

master plumbers

Expert. Committed. Professional.



**Learner
Handbook**

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Introduction

Welcome to Master Plumbers, the registered training organisation that will deliver your training and assessment.

Master Plumbers mission

The Master Plumbers vision is a strong, respected and sustainable plumbing industry.

The Master Plumbers mission is to provide representation and services to support the success of our members, the future of the plumbing industry and the health of the community.

Master Plumbers policies apply to the Master Plumbers Board of Directors and all workplace and training participants—whether they are full- and part-time, casual and volunteers.

Any person concerned about breaches of Master Plumbers policies should raise the matter with the Chief Executive Officer. In particular, they must not ignore, allow, permit, aid, encourage, foster, reward or instruct any form of unlawful behaviour. The CEO will investigate any matter raised and take action on it, confidentially and respecting the person's wishes, in line with Master Plumbers procedures.

Master Plumbers values

Master Plumbers expects all those to whom its policies and procedures apply to act with;

Impartiality

- Treat all people equally, fairly, and with respect.
- Base actions, decisions and advice on all relevant evidence.
- Implement Master Plumbers policy and procedures equitably.

Integrity

- Maintain students', trainers' and assessors' trust by acting in their interests, and in Master Plumbers' interests.
- Report any behaviour that contravenes Master Plumbers' policies.

Accountability

- Achieve results through the best use of Master Plumbers' financial, physical, human resources, and through student participation

Responsiveness

- Provide services promptly.
- Provide information to which a person is entitled, promptly and in an appropriate form.
- Provide information that is accurate, current and complete.

Health, safety and rights

Policy

Master Plumbers recognises its moral and legal responsibilities under occupational health and safety (OHS) legislation to provide a safe and healthy work environment. The law also allocates responsibility to the people to whom this policy applies to ensure a safe and healthy environment.

NOTE: Occupational Health and Safety (OHS) is also known as Workplace Health and Safety (WHS) under federal legislation. This legislation has not been enacted in Victoria and the existing legislation refers to Occupational Health and Safety. Master Plumbers uses the term OHS in all its current policies and procedures.

Master Plumbers will:

- provide a safe and healthy workplace and working conditions
- provide training to enable all staff to work safely
- comply with all relevant legislation and industry standards
- provide support and assistance to staff and students
- provide adequate resources to aid staff and students to fulfil their responsibilities (including first aid boxes and *PremD02 First aid manual* available to staff and students)
- record and investigate all reported injuries, accidents and near misses, and take action to prevent them recurring
- ensure that appropriate return to work programs are available to staff that require them
- conduct regular hazard audits of its premises and of any external training venue reviews.

The delivery and assessment of all programs incorporates relevant OHS requirements. Master Plumbers has OHS procedures specific to the delivery and assessment of its programs.

While at work, all Master Plumbers staff will:

- take reasonable care to ensure all health and safety procedures are implemented at all times
- identify and support measures to eliminate or minimise unsafe conditions
- assume personal responsibility for their own safety and for those of other work colleagues by always operating in a safe and appropriate manner.

Master Plumbers prohibits smoking, except in designated smoking areas, and the possession and use of alcohol and/or illegal drugs, on its premises.

How to help with occupational health and safety

- Read the *PremD01 Emergency evacuation notices* prominently displayed around the venue.
- Be familiar with emergency exits, assembly points, and path between them.
- If you are at the scene of an accident, near miss or injury, you must not touch or disturb anything, until the Occupational Health and Safety Officer has investigated it.
- If you witness, or are involved in, an accident, near miss or injury, the Occupational Health and Safety Officer might need you to make a statement.
- If we need to conduct an emergency evacuation:
 - obey all instructions from the coordinating staff member
 - keep moving calmly and quickly to the assembly point
 - do not re-enter the building until a staff member says it is safe to do so.

Access and equity

Master Plumbers complies with the principles of the following legislation:

- *Charter of Human Rights and Responsibilities Act 2006* (Victoria) and
- *Equal Opportunity Act 2010* (Victoria) and
- *Crimes Amendment (Bullying) Bill 2011* (Victoria) known as Brodie's Law

Discrimination

Discrimination includes:

- **direct discrimination**, which is to treat someone less favourably due to a personal attribute, characteristic or circumstance protected by law
- **indirect discrimination**, which is to apply a policy, rule or practice that appears fair and neutral, but results in one person (or a group of people) being treated less favourably or suffering detriment, due to any of the characteristics below
- **systemic discrimination**, which is a culture and/or practices of an organisation of entrenched discriminatory thinking and decision making. These things can arise, over time, when discrimination due to any of the characteristics below is not challenged, and becomes institutionalised.

It is illegal to discriminate against the person on the basis of:

- age
- breastfeeding
- childless or a de facto spouse
- gender identity
- impairment (including physical impairment, mental illness, mental retardation)
- industrial activity
- lawful religious or political belief or activity
- lawful sexual activity
- marital status
- parental status
- physical features
- pregnancy
- race (including colour, nationality, ethnic or national origin)
- sex
- sexual orientation
- status as a carer
- personal association with persons having any of the above attributes.

Bullying and harassment can be discrimination when they happen against a person on the basis of the above characteristics. Bullying and harassment can be verbal, physical or in writing, and includes behaviour that intimidates, degrades or humiliates another person. In

most cases, it is persistent and happens over a period of time, but can also be a one-off event. It includes:

- publicly humiliating someone
- verbal abuse
- spreading malicious rumours or gossip
- single or multiple incidents
- written or verbal statements and gestures
- graffiti
- initiation practices.

Bullying and harassment can also occur outside work time and the workplace (such as at an external training conference, a work social activity or via social media).

Sexual harassment

Sexual harassment is unwanted, unwelcome or uninvited behaviour of a sexual nature that results in a person or a group of people feeling humiliated, intimidated or offended. It is unlawful to sexually harass someone in the workplace, or in any other work-related context.

Sexual harassment is illegal.

Sexual harassment can take many different forms including physical contact, gestures, verbal comments, the display of offensive material and uninvited intimacy. It may be the result of a single incident, or of continuous behaviour. It can also include behaviour and practices that create a sexually hostile, sexually intimidating or sexually permeated environment. Sexual harassment can be blatant, subtle or covert. It can be pre-meditated or impromptu behaviour. It can be from male to male, male to female, female to female, or female to male. Sexual orientation is irrelevant. It is the nature of the behaviour and its impact that is assessed. Intent is irrelevant.

Examples of sexual harassment include, but are not limited to:

- taking inappropriate photographs
- stalking and delivering anonymous gifts or messages
- continued requests for dates
- unwelcome sexual advances, requests for sexual favours or sexual propositions
- unwelcome comments about a person's sex life or physical appearance
- suggestive behaviour (such as staring, leering, ogling or inappropriate gestures)
- uninvited intimacy or physical contact (such as pinching, brushing up against a person, slapping, touching, kissing, cuddling or fondling)
- sexually offensive comments, taunts, slurs, jokes, innuendo or anecdotes
- sexually offensive material (such as screensavers, photographs, pin-ups or calendars, music, DVDs, YouTube, reading matter, pornography or inappropriate objects)
- sexually offensive communications (such as inappropriate letters, emails, phone calls, Skype contact, text messages, blogs, Twitter, Facebook, online chat or internet posts)

- indecent exposure, public masturbation, molestation, sexual assault and rape.

