

# MPMSAA Training Unit Policies and Procedures



## Student Information

In this section you will find information about:

- Our Organisation
- Scope to deliver
- Recognition of Prior Learning
- Enrolment Procedures / Student Support
- Fees and Charges
- Refunds
- Withdrawing from a course
- Confidentiality
- Student Selection and enrolment and student support
- Access and Equity
- Student Grievance Policy
- Occupational Health and Safety
- Legislative requirements
- Educational Standards
- External review
- Marketing
- Management & Administration
- Training & Assessment Standards
- Access to Records
- Contracting of other RTOs
- Contacts

### Who are we?

MPMSAA is an employer Association providing a range of services to employers in the different industry sectors that make up the plumbing & mechanical services industry. The Master Plumbers' & Mechanical Services Association of Australia (MPMSAA) is a registered national employer organisation providing representation and extensive services for a broad base of members in the plumbing and mechanical services sectors. MPMSAA member companies operate in general contracting as well as specialised service sectors.

MPMSAA services are provided to general plumbing contracting and maintenance companies, as well as specialised contractors. MPMSAA intellectual property includes a strong understanding of factors covering its market.

The MPMSAA is active and influential at national and state levels and maintains a wide range of commercial/industrial support services for all firms, companies and sole traders in its industry.

Member and Associate companies of the MPMSAA operating in specialised industry areas are also represented by the following incorporated organisations:

- The National Plumbing and Mechanical Construction Industry Association Inc
- Heating and Cooling Association of Australia Inc
- National Metal Roofing and Wall Cladding Association Inc
- National Fire Services Association Inc
- National Asbestos Removal and Re Roofing Association Inc

MPMSAA is a Registered Training Organisation (registered provider No 3937) and provides education and training services to the building and construction industry, in particular the plumbing & mechanical services sector. The Association's ongoing

# MPMSAA Training Unit Policies and Procedures

training and professional development program encourages members to maintain their knowledge and keep abreast of technology both from a technical viewpoint and business perspective.

## MPMSAA Training Unit Mission Statement

To assist the development of Australia's plumbing industry, in particular the plumbing & mechanical services sector, by providing an independent, quality training service which will facilitate the enhancement of profitability, the maintenance of sustainability and change in Australia's plumbing enterprises.

## Scope to Deliver -

MPMSAA is a registered training organisation and is registered to deliver:

BCP30103	Certificate III in Plumbing
BCP30203	Certificate III in Plumbing (Mechanical Services)
BCPFS4001A	Commission domestic and residential fire suppression sprinkler systems
BCPFS4004A	Design residential and domestic fire sprinkler systems
30215QLD	Course in General Safety Induction (Construction Industry)
21596VIC	Course in GreenPlumbers Environmental Solutions
21153VIC	Course in Plumbing OH&S Induction

## Mutual Recognition

MPMSAA will recognise any AQTF qualifications, or Statement of Attainment issued by other RTO's providing it does not conflict with any statutory requirements or industry directive.

## Recognition of Prior Learning (RPL)

RPL is available for the skills and knowledge previously gained through training, experiences at work, life experience providing it does not conflict with any statutory requirements or industry directive. Please contact the Training Coordinator for procedure.

## Enrolment Procedures, Student Support

Selection of course participants will be conducted in an ethical and responsible manner in accordance with the requirements of the curriculum. Entry requirements will follow the requirements set by each qualification.

MPMSAA will at all times comply with the requirements of equal opportunity legislation in the selection and assessment of participants.

When students apply for a course which is full, they will be placed upon a waiting list and notified as soon as there is a vacancy. The Coordinator will notify students of a course place.

Non-disruptive behaviour is expected from all students

## Student support

MPMSAA will endeavour to meet the needs of students with special needs. Literacy and numeracy issues will be referred to the Training Coordinator and dealt with on a case-by-case basis. Participants should contact the Training Coordinator for information relating to welfare and guidance, flexible learning and assessment.

# MPMSAA Training Unit Policies and Procedures

## Fees and Charges

Course fees differ for each course. Regularly updated training brochures are available from MPMSAA, the MPMSAA website, and are widely distributed to the Plumbing & Mechanical services industry.

There will be no other fees that are applicable for materials, books etc.

In some instances fees are applicable for externally issued licences/assessments. Where this is the case, information is clearly stated on the marketing material specific to that program.

## Refunds

We realise that cancellation or deferment of a course registration is sometimes unavoidable and therefore have established the following guidelines -

- If a participant is unable to attend a course for which they have registered, another person may be sent in their place without cost. MPMSAA must be notified of the transfer prior to the commencement of the course. Transfers are not permitted once the course has commenced.
- If the course is cancelled by MPMSAA a full refund will be paid.
- If advice (telephone, letter, facsimile or email) is received ten (10) working days prior to the commencement of the course a full refund will be paid.
- 4-10 working days notice withdrawal or transfer is allowed with 50% refund of the fee of the course in which they are registered
- less than 4 days notice, there will be no refund and full fees are payable for the new course

## Withdrawing or Changing a Course

- If a participant wishes to withdraw from course for which they have registered or transfer to a different course, MPMSAA must be notified of the request to withdraw or transfer at least 10 days prior to the commencement of the course in which they are registered. Transfers are not permitted once the course has commenced.
- If advice (telephone, letter, facsimile or email) is received ten (10) working days prior to the commencement of the course a full refund will be paid.
- 4-10 working days notice withdrawal or transfer is allowed with 50% refund of the fee of the course in which they are registered
- less than 4 days notice, there will be no refund and full fees are payable for the new course

## Confidentiality

We need to collect information about the students enrolling in our programs for statistical reporting to our funding body. However all this information will remain confidential with the Director Training Services and Training Coordinator.

