



STUDENT HANDBOOK

SHORT COURSES UNITS OF COMPETENCY

Master Plumbers Association of South Australia Incorporated

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Welcome

Welcome to Master Plumbers Association of South Australia Inc, a Nationally Registered Training Organisation (RTO).

The purpose of this handbook is to provide students or individuals looking to study with our RTO the relevant information they will require to ensure they have the most positive experience possible whilst undertaking one of our courses.

About us

Master Plumbers Association of South Australia Inc (formerly Plumbing Industry Association) was established in 1908 as an Industry Association, servicing the needs of Master Plumbers, and their employees.

We are a Membership Association, a Registered Training Organisation and a Group Training Organisation.

We have been a Registered Training Organisation since 2006. **Our RTO number is 40070.**

Our mission is to support, promote and develop the on-going protection of community health and safety through the provision of quality plumbing services both state and federal, and representation throughout South Australia.

Contact details

Master Plumbers Association of South Australia Inc.

1st Floor / 1 South Road, Thebarton SA 5031
PO Box 219, Torrensville Plaza SA 5031

Phone: (08) 8292 4000

Fax: (08) 8292 4040

Email: admin@mpasa.com.au

Website: www.mpasa.com.au

Our office is open Monday-Friday (8.30am - 5pm)

Training Scope

You can view our current information and training scope of registration at any time on the National Register of VET (www.training.gov.au). You can find us by searching our RTO number (40070).

Some of our training courses include:

- CPC10111 Certificate I in Construction
- D2C Plumbing Plus (Cluster of Competencies from CPC32612)
- CPCPWT4023A Commission and Maintain Hot Water Temperature Control Devices
- CPCCWHS1001 Prepare to Work Safely in the Construction Industry

Studying with our RTO

Our primary focus at Master Plumbers Association is providing quality training to all of our students. This also includes professional and efficient customer service, as well as timely assessment and result processing. We have quality assurance methods, as well as continuous improvement processes in place to ensure we provide a quality service.

Our aim is to make training for our students as simple and beneficial as possible.

Student Selection

Students who undertake our standalone Units of Competency are generally individuals who are currently employed in the Plumbing, Building and Construction Industry.

For courses which are not specific to a certain trade (for example WHS courses), students are accepted from any field.

Students are selected for our short courses / units of competency following an expression of interest. Student selection will depend on the individual and their previous experience. Students who have not had experience in the workforce, are not fluent in English, or have a learning disability will need to complete a pre-enrolment Language, Literacy and Numeracy Assessment.

This will be determined during expression of interest / enrolment / counselling procedures.

Additional Student Support

Our RTO has a firm commitment to the principles of Equal Opportunity and our priority is to protect both prospective students and students already enrolled at the RTO.

Master Plumbers Association of South Australia Inc has an agreement in place with Multiple Solutions (www.multiplesolutions.com.au) to provide additional support services to our students including:

- Language, Literacy and Numeracy
- Disability
- Mental health issues

Students will be monitored throughout their learning and should our trainer's identify an issue with a student's learning, a student support plan will be implemented to ensure the student is supported accordingly.

Disabilities

Should any of our Students require support for a disability, please ensure our RTO is informed of these requirements (special requirements can be indicated on our course enrolment form).

The Disability Discrimination Act aims to ensure people with disabilities have the same rights and opportunities as all other Australians. We do not discriminate against those with disabilities either as employees or students.

Should you have any concerns, please do not hesitate to contact us and we will ensure your access and learning needs are met. As described on the previous page, additional support can be provided through our arrangement with Multiple Solutions if required.

Language, Literacy and Numeracy

Depending on the Student's previous knowledge and experience, they may be required to undertake a Language, Literacy and Numeracy pre-enrolment Assessment. Students who supply evidence of previous academic studies or other approved evidence that satisfies the LLN requirements are not required to re-sit this assessment.

Enrolment

To enrol in any of our Training Programs, you can either contact MPA directly, or complete and return the enrolment form online.

Standalone units require a basic enrolment form in the first instance and then a more specific enrolment form at the course.

All of our training courses have number restrictions, therefore please be aware that some classes may be full when you submit your enrolment form. MPA will advise you immediately on if your enrolment has been accepted.

Fees and Charges

We are committed to providing quality training to our students at the most affordable fees possible. Our fees cover costs associated with our training service, facilities, course materials, academic statements and general administration associated with processing.

