care and respect.

You are encouraged to raise any issue/s of your concern relating to the operation the School whether they be in relation to our management systems, facilities, teaching-learning approaches, learning materials assessment practices , services and support, and fees refund and course cancellation. Our complaints handling system follows the National Complaints Code and handles all complaints timely, equitable, fairly and without discriminating. Please see our **Students Complaints and Appeals Policies and Procedures** for details.

**Document Version History**

<b>Version No.</b>	<b>Summary of Changes</b>	<b>Author</b>	<b>Date</b>
1.0	Updated to new controlled Doc format	Dijla Koutsouras	03/07/23