Sexual harassment is not consenting adult behaviour resulting from mutual attraction or respectful friendship. People to whom this policy applies who are involved in consensual relationships should always ensure that their behaviour is appropriate and professional at work, and in work-related environments, ensuring respect for their colleagues.

If a consensual relationship ends and one party attempts to rekindle the relationship at work or in a work-related environment, any unwelcome behaviour can amount to sexual harassment.

Victimisation

Victimisation means subjecting a person to some form of detriment because they have:

- lodged a complaint of discrimination or sexual harassment
- provided information or documents regarding a complaint
- attended a conciliation conference at the Victorian Equal Opportunity and Human Rights Commission
- attended a compulsory conciliation at the Victorian Civil and Administrative Tribunal
- reasonably asserted their rights, or supported someone else's rights, under anti-discrimination laws
- refused to discriminate against another person, victimise or sexually harass them
- made an allegation that a person has acted unlawfully under anti-discrimination laws
- brought any proceeding under the *Equal Opportunity Act 2010*.

Victimisation is illegal, and Master Plumbers will not tolerate it.

Racial and religious vilification

Racial and religious vilification is illegal. It includes such things as:

- making racist comments in a publication, including on the internet and by email
- making public statements at a meeting or at a public rally that incite hatred of people of a particular race or religion
- writing racist graffiti, or displaying racist posters or stickers.

By law, vilification does not include an act done in private (for example, a private discussion you would not expect other people to overhear). However, the workplace is a public place. Master Plumbers will not tolerate racial or religious vilification in any context in which its policies apply.

Disability

Master Plumbers supports people with a physical or intellectual disability to fully access its employment opportunities and training programs, as fully and independently as possible.

Master Plumbers:

- expects staff to have informed, inclusive and non-discriminatory attitudes to the needs of students with a disability
- makes reasonable adjustments in its workplace, training venue, service delivery, operations and resources in order to cater for people with a disability
- consults with people with a disability about matters relating to their disability
- makes workplace adjustments for people with a disability as appropriate
- encourages students with a disability to discuss their needs, when they enrol
- allows carers or interpreters to accompany students with a disability, free of charge
- provides resources to help students with a disability get maximum value from their programs.

Bullying

Master Plumbers will not tolerate bullying in any form. It is now a criminal offence (punishable by up to 10 years imprisonment) for individuals to be bullied.

- The definition of bullying includes physical bullying, psychological bullying, verbal bullying and cyberbullying.
- The legislation covers bullying anywhere in the community, such as workplaces, schools, sporting clubs and on the internet including email or social networking sites such as Facebook and Twitter.
- Bullying is often characterised by a course of conduct that can include behaviour such as threats and abusive and offensive words or conduct. Serious bullying may also include conduct or behaviour that is intended, or could reasonably be expected, to cause the victim of the bullying to engage in suicidal thoughts or thoughts or actions that involve self-harm.

Extracted from

<http://www.justice.vic.gov.au/home/safer+communities/crime+prevention/bullying+-+brodies+law>

Master Plumbers deals with complaints about discrimination, sexual harassment, victimisation and vilification under its **Complaints and appeals policy**. These cover:

- hearing complaints about discrimination, sexual harassment, victimisation and vilification from staff and students
- providing support and counselling as appropriate
- take action on complaints received
- documenting details of complaints, the actions taken, and outcomes.

For serious breaches of behaviour that contravene the legislation (e.g. bullying) Master Plumbers will report the matter to the police or other appropriate authority.

Privacy

Policy

Master Plumbers complies with the principles of the *Information Privacy Act 2000* (Victoria), including:

- only collecting information with the knowledge and consent of the person
- only using personal information for the purposes for which it was collected
- not disclosing, reselling, distributing to or sharing personal information with, a third party without the prior written consent of the person
- not disclosing personal information to state institutions or authorities except as required by law or regulation
- ensuring that demographic and other statistical information is not linked to any personal information that can disclose the identity of a person
- using, from time to time, a person's contact details to provide them with information about its programs or activities.

The Student Management System student records management system is password-protected. Only the General Manager Training and Industry Development, Administration and Administration are authorised to use it.

A person can gain access to the personal information Master Plumbers holds about them by making a request in writing, detailing the information they seek, and by providing proof of their identity.

After reviewing this information, a person can provide, in writing, any corrections which in their view should be made to the information that Master Plumbers holds about them.

The Master Plumbers website does not use cookies (a piece of data stored on a user's hard drive containing information about them) and Master Plumbers does not plan to use them in future.

The Master Plumbers website may contain links to other sites. Master Plumbers is not responsible for the accuracy or the privacy practices of such sites.

Master Plumbers advises visitors to its website that, when they follow a link to another website from the Master Plumbers website, they should read the privacy statements of each and every website which collects identifiable personal information.

How to get access to your file

- Download *MPF04 Request for student information* from www.plumber.com.au.
- Bring the request personally to the office, with proof of your identity (such as a current and valid driver's license, learner's permit or passport).
- The office will photocopy relevant information for you.

Student enrolment, orientation and support

Master Plumbers' number one focus is on our students. We aim to help every student reach their full potential with their training program. We offer all students comprehensive information and advice before they enrol and during enrolment; an orientation before they start their course; and a wide range of support services during their course.

Enrolment

Before they enrol and during enrolment, Master Plumbers provides students with comprehensive information about:

- entry requirements
- Government subsidies and eligibility criteria
- fees and charges for their program
- other requirements for their program (such as a materials and personal protection equipment list)
- arrangements for credit (from credit transfer, recognition of prior learning or articulate pathways)
- the language, literacy and numeracy (LLN) pre-course review they must do before they start their course, and the LLN help Master Plumbers provides
- student orientation.

Master Plumbers' enrolment form is AVETMISS-compliant. Master Plumbers checks it annually for currency.

Orientation

Master Plumbers conducts orientation sessions for students at the start of their program to:

- introduce them to trainers and staff
- show them our facilities, equipment and resources
- Cover Occupational Health and Safety and Emergency Evacuation Procedures
- confirm government eligibility criteria and collect evidence of eligibility
- answer any questions they may have.

Language, literacy and numeracy

The training and assessment strategy for each course specifies the Australian Core Skills Framework level indicators for learning, reading, writing, oral communication and numeracy.

In pre-enrolment information, Master Plumbers tells students about the language, literacy and numeracy (LLN) requirements of their course:

- **language** is how we communicate by speaking and writing (including the correct use of words), as well as nonverbal ways of communicating (such as by gesture and facial expressions)

- **literacy** is how we use language in all its forms (such as talking, listening, watching, reading and writing)
- **numeracy** is how we use numbers (such as using arithmetic).

Some Master Plumbers students may need LLN support, including students:

- whose first language is not English
- with a disability
- with lower previous education and training achievement
- of Aboriginal and Torres Strait Islander origin.