Course Fees

Please refer to our Website for full course fees (www.mpasa.com.au)

Refunds and Withdrawals

Please refer to our Training Terms and Conditions (located on the MPA Website)

Protection of Fees

As described in the Standards for Registered Training Organisations (RTOs) 2015 (Clause 7.3) and Schedule 6 - MPA (including Third Parties) does not request Students to pre-pay course fees in excess of \$1500 or more for our training services.

Protection of Fees (continued)

Should MPA be unable to provide services to the Student in which have been paid for, the student will be :

- Provided with the services paid for (by an alternative RTO) at no additional fees or charges
- Transferred to an alternative course (in which is equivalent to the services originally offered by MPA) and is run in a suitable location and a suitable date for the student
- Be paid a refund of any prepaid fees for services not yet delivered above the threshold prepaid fee amount (listed above)

Unique Student Identifier (USI)

All Students undertaking Nationally Recognised Training must obtain a USI (Unique Student Identifier). A USI is 10 digits long (a mixture of numbers and letters - *for example G4TH57SUSI*) and is unique to each student. The USI was introduced on 1st January 2015 and the purpose is to combine and collate training records for students in one location, where they will be able to access these at any time.

To obtain a USI, please visit www.usi.gov.au and follow the prompts, or you can provide us with permission to apply on your behalf. Additional USI information is also included in your induction pack and is available on our website (www.mpasa.com.au).

***Please note:** As a USI is a requirement of undertaking nationally recognised training, results, qualifications and any statements of attainments cannot be issued until a valid USI has been provided to the RTO (MPA).

Recognition of Prior Learning

If you have skills and knowledge from previous education or work experiences, which relate to your training, you may seek recognition of prior learning (RPL) for training services provided by MPA.

Recognition of Prior Learning is an assessment process that assesses the competency of an individual student who has acquired skills and knowledge through formal, non-formal and informal learning. This process will determine if the prior experience and learning meets the requirements of the relevant training package.

Prior Learning can include:

- Previous Qualifications or Training
- Work Experience
- Life Experience
- Community or Volunteer Work

If you wish to apply for RPL, or find out further information, please download our RPL Application Kit from www.mpasa.com.au or contact the office on 8292 4000.

**Please note that fees apply for Recognition of Prior Learning applications (please enquire)*

Credit Transfer

Credit Transfer is the recognition of nationally recognised training you have previously completed with another RTO. Should your request for Credit Transfer be approved, this means that your previous training will be recognised and therefore you will not need to repeat training you have already completed.

If you wish to apply for Credit Transfer or to find out further information, please download our Credit Transfer Form from www.mpasa.com.au or contact the office on 8292 4000.

****Please note that RPL and Credit Transfer applications must be supported by evidence and it is not guaranteed that applications will be approved.***

Code of Conduct

Master Plumbers Association of SA Inc will;

- Provide students with quality training and assessment
- Ensure compliance is met with current AQF and ASQA requirements, which includes the Standards for Registered Training Organisations (RTOs) 2015
- Provide students with a supportive, safe learning environment
- Provide students with opportunities to obtain additional help or assistance
- Treat all students fairly and with respect

Students have the right to;

- Be treated fairly and with respect at all times
- Learn in a supportive and safe environment, free of bullying and harassment
- Receive fair and unbiased training and assessment
- Raise issues or concerns without a fear of recrimination
- Request learning assistance without discrimination or judgement
- Report incidents and/or lodge complaints without fear of repercussions

Master Plumbers Association of SA Inc expects Students to:

- Act responsibly at all times
- Treat other Students, Trainers and Staff with respect
- Meet the timeline requirements as set out by the course Coordinator, Teacher or Trainer
- Arrive on time to face-to-face teaching, return by the stated times following breaks, and provide prior notice if required to leave training early
- Leave training rooms and workshops clean and tidy
- Understand the requirements of the course or unit
- Check that holidays, employment or appointments do not clash with assessments
- Notify Master Plumbers Association of SA of any change of personal information
- Maintain a high standard of behaviour (refrain from any activities which may cause damage to property, and/or interfere with the comfort of other course participants)
- Refrain from behaviour which may disrupt teaching or interfere with the learning of others

- Comply with all Health, Safety and Hygiene requirements, including appropriate dress/footwear requirements and personal protective equipment.
- Take responsibility to identify and notify staff of any individual learning needs
- Ensure Trainers and Coordinators are informed of any learning difficulties where additional assistance may be required
- Ensure the Trainer's expectations of Students are met with relation to submitting assignments, attendance, communication, negotiation and problem solving.
- Be aware of, and comply with, the RTO's policies that may affect students.
- Conduct themselves appropriately at all times.

