



Student Enrolment Information

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Who are We?

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 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:

- 21596VIC Course in GreenPlumbers Environmental Solutions
- 21153VIC Course in Construction (OH&S Induction)

Recognition/Credit Transfer

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 and life experience. Please contact the Training Manager for the 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 Administration Officer 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 Manager and dealt with on a case-by-case basis. Participants should contact the Training Manager for information relating to welfare and guidance, flexible learning and assessment.

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.
- 4-9 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.
- 4-9 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 General Manager Industry Development and Training Manager.

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.
- 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 Complaints and Appeals Policy

What to do if you have any issues or concerns about your course or the administration of it.

1. Record the complaint in writing. Identify in the complaint:
 - The circumstance surrounding the situation
 - Who was involved
 - Why you feel unfairly treated
 - Any evidence you have
 - The date the situation took place and where
 - The names of any witnesses who could support your case
2. The complaint will be evaluated and a decision made by the trainer/Administration Officer involved
3. If you are not satisfied, then you and the trainer/Administration Officer should discuss the complaint with the Training Manager
4. A decision will be made by the Training Manager based on the evidence you and the trainer/Administration Officer involved present
5. The Training Manager will report back to you concerning their decision
6. You have the right to appeal against the complaint decision up to three months after lodging the complaint
7. The General Manager Industry Development will advise you of the appropriate Government Agencies if your complaint has not been able to be resolved
8. An independent adjudicator will be appointed if you do not agree with the decision and this will be recorded for future reference
9. Each appeal will be heard by an independent adjudicator
10. The appellant will have the opportunity to formally present his or her case
11. 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
- 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 trainers who meet the stated competency standards 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.

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

Contact

If you require any further information contact **Training Administration on (03) 9927 5800** Monday to Friday.