Master Plumbers aims to identify a student's LLN needs:

- before classes start (in the case of full qualifications)
- at the commencement of classes (in the case of short courses)
- during training/assessment as the trainer/assessor observes them.

Master Plumbers will organise extra support for students whose LLN level is lower than what is needed, according to the Australian Core Skills Framework level indicators for their course. This may include reasonable adjustments in assessment.

Master Plumbers addresses LLN needs by:

- ensuring that all policies and procedures are written in plain English
- testing its delivery resources and assessment tools with students to ensure they are understandable, and to identify how they can be improved
- ensuring that trainers'/assessors' LLN expectations do not exceed workplace requirements
- providing information in verbal and pictorial forms, as well as written
- organising external LLN support and referral
- allowing interpreters, carers and other helpers to assist students during assessment.

If LLN support is available through a funded program, there will be no cost to the student. If no funded program/support is available, and an LLN specialist is required, the cost will be to the student.

Support

Master Plumbers provides educational support and referral to students who need it. This may be special help by its own staff, or referral to an external program, for example to help improve their language, literacy and numeracy.

Master Plumbers provides welfare support and referral to students who need it. It publishes in *MPD10 Learner Handbook* information about local support and welfare services. It may provide special help by its own staff or referral to an external program.

A student can contact their trainers/assessor anytime during business hours, or as agreed by the trainer/assessor, by email or mobile phone.

Students under 18

Master Plumbers provides a safe and protective environment for all students, including students under 18 years old. Students under 18 may be less mature or socially skilled than older students and may require:

- greater protection from bullying/harassment
- modelling and teaching of positive social skills, and a greater level of support
- a greater level of care from the trainer/assessor, to assess risk, provide a safe environment and adequate supervision
- learning and assessment tasks most suited to their age group.

A student 17 years old or less who is currently enrolled in a secondary school and who does a Master Plumbers course to contribute to their secondary school course may do so with the written permission of the secondary school principal.

If a young student demonstrates over a period of time that they are not sufficiently mature to undertake a course, Master Plumbers will provide additional support, in line with the **Student support** policy.

All Master Plumbers RTO staff must have a Working With Children Check.

Master Plumbers staff are required to report suspicion of child abuse (abuse of a young person under 18). This requirement applies if they have a belief on reasonable grounds that a child has suffered, or is likely to suffer, significant harm as a result of physical injury or sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from harm of that type.

Your application to enrol

- When we receive your request to enrol, we will:
 - determine if you can be enrolled in your requested course based on availability and/or enrolment requirements.
 - contact you if enrolment is not possible to discuss enrolment requirements or alternative course dates.
- We will enroll you if we have an available place in a course and you meet the enrolment requirements. We will confirm acceptance of your application to enroll by letter —either to you or, if you are employer-sponsored, to your employer— with:
 - *MPF11 Acceptance Letter of course enrolment* containing course dates, course material requirements if applicable and information on course procedures available in *MPD10 Learner handbook*
 - advice on linking to www.plumber.com.au to access course details
 - invoice for payment specifying payment terms.

Your orientation

- We will organise an orientation session at the commencement of your course. This covers:
 - introductions to your trainer/assessor, staff and other students

- overview of course structure, requirements and code of conduct
- a tour of the facilities, equipment and resources
- the course calendar
- a review of *MPD10 Learner handbook*, to explain and discuss key issues and policies, including:
 - RPL
 - occupational health and safety and Emergency Exit information
 - student support and welfare services, and how the trainers/assessors and the RTO Operations Manager can help
 - complaints and appeals
 - flexible learning and assessment strategies to meet individual learning styles and address disabilities or learning difficulties
- a question and answer session.
- Separately, we will discuss:
 - any special needs arrangements Master Plumbers will make for you
 - credit transfer and recognition of prior learning options if appropriate
 - your training plan with you (and your employer if appropriate), which, in a case where Master Plumbers has granted credit, will cover the units that remain to complete in the qualification.

Language, literacy and numeracy

Your language, literacy and numeracy test

- Before course commencement, we will organise a language, literacy and numeracy diagnostic test for you, suitable to the level of your intended course. This may be in the form of a short interview, which may include questions about:
 - your previous educational experiences
 - any areas in which you feel you may need LLN support
 - how you are coping with the enrolment process
- It may be a reading, writing and/or numeracy test.
- If you are a distance learner, we will arrange a supervised place (such as your employer's office) for you to do the test.
- If you need LLN support, we will arrange this.

Support

Support and welfare services

- Appendix 1 of this handbook is a list of Student support and welfare resources.

How to get educational or welfare support and referral

- If at any time during your course you feel you need educational or welfare support Master Plumbers will identify the appropriate person or service to provide this

support. Initially speak with your trainer or and administration staff who will be pleased to help you. The support person identified will:

- discuss the nature and extent of support and referral required (such as an extracurricular learning program)
- identify appropriate sources of support and referral
- assess whether you need referring to an external program
- negotiate participation in the external program with you and your employer
- arrange the external program at your expense, if appropriate
- arrange for ongoing monitoring of your progress.

If you are under 18

- Before classes begin, we will discuss with you the particular support Master Plumbers provides for students under 18.
- If necessary, we will organise educational or welfare support, as above.
- At least three times a year, we will check to see how you are finding your course, and identify any welfare or support issues that may need to be addressed.
- Your trainer/assessor has been briefed about how to recognise the signs of child abuse, which are:
 - physical signs of abuse or neglect
 - behavioural science of abuse or neglect
 - if the child discloses they have been abused.
- If they suspect child abuse is occurring, they will immediately report it to the General Manager Training and Industry Development , who will take action to determine whether there is a reasonable suspicion that child abuse is occurring. If they determine this, they must report it to the Department of Human Services.

Unique Student Identifier

Following the enactment of the federal Student Identifiers Bill 2014, this document covers the Master Plumbers' implementation of that Act. All students are expected to have a USI from 1st January 2015.

Policy

No student enrolled in a course (full qualification, skill set or single Unit of Competency) that is registered on the National Register (www.training.gov.au) will be issued with a Certificate or Statement of Attainment unless Master Plumbers' has a record of the Unique Student Identifier (USI). This requirement is in addition to any other requirements already documented in the "Qualifications / Statement of Attainment" Policy and procedures.

Subject to the student's signed authorisation Master Plumbers is able to apply for a USI on their behalf. Students should however be encouraged to provide their USI and only process exceptional cases seek assistance from Master Plumbers.

This requirement to have USI at the start of the course becomes an imperative for short courses.

Where students arrive for enrolment without their USI, they are to be directed to PCs in the PICAC Student Lunch room to log onto USI portal and create their own identifier prior to enrolment. Master Plumbers will work with PICAC to ensure that these terminals are available with clear instructions on how to obtain their own USI. For students requiring assistance this will be provided.

Unique Student Identifier (USI)

The federal government requires you to have a Unique Student Identifier. This is a 10 character identifier (made up of number and letters) that uniquely identifies you. As time progresses all your training results will be recorded against this identifier and will build up a history of your training. This has many benefits and uses including providing the government with detailed training information and records.