Misconduct

Students must not consume or administer Alcohol and/or drugs in Master Plumbers Association of SA Inc venues and / or classes. Should any offence occur, students will be removed from the group immediately.

Intimidation, threats, inappropriate language or disruptive behaviour towards other students, staff or Trainers will not be tolerated. Students will be removed from the class should any of these misconducts or offences occur.

Complaints and Appeals

Complaints

Master Plumbers Association of SA Inc is dedicated to providing quality training to Students, however if a student experiences a grievance or issue, we have support and complaints processes in place.

A complaint or appeal could relate to the training, information provided, course assessment, or the application for special consideration.

We recommend that students, in the first instance attempt to resolve the issue by liaising with the RTO Manager, Trainer or any other Staff Member involved.

If a satisfactory outcome is not reached through this process, a formal complaint may be lodged. The Complaints form is available on our website - www.mpasa.com.au (available under Training > Studying with MPA > Complaints and Appeals)

Appeals

If you wish to appeal a decision made on your training and/or assessment, you have the right to lodge a formal appeal. As also noted in the Complaints section, we recommend that this is attempted to be resolved with the involved parties in the first instance, if possible.

Students also have the right to have an appeal heard by an independent person. Please refer to the Complaints and Appeals policy and form located on our website.

At all times we will try to resolve complaints and appeals quickly and satisfactorily.

Master Plumbers Association ensures that Students are provided a fair and equitable process to handle grievances or issues.

Incident reporting

As the safety and protection of our students is our priority, we ask that any hazards or incidents in which may compromise your safety and wellbeing whilst undertaking training at MPA are reported to us immediately, or to your Trainer.

This will then be addressed and steps will be put into place to resolve the issue or prevent it occurring again in the future.

Privacy

Master Plumbers Association of SA Inc is committed to ensuring the privacy of Students is protected in compliance with the relevant Privacy Act and RTO Standards.

We will not collect personal information from students unless the information is necessary for one or more of our functions or activities. Our collection of personal information will be fair, lawful and not intrusive. MPA will only use or disclose information for the purpose in which it was collected.

As an RTO, we have a duty of care to protect the privacy of our records. Disclosure of any private or personal information to any third party without consent is illegal. Information may be exchanged within our RTO for the purposes of recordkeeping, training and assessment.

Any personal information we store is protected electronically by password protection, and any hardcopy information is stored securely. Any identification documentation provided (eg for application of a USI) is securely shredded after use and destroyed.

The Student's permission is required in order for us to provide any personal information to a third party. This includes any reports about results, attendance at classes and general progress in your study.

Assessment

In Industry and in the vocational education and training system, Competency Based Training (CBT) provides the basis for measuring performance in a way that is valid, reliable, flexible and fair. The rationale is that training standards will improve because students/trainees will reach a level that tests **competence**.

Each unit of competency comprises of a number of elements and performance criteria. The unit of competency is a skill or knowledge identified in a Training Package. To achieve competency, students must demonstrate their skills and knowledge to Industry Standards in EVERY element of a unit of competency.

To achieve a full qualification (i.e 'Certificate I in Construction'), the student must be assessed as competent in each unit which makes up the qualification.

Where a student does not achieve competency in all required units, they will receive an Academic Transcript detailing results achieved for all units undertaken.

A Certificate of Qualification will only be issued where competence is achieved in all required units.

Conducting Assessments

In each area of study, Students will be advised of the assessment requirements of the unit or subject. You will be told how the evidence will be gathered and you may provide other means to demonstrate your competence.

Some units may be assessed with others. Some may be on the job and some may involve on and off the job components.

Assessment may be conducted over a period of time so that the assessor has sufficient evidence of your skills / satisfying the assessment criteria.

You should discuss specific evidence requirements with your assessor.

Competency Based Training and Assessment

Our RTO conducts training within a competency based training system. Our trainers are expected to plan, deliver and assess all training using appropriate competency based strategies.

As a student you will be expected to demonstrate your competence as described in the units of competence included in your qualification or course. Prior to enrolment you will be given information outlining the units of competence and the requirements of each to be assessed as competent.

Submitting Work

We expect all students to submit the required course work by the due dates set out by the trainer.

We are not able to result any units as 'Competency Achieved' unless all of the required assessments /workbooks have been submitted within the required timeframe and meet the competency requirements.

Students must also ensure their assessments are completed clearly and include their full name and the date of completion.

Plagiarism

Plagiarism is defined as “using the words and ideas of others and presenting them as your own. It is a form of intellectual theft and can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.”

Plagiarism will not be tolerated in our Training Programs and the necessary disciplinary actions will be followed if required.

