

# The Plumbing Industry Association of SA Inc

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**The Plumbing Industry Association of SA Inc.**

**RTO Code of Practice**

**2012**

# THE PLUMBING INDUSTRY ASSOCIATION OF SA INC. – RTO CODE OF PRACTICE

## **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.

The Plumbing Industry Association of SA 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.

The PIA 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.

The PIA 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.

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

## **Provision of Information**

The PIA supplies accurate, relevant and up-to-date information to prospective students and clients in the [Student Information Book](#) they receive prior to the commencement of our courses.

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**

The PIA markets and advertises its products and services in an ethical manner consistent with its Registration and AQF guidelines.

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

PIA 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.

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## Recruitment of Students

The PIA 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.

Recruitment of students includes providing career information, course information and Delivery 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

The PIA 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.

PIA 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 PIA 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.

The PIA has an MOU with [InterWork](#) to provide specialist support for students with learning or physical disabilities, and for students at risk of disengagement.

## 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, the PIA 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.

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## OHS & W

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

## Industry Engagement

The PIA 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
- The PIA Group Training Service is in regular contact with employers to gauge the quality of student and employment outcomes
- The PIA Group Training Service employs student graduates of the course to undertake apprenticeships with its host companies as needed
- The PIA regularly engages with other RTO's regarding the learning outcomes and employability skills demonstrated by our students
- PIA membership is made up of Plumbers, employers and suppliers. PIA is the Peak Industry Association representing the interests of the Plumbing Industry in South Australia
- PIA 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

The PIA 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

The PIA 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 AQTF Implementation Handbook.

## Recognition of Qualifications Issued by other RTO's

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

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

## Quality Control

The PIA 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.

The PIA 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.

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The above Code of Practice is a summary of the undertaking by PIA 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.

PIA 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  
The Plumbing Industry Association of SA Inc.