You only need to apply for a USI once. Master Plumbers expects you to get this number yourself. Application is simple and only takes a few minutes. You will need some form of ID (e.g. Drivers Licence, Medicare Card or Passport) and then go online to the Student Portal of the USI system (www.usi.gov.au) using any web browser. On completion you will be issued with your USI. Write this number down and keep it in a safe place and provide this to Master Plumbers on enrolment if not before.

If you have any queries then Administration will be happy to help.

If Master Plumbers has to apply on your behalf then you will have to complete a USI Application Processing Authorisation form.

REMEMBER: NO USI, No Certificate or Statement of Attainment!

Fees, charges and enrolment status changes

Fees and charges

Master Plumbers provides students, before they enrol, with information about:

- fees (including recognition of prior learning, course, administration and materials fees)
- fees and charges for further training and assessment, if the student is assessed as not-yet-competent at their first assessment
- fees and charges for other services (such as for reissuing a qualification or statement of attainment)
- payment terms (including the timing and amount of fees to be paid, and any non-refundable deposit /administration fee)
- cancellation, withdrawal, deferment and substitution.

Master Plumbers requires total student fees for each course paid seven (7) days before their course starts. All student fees are held in a Trust Account as required by the regulatory authority. Refer to **Finance Policy**.

Financial members of the Plumbing Trades Employees Union are exempt from paying any fees for any Master Plumbers post-trade course.

Master Plumbers complies with the General PICAC cancellation policy of the Plumbing Industry Climate Action Centre for training booked through the PICAC calendar for post trade courses as follows;

Cancellation

Master Plumbers reserves the right to cancel a course if an insufficient number of students enrol in it. For the same reason, Master Plumbers may change or postpone course dates when circumstances beyond its control require it to do so. Master Plumbers will fully refund all a student's fees in the unlikely event it cancels their course.

Master Plumbers allows a student to cancel their enrolment, with a full fee refund if they give ten or more working days notice before their course starts.

Master Plumbers will refund:

- 50% of a student's fees if the student cancels between 4-9 working days before their course starting
- none of a student's fees if the student cancels less than 4 working days before their course starting, except at the discretion of the General Manager Training and Industry Development .

Withdrawal

Master Plumbers allows a student to withdraw from their course, after it starts. If they wish to do so, they can defer their course and complete it at a later time.

If they do not wish to do so, Master Plumbers will:

- retain 30% of the fees for the course
- retain 10% of the fees for materials and resources (if applicable)
- refund the remainder (60% of the total fees) on a pro-rata basis: for example, if a student attended one day of a five-day course, Master Plumbers would refund $\frac{1}{5}$ of 60%, or 48%.

The General Manager Training and Industry Development may at their discretion, and considering the reason for a withdrawal, refund up to 100% of the fees paid.

NOTE: Learners who wish to withdraw and apply for a fee refund must do so **in writing** using the *MPF17 Refund Application* form.

Deferment

Master Plumbers will give a student a pro-rata credit if they cannot continue the course for unavoidable reasons. They can use the credit to pay for the same course at a future date. They cannot transfer the credit to another person in their company. The credit is non-refundable.

Substitution

A student can choose to transfer their enrolment to another person, but they must tell Master Plumbers this, in writing, before the course starts. The enrolment requirements of some courses may restrict substitutions depending on amount of notice provided. Master Plumbers reserves the right to confirm substitution.

Pre-apprenticeship refunds and cancellations

Master Plumbers has appropriate safeguards in place to protect any monies paid in advance by learners and ensure these funds are not used until the relevant course/s have commenced. If Master Plumbers cancels any course prior to course commencement learners will receive a full refund of all fees.

NOTE: Learners who wish to withdraw and apply for a fee refund must do so **in writing** using the *MPF17 Refund Application* form.

- If a learner withdraws, with written notice, more than 10 days prior to course commencement learner will receive a full refund of all fees less a refund administration fee of \$75.
- If a learner withdraws, with written notice, within 10 days of course commencement learner will receive a refund of tuition fees less a refund administration fee of \$75. There is no refund on materials fee.
- If a learner withdraws, with written notice, within 28 days of course commencement learner will receive a pro rata refund of tuition fees less a refund administration fee of \$75. Fees of \$2 per hour for hours scheduled will be withheld. There is no refund on materials fee.
- No refunds are granted if a learner withdraws more than 28 days after course commencement.

In all cases tools must be unopened/unused to claim tool refund.

The General Manager Training and Industry Development may exercise the right to amend or negotiate fee refunds in exceptional circumstances beyond the control of the learner.

Pre-apprenticeship substitution and deferment

- Learner substitutions are not permitted in the Pre-apprenticeship.
- Learner deferment may be possible in exceptional circumstances beyond the control of the learner at the discretion of the General Manager Training and Industry Development .

Completion guarantee

Once a student has started their course, Master Plumbers will ensure, to the best of its ability, the provision of training and assessment services through to when they complete their course.

If Master Plumbers becomes no longer able to provide the services itself (due to, for example, low staff numbers or its closure), it will endeavour to organise a place for the student at the most conveniently located RTO. Master Plumbers will not be liable for associated costs (such as, for example, travel and accommodation to the new RTO).

Paying your fees

- If you are starting as a Master Plumbers student we will forward your invoice with your course acceptance letter. If your invoice is being paid by your employer we will forward the invoice to your employer.
- Your invoice must be paid seven days prior to course commencement or you will not be allowed to start the course.
- We will contact you, or your employer, if your invoice has not been paid seven days prior to the course commencing to request payment and advise that your place in the course may be at risk if the invoice is not paid.

If you want to cancel, withdraw or defer

- Download a *MPF15 Application to withdraw from study* form from www.plumber.com.au
- Complete the form and return it to the office, as soon as possible.
- If you wish to withdraw and apply for a fee refund you must do so **in writing** using the *MPF17 Refund Application* form.
- If Master Plumbers approves a request to defer, we will:
 - advise you of the next available course intake
 - forward you a *MPF11 Acceptance Letter of course enrolment* advising you of the new course dates

Misconduct, attendance and discipline

Master Plumbers provides a supportive and quality learning environment for students, based on:

- mutual respect between students, between staff, and between students and staff
- maintenance of a clean and safe learning environment
- recognition that all students have equal rights.

Master Plumbers expects all students to display a high level of personal responsibility for their learning and assessment, as they interact with other students and staff.

Misconduct

Students must:

- be punctual
- respect each other's property
- respect all staff and the facility
- respond to all reasonable instructions from staff
- notify Master Plumbers if you are going to be late for class, or unable to attend class.

Students must not:

- smoke inside any buildings
- possess or use, or be under the influence, of alcohol or illegal drugs
- use offensive language or gestures
- disrupt class behaviour
- refuse to follow OHS procedures
- gamble
- engage in sexual activity
- inappropriately use the internet
- assault anyone
- engage in criminal activity
- engage in discrimination, sexual harassment, victimisation and vilification
- possess or use weapons
- steal
- intentionally damage property.

Students must not engage in academic misconduct, including:

- plagiarism (the use of another person's work without full and clear referencing and acknowledgement) – see assessment policy.
- cheating (presenting another student's or another person's work as your own)

- collusion (a type of cheating, when two or more students fail to abide by directions from the examiner about the permitted level of collaboration on an assessment).