Transition of Training Packages

Should a training course you are undertaking become superseded, Students will be advised of this immediately and learners will be transferred into a replacement product within one year from the date the replacement training has been released.

Students who have completed all training and assessment for a removed qualification will be provided with their AQF Certification / results within two years of the Qualification being removed from the National Register.

Students who have completed all training and assessment for a removed unit of competency or skills set will be provided with their AQF Certification / results within one years of the Qualification being removed from the National Register.

Access to your Records

Records are systematically collected and stored by MPA staff. As described in Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015, MPA is required to store all training documentation for a period of 30 years.

As a student, you may seek access to your own training records in accordance with our records management policy. Please contact a MPA representative for further information.

Records you can access include your course information, enrolment, attendance, meetings with staff, complaints and appeals, assessment, qualifications or statements of attainment. There may be a cost for this service, depending on the information requested.

Schedule of Fees

1. Course Fees

As course fees depend on the unit of competency / course you are undertaking, please refer to our website for full course fee information (www.mpasa.com.au)

2. Access to Records

If you wish to obtain access to your records held by Master Plumbers Association of SA Inc, you must complete the Student Records Request form (available upon request) and pay an upfront administration fee of \$55 (inc. GST).

An additional archive retrieval fee of \$55 (inc. GST) may be charged if it is longer than twelve months since you studied with MPA and the documents you require have been archived. Total fees will be advised upon receipt of your request.

3. Re-Issue of Certificate or Statement of Attainment

To obtain a copy of your qualification Certificate or Statement of Attainment, a fee of \$25.00 including GST applies.

4. Issue Transcript of qualifications or units completed

To obtain a copy of your qualification or units transcript, a fee of \$25.00 including GST applies.

5. Replacement Whitecard (Common Site Safety Induction Course)

If your 'Whitecard' is lost or stolen, Master Plumbers Association of SA Inc can provide a replacement for you provided you have achieved competency in the relevant unit.

Replacement Whitecards incur a fee of \$20.00 inc GST (including postage) and can be ordered by contacting the office.

6. Recognition of Prior Learning (RPL)

Fees for Recognition of Prior Learning are based on each individual application. The fees associated will be calculated depending on the number of units of competency the RPL application is for, the level of training, the time spent on the application, the amount of evidence provided / required, the requirement for additional assistance / meetings.

Please refer to the Recognition of Prior Learning (RPL) Application Kit, available on our website for further information, or contact us on (08) 8292 4000.

7. Credit Transfer

No current fees apply for Credit Transfer applications, provided the evidence is supplied by the student of previous qualifications / units of competency meets the credit transfer requirements

Legislative Compliance

As a Registered Training Organisation (RTO), MPA is required to comply with the following following standards and legislation:

www.asqa.gov.au

Standards for Registered Training Organisations (RTOs) 2015

www.aqf.edu.au

Australian Qualifications Framework

Australian Government (<http://www.comlaw.gov.au>)

Copyright Act 1968

Corporations Act 2001

Corporations Regulations 2001

Equal Employment opportunity (Commonwealth Authorities) Act 1987

Fair Work (Registered Training Organisations) Act 2009

Freedom of Information Act 1982

Freedom of Information Amendment (Reform) Act 2010

National Vocational Education and Training Regulator Act 2011

National Vocational Education and Training Regulator Amendment Act 2011

National Vocational Education and Training Regulator (Charges) Act 2012

National Vocational Education and Training Regulator (Transitional Provisions) Act 2011

Privacy Act 1988

Student Identifiers Act 2014

Trade Practices Act 1975

South Australian Government (<http://www.legislation.sa.gov.au>)

Children's Protection Act 1993

Fair Trading Act 1987

Fair Work Act 1994

Freedom of Information Act 1991

Industrial Law Reform (Fair Work) 2005

Payroll Tax Act 2009

Plumbers Gas Fitters and Electricians Act 1995

Prices Act 1948

Professional Standards Act 2004

Racial Vilification Act 1996

Return to Work Corporation of South Australia Act 1994

Return to Work Act 2014

Taxation Administration Act 1996

Technical & Further Education Act 1975

Training & Skills Development Act 2008

Work Health and Safety Act 2012

Legislative Compliance (Continued)

Australian Human Rights Commission (www.humanrights.gov.au)

Australian Human Rights Commission Act 1986

Age Discrimination Act 2004

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

If you would like further information, or any clarification on our training services, please do not hesitate to contact us on (08) 8292 4000.

MPA STAFF CONTACT INFORMATION

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