## Access, Equity and Cultural Diversity

This Access and Equity Policy is based on the following principles:

- a. Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- b. Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.
- c. Equality of outcome within vocational education and training for all people, without discrimination.

# MPMSAA Training Unit Policies and Procedures

- d. Access for all people to appropriate quality vocational education and training programs and services.
- e. Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

In line with both State and Federal Equal Opportunity legislation, MPMSAA specifically forbids sexual harassment and discrimination against people on the grounds of: Age, breastfeeding, career status, disability/impairment, gender identity, sexual activity, marital status, parental status, physical features, political belief or activity, sex, sexual orientation, personal association with someone who has, or is assumed to have, one of these personal characteristics.

## **Student Grievance Policy / Appeals Policy;**

### **What to do if you have any issues and concerns about your course.**

1. Record the complaint in writing. Identify in the complaint:
2. The circumstance surrounding the situation
3. Who was involved
4. Why you feel unfairly treated
5. Any evidence you have
6. Date the situation took place and where
7. The names of any witnesses who could support your case
8. The grievance will be evaluated and a decision made by the facilitator/staff involved
9. If not satisfied, then you and your facilitator/staff member will discuss the grievance with the Training coordinator
10. A decision will be made by the Training coordinator based on the evidence by you and the facilitator/staff member involved
11. The Training coordinator will report back to you concerning the result of the grievance
12. A mediator will be appointed if you do not agree with the result of the grievance
13. The results of the grievance will be appropriately recorded for future reference
14. The Director – Training Services will advise you of the appropriate Government Agencies if your grievance has not been able to be resolved
15. You have the right to appeal against the grievance decision up to three months after completion of the course
16. Each appeal will be heard by an independent person or panel
17. The appellant will have the opportunity to formally present his or her case
18. Each appellant will be given a written statement outlining the appeal outcomes including the reasons for the decision.

## **Occupational Health & Safety Policy**

MPMSAA is committed to fostering an organisational environment and providing a physical environment, which ensures safe and healthy working conditions for staff, students and visitors.

MPMSAA will fully comply with all requirements of the *Occupational Health & Safety Act (2004)*, *Workplace Health & Safety Act 1995* and strive to:

- Create a culture where all staff, students and contractors value and accept responsibility for injury protection
- Create a mindset in which all work injuries are regarded as preventable
- Introduce systems that heighten awareness and enable us to control health and safety risks arising from our activities

# MPMSAA Training Unit Policies and Procedures

- Apply sound risk management principles and techniques in the planning, implementation and review of activities
- Provide a workplace that is safe and healthy
- Ensure that training venues are safe and healthy

As a Registered training Organisation, the Master Plumbers and Mechanical Services Association of Australia (MPMSAA) has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

## **Legislative Requirements**

MPMSAA will meet all legislative requirements of State and Federal Government. In particular, Occupational Health and Safety, Industrial Relations and Vocational Placement Standards will be met at all times.

## **Educational Standards**

Courses are developed within the Australian Recognition Framework and delivered in consultation with consumers. This enables participants to attain competency to meet the requirements of individual work roles within the context of their organisation. The Unit recruits facilitators and assessors who meet the Human Resource Standards consistent with the achievement of stated competency standards and outcomes for each course

## **External Review**

MPMSAA agrees to participate in external monitoring and audit processes required by the AQTF.

## **Marketing**

The marketing of our courses will always be carried out with integrity and professionalism and will remain within the guidelines set down by industry and government bodies. We take every care to avoid vague and/or ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## **Management and Administration**

MPMSAA has policies and management strategies to ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards the fees paid by trainees. We have a refund policy which is fair and equitable. Trainee records are managed securely and confidentially. MPMSAA has adequate insurance policies.

## **Training and Assessment Standards**

MPMSAA has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer).

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

## **Confidentiality Statement**

All student training and assessment records are strictly confidential. No information will be released to third parties unless the student gives written consent.

# **MPMSAA Training Unit Policies and Procedures**

## **Access to Records**

Assessment records and results are available to students on request in writing to MPMSAA. All training records are securely stored on the MPMSAA database for future reference. Information concerning the results of participant training is confidential and will not be released without permission

## **Contracting of other RTO's**

MPMSAA's Training Unit will where appropriate contract some of its services to other RTO's. Where this is the case a document formalising these arrangements will be prepared articulating the arrangements.

## **Contacts**

If you require any further information contact **Penny Mure, Training Coordinator on (03) 9329 9622** Monday to Friday.