Attendance

Master Plumbers considers as misconduct a student's failure to punctually attend, without good reason, more than 10% of their classes. A student needs to understand that a training program is a significant commitment that may challenge their resolve and endurance.

If a student is unable to attend 90% of their classes (for example, if they are, or plan to be, absent for an extended period due to ill health, work or personal reasons), they must discuss their situation with the General Manager Training and Industry Development .

A student must tell their trainer:

- if they change their name or address
- if they want to change their course
- if they decide not to continue their course.

Discipline

A student who engages in misconduct will be disciplined. If student misconduct has potentially serious consequences, the General Manager Training and Industry Development may decide to immediately expel a student or take other action to mitigate the risk from their behaviour. It may also be required, or choose, to report the misconduct to relevant authorities.

At the General Manager Training and Industry Development's discretion, Master Plumbers will deal with student misconduct in line with the **Student misconduct procedure**. This procedure includes:

- investigation of the misconduct
- a meeting with the student, the employer's representative (if applicable) if the employer wishes, and a third party if the student wishes
- discussion of the incident, respecting the student's input, before the General Manager Training and Industry Development decides on a course of action.

If an employer sponsors the attendance of a student subject to the misconduct procedure, Master Plumbers will report this to the employer.

At their discretion, the General Manager Training and Industry Development may decide to respond to the misconduct through actions including but not limited to:

- counselling of the student
- agreement on an action plan and timeframe to stop further misconduct
- a formal warning
- ineligibility for assessment (for example, in the case of class attendance falling below 90%)
- prohibition from attending class
- immediate expulsion.

As a person is legally accountable for their own behaviour, they can be held personally liable for any workplace or work-related acts of discrimination, sexual harassment, victimisation and vilification they engage in. They may be subject to criminal proceedings brought by a victim or victims, as well as disciplinary action by Master Plumbers.

If you engage in misconduct

- If the misconduct has potentially serious consequences, Master Plumbers may decide to immediately expel you or take other action to mitigate the risk from your misconduct.
- Master Plumbers will investigate incident of student misconduct and:
 - arrange a disciplinary meeting with you, your employer (if applicable) your employer's representative if the employer wishes, as soon as possible after the incident (the you may have a third party present during the meeting with)
 - get the your views about the incident(s), including any extenuating circumstances, the consequences and effects of your action, and your future behaviour
 - explain the disciplinary action Master Plumbers may take if you do not change your behaviour.
- You may be required to agree on a plan of action and timeframe to change your behaviour to address the misconduct.
- If you disagree with misconduct process or decision then you will have the right to appeal following the complaints and appeals policy.

Staff members

Our trainers and assessors hold relevant Nationally Recognised Qualifications and undertake continuing Professional Development to ensure that they are up to date with industry practices and development. Training and assessment is delivered by trainers and assessors who:

- have the necessary training and assessment competencies as determined by the National Quality Council, The Australian Quality Training Framework (AQTF) and the Victoria Registration and Qualifications Authority
- have the relevant vocational competencies to all the courses delivered or assessed
- have the current industry skills directly relevant to the training/assessment being delivered
- continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.
- Have undertaken a 'Working with children' check

Full details of all staff policies are available in the MPD61 Policies and Procedures document

Training and assessment strategies

Master Plumbers delivers training and assessment in line with the training and assessment strategy for the course. Strategies are developed in consultation with industry, and based on the requirements of the relevant Training Package.

National Training Packages

Master Plumbers develops training programs using units of competency from national Training Packages or State Accredited qualifications. A Training Package is developed by an industry advisory body that brings together employees, employers, unions and registered training organisations (such as Master Plumbers) to specify the competencies (including knowledge and skills) that people need for work in that industry. They include:

- units of competency
- which units of competency make up a particular qualification
- how a registered training organisation will conduct assessments
- resources (such as learning strategies, assessment resources and professional development materials).

Almost all jobs in all Australian industries covered by the vocational education and training system now have Training Packages, and registered training organisations base training and assessment on them. This means that training and assessment meet students', and their employers', needs.

Industry consultation

To develop its training and assessment strategies and related documents (including student's assessment guides and assessor's assessment guide), Master Plumbers uses industry group meetings comprising industry and enterprise representatives, and employers of current and prospective students, to ensure that programs are of maximum benefit to students and their current and prospective employers.

Delivery methods

The industry group may identify the most appropriate delivery methods, including:

- in the classroom
- flexible learning
- self directed.

It also provides advice about the learning resources required for delivery.

Assessment types

Master Plumbers conducts assessments that may be:

- **formative assessment** activities happen during the training program, to identify how well students are learning, and to modify their training if necessary. The results of the activities may not count toward the student's final results

- **summative assessment** activities happen during and at the end of the training program, to assess the student's competence against units of competency. There will usually be several summative assessment activities for each unit of competency. The assessor's judgement that the student is competent or not yet competent counts toward their final results.

Assessment tools

Assessment tools include:

- the instrument(s) for gathering evidence (that is, the questions and activities the student must answer or do)
- the procedure(s) for gathering and interpreting evidence (that is, the information and instructions the assessor gives to the student about how to use the assessment instrument(s)).

Assessment tools must:

- assess all components of relevant units of competence including elements, performance criteria, range of variables, critical aspects of evidence, required knowledge and skills and employability skills
- focus on the application of knowledge, skills and required workplace attitudes, to the standard of performance required by the particular unit of competence: they must address the application of:
 - task skills
 - task management skills
 - contingency management skills
 - job role environment skills
 - the key competencies.
- integrate knowledge and skills with their practical application across a range of learning outcomes and/or units of competence, where relevant
- include on-the-job and off-the-job components, where required (if the assessment includes workplace simulation, it must be directly relevant to the workplace).

Master Plumbers uses a range of assessment methods to suit a variety of student needs, including:

- direct demonstration / observation: the student performs one or more tasks, either in the workplace or in a simulated work environment, which the assessor observes
- indirect demonstration: the student is videoed or photographed performing one or more tasks, either in the workplace or in a simulated work environment, because the assessor cannot observe the student directly
- written or verbal question and answer test: the student answers questions about a real or hypothetical situation to show they understand the situation and can apply relevant knowledge and skills to it
- portfolio of evidence: the student presents evidence of things they have produced at work, including:
 - schedules
 - budgets

- reports
- procedures
- work samples
- products that they made or repaired
- log books
- photographs and videos showing them performing a work task
- simulation (the student responds to a situation it is uncommon to find in practice, such as an emergency), including:
 - scenario problem solving
 - role play
- third-party report: the student presents documented and verified reports from a third party—for example, a supervisor, colleague, subject expert, trainer or other person—who can attest to the student's knowledge, skills and experience, including:
 - letters from clients
 - references
 - performance evaluations
 - prizes and awards
- project (the student analyses or interprets a requirement, researches it and prepares a report about it).

Review

Master Plumbers evaluates each course (including its resources and student performance) to ensure it provides high-quality services that meet the needs of students, employers and industry. It incorporates identified improvements into future courses and resources.

Master Plumbers conducts Validation and Moderation of its training and assessment tools and students outcomes as a part of its continuous improvement program.

