



RTO Code of Practice

Master Plumbers Association of South Australia Incorporated

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Provision of Training & Assessment Services

The Code of Practice provides the basis for good practice in the marketing, financing and administration of education and training services provided by a Registered Training Organisation registered in Australia.

Master Plumbers Association of South Australia Inc. has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients.

Our organisation maintains a learning environment that is conducive to the success of students.

MPA has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities and use methods and materials appropriate to the learning and assessment needs of students.

MPA monitors and assesses the performance and progress of its students.

Our organisation ensures that the teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required.

MPA is committed to access and equity principles and processes in the delivery of its services.

Provision of Information

MPA supplies accurate, relevant and up-to-date information to prospective students and clients in the **Student Handbook**, which they receive prior to the commencement of our courses. This is also available on our website (www.mpasa.com.au)

Our organisation supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

Marketing of Training & Assessment Services

MPA markets and advertises its products and services in an ethical manner consistent with its Registration and AQF guidelines and the Standards for Registered Training Organisations (RTOs) 2015.

Our organisation gains written permission from a student or client before using information about that individual (including photographs) or organisation in any marketing materials.

MPA ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

Recruitment of Students

MPA conducts its recruitment of students at all times in an ethical and responsive manner.

Our organisation ensures that the educational background, of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents as appropriate. Students are required to undertake a pre-enrolment Language, Literacy and Numeracy Assessment prior to training, unless they have previous skills.

Recruitment of students includes providing career information, course information and Training and Assessment Strategy via our website and through pre-enrolment information sessions.

Further identification of student needs is undertaken at enrolment, and at intervals during the training.

Financial Standards

MPA has measures to protect client fees paid in advance and to ensure that students and clients either receive the services for which they have paid or receive a fund.

Our organisation has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment.

MPA ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client.

Documentation includes: the rights and responsibilities of students, costs of training and assessment services, issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.

Support Services

The MPA provides adequate protection for the health, safety and welfare of students, and without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

MPA has an arrangement with Multiple Solutions to provide support for students with learning or physical disabilities, or language barriers.

Complaints & Appeals

Our organisation ensures that students and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by our organisation to resolve students'/clients' complaints.

For this purpose, MPA has a complaints handling policy where a member of staff is identified to students and clients as the reference person for such matters. In addition, the complaints handling process is made known to students at the time of enrolment.

Where a complaint cannot be resolved internally, our organisation advises students and clients of the appropriate body where they can seek further assistance.

Work Health & Safety

MPA has an implemented Work Health & Safety system to ensure the safety of staff, trainers and students is protected at all times whilst conducting training / services for MPA.

Industry Engagement

MPA has a number of resources that are used to ensure training is of appropriate quality and relevance to the industry. These include:

- Monthly reporting to that Association's Board
- MPA Group Training Service is in regular contact with employers to gauge the quality of student and employment outcomes
- Master Plumbers Group Training employs student graduates of the course to undertake apprenticeships with its host companies as needed
- MPA regularly engages with other RTO's regarding the learning outcomes and employability skills demonstrated by our students
- MPA membership is made up of Plumbers, employers and suppliers. MPA is the Peak Industry Association representing the interests of the Plumbing Industry in South Australia
- MPA is affiliated with the Master Plumbers Associations in each state and regularly meets with those associations to share industry intelligence, practices and to provide a combined voice when advocating for their members.

Record Keeping

MPA organisation keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request. Access to these records is managed in accordance with privacy legislation.

Issue of Qualifications

MPA issues Qualifications and/or Statements of Attainment to students who have been assessed against the required outcomes of a qualification or unit of competency, in accordance with the AQF requirements and the Standards of Registered Training Organisations (RTOs) 2015.

Recognition of Qualifications Issued by other RTO's

MPA recognises the qualifications and Statement of Attainment issued by other RTO's.

Our policy, procedures and information to staff and clients ensures that qualifications and Statements of Attainment issued by other RTO's are recognised.

Quality Control

MPA seeks feedback from our students, clients, industry and training partners on our services and seeks to improve its service quality in accordance with their expectations.

Further internal moderation of assessments is undertaken to ensure the consistency of assessed outcomes.

MPA has regular reviews of its performance and compliance, including internal auditing. A register is kept of Continuous Improvement initiatives and Policies, Procedures and review schedules.

The above Code of Practice is a summary of the undertaking by MPA to provide a quality service to students, their parents, employers and funding agencies, that will by its nature, continue to develop in response to student, industry and funding agency needs.

MPA takes pride in providing a quality service that enhances its reputation with its clients, members, and the Plumbing and construction industries generally.



Andrew Clarke

Executive Officer

Master Plumbers Association of South Australia Incorporated