Where possible, Master Plumbers seeks industry and employer input to its monitoring and evaluation activities.

Transition of Training Packages

Where there are revisions to the qualifications and/or units in a Training Package within Master Plumbers' scope of registration, Master Plumbers will promptly move to delivery of the revised qualifications and/or units, to minimise delivery of two versions of the same Training Package, and to give students access to the most up-to-date Training Package. Master Plumbers will deliver the revised qualifications and/or units within 12 months of their publication on the National Register (www.training.gov.au).

Master Plumbers will monitor the relevant information sources for new releases of units and or qualifications. Once changes have been identified, Master Plumbers will develop a transition plan to upgrade, enhance or re-develop the training material and plan for the updated program to be registered with the regulator and define the strategy for its implementation including the migration of existing students where appropriate.

A transition plan will be developed that will:

- outline current Situation – student numbers, level of completion, expected time to complete
- identify changes between new and superseded qualification/unit
- Identify equivalent Units of Competencies
- Identify units that will require redevelopment
- Identify new units
- Plan to re-develop training and assessment material including industry validation for above
- Identify transition arrangements for existing students
 - Migrate to new qualification (preferred option)
 - Stay on existing qualification (highlight potential disadvantage if students were forced to migrate)
- Outline preparation of any gap training materials needed to transition as appropriate
- Outline development of new marketing material
- Plan for regulatory approval (extension to scope or unit transition documentation)
- Schedule student information session

Teach-Out vs Transition

- Transition plans must be determined (and may vary) for each different cohort of students. The overarching principle is that students are in general entitled to be trained in the latest material, unless they will be *genuinely disadvantaged*.
- Each case will be determined by:
 - Length of course and amount of time/units needed for completion (there should not be more than 12 months left to completion once the new qualification is registered).
 - Time to implement the transition plan (how many students will have completed their qualification prior to the registration of the new qualification)
 - Effect on completion times if transitioned (particularly important for apprenticeship course that have to be tied into work requirements and work experience).

If your Training Package changes

- If the qualification(s) and/or unit(s) in a Training Package change, Master Plumbers will determine if you have an agreement (such as an Apprenticeship Training Agreement contract) that requires you to complete the superseded qualification and/or unit(s).
- If you are eligible to move to the new qualification(s) and/or unit(s), and you will not be disadvantaged by doing so, Master Plumbers will discuss and amend your training plan with you and your employer (if appropriate), taking account of any

credit transfers available from equivalent units already completed under the superseded qualification(s)/unit(s).

- If you are not eligible, we will continue to teach you the superseded qualification(s)/unit(s), in line with national requirements.

Credit Arrangements

Policy

Master Plumbers gives students credit for formal, informal and non-formal learning that is relevant to their proposed course of study that they gained through previous formal or informal training, work experience and life experience. The student can use the credit to meet (or partly meet) entry requirements, or to reduce the amount of learning required for a qualification. Credit may be through:

- national recognition (credit transfer) whereby the student can demonstrate competency has been achieved because they hold a Statement of Attainment/s for Unit/s of competency
- assessment only pathway
- recognition of prior learning (RPL) articulated pathways (based on an agreement between Master Plumbers and another RTO or RTOs).

General

Master Plumbers provides students with advice, information and support about applying for credit, before they enrol, and about preparing their application for credit.

Master Plumbers' decisions about credit will:

- be evidence-based, academically defensible, consistent, fair and transparent
- be made promptly, so a student's access to their program is not unnecessarily delayed
- allow for credit to be used toward prerequisites or other requirements for entry into a program, or for the partial fulfilment of the requirements of the program
- be documented with written feedback available to the student, including any reasons for not giving credit.

Credit arrangements will not unfairly advantage or disadvantage either a student entering a course with credit, or a student who enters directly.

If a student applies for credit based solely on a qualification, the content of that qualification must be current. An assessor may reject an application if the body of knowledge and/or practice in the qualification has changed significantly, and the student is not up-to-date with current practices. Master Plumbers may further assess a student to determine the currency of their skills and knowledge.

Master Plumbers may grant credit, but it does not guarantee a place in a course in which the credit would be available.

A student has the right to appeal a credit decision.

National Recognition (Credit transfer)

National recognition (Credit transfer) is when Master Plumbers allows a student to count units of competency they have previously achieved in another program (including with another provider) toward a qualification. It can reduce the number of subjects the student

has to do for their qualification. Master Plumbers does not assess a student for the units for which they apply for credit transfer.

Master Plumbers will grant credit when the unit:

- is from an Australian Qualifications Framework qualification or statement of attainment
- is evidenced by sighting the original Certificate/Statement of Attainment and Transcript of Results from the issuing RTO
- is current (was achieved within the last five years)
- has been determined as 'equivalent' on Training.gov.au (that is, it has the same code and title) OR
- has been reviewed, resulting in minor changes to the unit code (for example A to B); this indicates that the outcomes of the unit have remained substantially the same (that is, at least 80% commonality with the original unit) OR
- has been transferred from another Training Package / curriculum and recoded, however, the learning outcomes remain the same

There is no cost to the learner for a National Recognition application.

Assessment Only Pathway

At times learners may claim knowledge and currency and may elect to follow an Assessment Only Pathway.

In these situations no structured training is given and the learner is required to provide current, quality evidence of their attainment of the relevant units of competency. This type of pathway may operate in both on and off the job environments. This pathway is likely to be most appropriate for existing workers and recent migrants with established work histories. In such cases it may be appropriate for assessors to use summative approaches to assessment.

In this situation the learner is required to undertake the summative assessments used for each Units of Competency that is being assessed in this way. If they demonstrate competency then they will achieve the unit. If they are assessed as Not Yet Competent, then they will be encouraged to undertake the full training and assessment pathway.

Master Plumbers publishes the costs of Assessment Only Pathway, on a unit-by-unit and/or qualification-by-qualification basis, on its website.

Recognition of prior learning

Recognition of prior learning (RPL) is assessment, without any further training, of what a student has already learned in other courses, from life experience, from work experience and from any training at work. This 'prior learning' must be relevant to one or more of the units of competency they are enrolling in: they cannot apply for RPL for part of a unit of competency.

A student who is assessed through RPL as competent in a unit does not have to do that unit in the course.

RPL applicants must provide sufficient evidence of their competence to sustain a successful RPL. The evidence required is established through the RPL process.

Master Plumbers structures the RPL process to minimise time and cost to applicants. It advises applicants how to gather sufficient evidence to support their claim for credit.

Master Plumbers publishes the costs of RPL, on a unit-by-unit and/or qualification-by-qualification basis, on its website.

Articulated pathways

Master Plumbers ensures that pathways into and between qualifications are available to all students for all relevant qualifications. It recognises that students should have clear pathways into and out of the qualifications it offers. Pathways may be between AQF qualifications at the same level, or between qualifications at different levels.

Pathways are particularly important for Master Plumbers students who are:

- dual-trade students (for example from the fire industry wanting to train as plumbers)

As at the last review of this policy, Master Plumbers did not have agreements with other RTOs for articulated pathways.

If you want to apply for National Recognition (credit transfer)

- You may be eligible for national recognition (credit transfer) if you hold a relevant qualification or Statement of Attainment from Master Plumbers or another provider. Master Plumbers will credit relevant units subject to its credit policies.
- Make an initial appointment with your trainer to discuss your application for RPL as soon as possible to ensure the evidence you want to present is appropriate and adequate.
- We will give you a copy of the course training plan, and ask you to review each unit using www.training.gov.au, so you are familiar with the coverage and requirements of each unit of competency.
- For each unit you wish to apply for credit transfer you must supply the original Certificate/Statement of Attainment and Transcript of Results from the issuing RTO.
- The unit/s must be current. This means you must have achieved each unit/s no more than five years ago
- For the unit(s) for which you apply for credit transfer:
 - if your application is successful, you will be exempt from training and assessment for the unit(s)
 - if your application is not successful, you must do the training and assessment for the unit(s).
- Download a *MPF37 Application for national recognition (credit transfer)* form from www.plumber.com.au. We will advise you how to complete it. You must send the completed form, with original(s) of a relevant qualification / statement of attainment, or a copy verified by the issuing institution(s), to the office.

- If required, we will interview you about your application.
- We will advise you, in writing, of the credit decision.
- You can appeal the decision within seven days, in line with Master Plumbers' **Complaints and appeals** policy.

If you want to apply for recognition of prior learning

- You may be eligible for RPL based on skills you have learned in other courses, from life experience, from work experience and from any training at work.
- Make an initial appointment with your trainer to discuss your application for RPL as soon as possible to ensure the evidence you want to present is appropriate and adequate.
- We will give you a copy of relevant parts of the course guide to RPL and ask you to review each unit using www.training.gov.au, so you are familiar with the coverage and requirements of each unit of competency.
- For the unit(s) for which you apply for RPL:
 - if your application is successful, you will be exempt from assessment
 - if your application is not successful, you must do the training and assessment for the unit(s).
- We will tell you how much the RPL will cost, and answer any questions you have.
- We will give you a copy of the candidate information and application forms. You must read them carefully, and complete the:
 - self-assessment questionnaire
 - *MPF47 RPL application* form (available from www.plumber.com.au)
 - applicant's declaration.
- It is important to fill in the self-assessment questionnaire honestly: it will help you, and us, determine evident areas of skills and knowledge.
- Give the completed application forms to the Administration.
- An assessor will:
 - review your application and evidence
 - arrange a date, time and location for the RPL interview.
- At the interview, the assessor will:
 - discuss the possible extent of RPL you may be eligible for
 - discuss and clarify your skills, knowledge and experience
 - if necessary, help you identify other sources of evidence to support your application
 - ask you RPL questions, either in writing or verbally
 - have you complete the selected practical demonstration tasks
 - if necessary, help you develop a plan to finalise your RPL application, which may require you to provide further evidence, demonstrate your skills and knowledge, arrange to observe your skills in their workplace (or in a simulated work environment at Master Plumbers) and/or do some 'gap' training.
- We will advise you, in writing, of the RPL decision.

- You can appeal the decision within seven days, in line with Master Plumbers' **Complaints and appeals** policy.

If you want to apply for an assessment only pathway

- You may choose to follow an Assessment Only pathway for selected unit/s if you believe you have the required knowledge, skill and currency.
- You will be required to complete the summative assessments for each unit/s being assessed in this way.
- If you demonstrate competence in the assessments you will achieve the unit/s.
- If you are assessed as Not Yet Competent you will not be awarded the opportunity of reassessment. You will be required to re-enrol and undertake the full training and assessment pathway for the unit/s.

Training and assessment delivery

Master Plumbers' trainers/assessors maintain a high level of professional conduct, and conduct assessments that are valid, reliable, fair and flexible for students. Master Plumbers makes reasonable adjustments to its training and assessment practices so it does not disadvantage particular students (such as a student with a disability, or with lower language, literacy or numeracy skills).

Trainer/assessor conduct

Trainers and assessors must:

- treat each student with dignity and fairness, recognising that each are entitled to their views on politics, religion and matters of community interest
- acknowledge students possess valuable life experience and skills, and have much to contribute in a learning environment
- treat students with a disability in a supportive and positive manner, to allow them to reach their potential
- ensure the behaviour of students is appropriate and safe
- wear clean clothing, appropriate to the course they are delivering
- not smoke during class times, or in the training venue
- be prepared for the class, and punctual
- not promote or sell any products, services or events during class time without Master Plumbers' Permission
- follow Master Plumbers' policies and procedures in relation to all aspects of course delivery and assessment, including occupational health and safety and student welfare
- take account of all relevant legislative and other requirements applying to work practices.

An assessor must also take great care that the assessment process, including the assessment decision, is documented correctly.

Auspicing arrangements

Master Plumbers may auspice, through a memorandum of understanding, another registered training organisation to deliver training and assessment services on its behalf.

Master Plumbers requires an auspiced RTO to provide it with:

- its commercial details
- details of trainer/assessor qualifications and professional development arrangements
- its training and assessment strategy for the relevant units or qualification.
- Copy of its Higher Education and Skills Group current service agreement, if services are to be delivered under a funded arrangement.

For the training being delivered the contracted RTO must provide Master Plumbers with:

- the course outline and session plans
- assessments mapped to the unit of competency
- all resource requirements
- student and employer surveys.

Trainers/assessors from an auspiced RTO must undertake induction, in line with the **Induct a staff member** procedure.

Master Plumbers monitors all training and assessment delivered by auspiced RTOs by one or more of:

- student feedback forms
- classroom observation by a Master Plumbers representative
- feedback by the auspiced RTO's trainer/ assessor
- validation and moderation sessions.

Master Plumbers monitors the auspiced RTO to ensure it complies with the current HESG service agreement through the above listed item and auspice staff inductions.

Master Plumbers considers all monitoring data through its continuous improvement procedures.

Assessments

Assessment is the process of ensuring a student has the range of skills and knowledge required by a unit of competency, and can apply them in the workplace.

Master Plumbers conducts assessments that are:

- **valid:** assessments actually assess what they claim to assess, because assessors collect evidence in a variety of contexts and on a number of occasions, and assessment tools assess everything they claim to, and nothing else
- **reliable:** assessments produce consistent results, every time, because the interpretation of the evidence is consistent
- **fair:** assessment tools do not disadvantage any students, and there is a confidential appeal process
- **flexible:** assessments use a range of approaches, to meet the needs of different students.

The evidence the assessor users to assess a student must be:

- **valid:** the evidence must demonstrate competence that relates to the specific unit(s) of competency from the qualification
- **sufficient:** the student must provide sufficient evidence to cover all aspects of competency and show consistent, repeatable performance to the required standard
- **current:** the evidence must be recent, to demonstrate that the student's competence is current

- **authentic:** the evidence must belong to the candidate: where the assessor cannot directly observe the student, they must provide supplementary evidence that the evidence is true theirs (such as a letter from their employer).

Master Plumbers provides a student with an assessment guide for each year of their course which includes information about the assessment process and the diagnostic, formative and summative assessment activities they must do. The guide also records the student's work and their assessor's comments and assessment decisions.

A student must complete—by the deadline set by their assessor—all assessment activities for their course, unless they are given credit through credit transfer, recognition of prior learning or articulated pathways processes.

For diagnostic and formative assessment activities, the assessor will provide the student with constructive and timely feedback their performance, and guidance about the knowledge and skills they should focus on.

For summative assessment activities, the assessor will assess a student as:

- competent (for students who have achieved all of the learning outcomes specified for that unit to the specified standard)
- not yet competent (for students who are required to re-enrol in a unit in their endeavour to achieve competence).

If the assessor assesses the student as not yet competent, the student must do more training, or provide more evidence to demonstrate their competence. The assessor will reassess the student after further training, or after they provide further evidence. If the student is an apprentice, Master Plumbers complies with the Victorian Skills Commission Policy on Competency Based Completions.

Assessment intervention

The assessor must follow Master Plumbers' policies with regard to the degree of intervention permitted during assessments.

The assessor can interact with a student undertaking a direct demonstration / observation assessment by:

- explaining the assessment requirements
- demonstrating the required skill on a separate piece of material
- holding a piece of work for the student
- offering verbal advice about a particular process
- indicating an incorrect process
- stopping the assessment if the student does not comply with OHS requirements

The assessor must not:

- do any part of the assessment on behalf of the student
- demonstrate the required skill on materials being used by the student for the assessment
- coach or mentor the student through the assessment.

The assessor can interact with the student undertaking a written or verbal question and answer test by:

- explaining questions verbally
- accepting a verbal answer
- indicating which resources (such as reference books) they are to use.

The assessor must not:

- answer a question for the student
- point out specific, relevant information the student is looking for in a resource
- coach or mentor the student through the assessment.

The assessor can stop an assessment in the event of a breach of OHS requirements, or if they consider there is a significant risk of an OHS consequence.

Plagiarism and Cheating

It is a requirement of the assessor to be aware of any possible attempt to plagiarise or cheat in an effort to gain competency. These illicit approaches, if proven, will immediately result in the student be assessed as 'not yet competent' and they will also lose the right to re-assessment. They will have to re-register (and pay the appropriate fee) to recover the training material and assessment.

If an assessor suspects plagiarism, then they should take reasonable steps (e.g. using on line plagiarism detection software) to confirm or otherwise whether plagiarism has taken place. A distinction is to be made between incorrect referencing and plagiarism. When plagiarism and or cheating is identified the issue must be raised and the outcome confirmed with the RTO Operations Manager. Students who believe the decision against them is unjust will have the right to appeal as per the Complaints and Appeals policy.

Assessment reasonable adjustments

Master Plumbers will make 'reasonable adjustments' to the assessment process so it does not disadvantage particular students (such as a student with a disability, or with lower language, literacy or numeracy skills). Reasonable adjustments will not undermine the integrity of the assessment.

The table below shows typical difficulties students have, and examples of reasonable adjustments in assessment.

Difficulty	Examples of reasonable adjustments in assessment
Maintaining concentration	<ul style="list-style-type: none"> • allow additional time • provide access to a scribe • split sessions, on the same or successive days, to prevent the learner working for extended periods • provide a separate assessment venue
Expressing knowledge in writing	<ul style="list-style-type: none"> • allow additional time • provide access to a scribe

	<ul style="list-style-type: none"> • use multiple choice and short answer questions, rather than long answer questions • use models and practical examples • do an oral assessment
Spelling and/or grammar	<ul style="list-style-type: none"> • allow additional time • provide access to a scribe • use multiple choice and short answer questions, rather than long answer questions • use models and practical examples • do an oral assessment • let the student use a computer with a spelling and grammar checker, dictionary and thesaurus • use assessment tools such as taped interviews, slide presentations, photographic essays or models
Numbers and numerical concepts	<ul style="list-style-type: none"> • allow additional time • let the student use a calculator
Understanding spoken information and instructions	<ul style="list-style-type: none"> • allow additional time • have rest breaks • split sessions, on the same or successive days, to prevent the learner working for extended periods • use simple, direct language • give instructions step-by-step • repeat information • ask a student to repeat what they are required to do, to check they understand • demonstrate what is required
Communicating orally, for oral assessments	<ul style="list-style-type: none"> • allow additional time • provide access to an interpreter • let the student use a computer with a voice synthesiser • have someone read the student's work
English language	<ul style="list-style-type: none"> • allow additional time • let the student use a dictionary and thesaurus • let the student use a computer with a spelling and grammar checker, dictionary and thesaurus

Source: adapted from Making Assessment Work for Everyone! prepared by Centre for Advancement of Innovative Learning, Brisbane, Qld. 2002.

Reassessment

Master Plumbers will allow a student the opportunity to resubmit or resit an assessment for which they have been assessed as not yet competent. The student can do the assessment again, with a different assessment task, at a time decided by the assessor. There will be no fee charged for a second assessment.

If the student is assessed as not yet competent after the second assessment, the student must re-enrol in the unit and be retrained.

Students who elect to undertake an Assessment Only Pathway, and are assessed as not yet competent by the assessor, will not be accorded the opportunity of reassessment. They will be required to re-enrol in the unit and be retrained.

In the case of the independent Restricted Electrical License (REL) assessments, Master Plumbers is required to charge for all reassessment attempts (limit of one reassessment per classification).

Competency Based Training and Assessment process

The majority of training delivered by Master Plumbers is accredited, competency based training.

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing training. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environment and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion.

CBT programs are generally comprised of Units of Competency that contain specific learning outcomes based on standards set by industry. Delivery of training may occur in a variety of forms including:

- classroom
- flexible
- distance

Workplace learning may apply to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform at the standard expected in the workplace as expressed in the relevant industry or enterprise competency standards. Assessments methods may include:

- a variety of written work
- oral questions
- practical demonstrations
- case studies
- role-play
- assignment / portfolio presentations.

During your training and assessment

- Read the **Student misconduct** policy carefully, including about what misconduct is, and the attendance requirements. Master Plumbers will report absences, late arrivals and early departures to your employer, if you have one.
- Listen carefully to all OHS requirements the trainer/assessor explains, and follow all OHS instructions.
- If you feel you need education and/or welfare support, tell your trainer/assessor, or contact the Student Support and Welfare Officer directly.

About your assessment

- Your assessor will give you the student's assessment guide at the start of the first class.
- Your assessor will explain:
 - Master Plumbers' policy about the level of assessor intervention permitted
 - the order in which you must complete each assessment activity
 - the conditions of assessment
 - the competency, the learning outcomes, the activities (including the percentage weighting if appropriate) and the due date for each activity
 - the paperwork requirements to document the outcomes of activities
 - how the assessment will be conducted.
- If you have special needs, the assessor will make reasonable adjustments for you.
- After the assessment, the assessor will tell you the assessment outcomes, promptly and in a constructive way, and give you guidance about their future options.
- If the assessor assesses you as not yet competent, they will:
 - tell you what improvement is needed to achieve competence
 - tell you where practical demonstrations did not provide sufficient evidence of competence, and need to be repeated
 - invite you to resubmit written assignments or repeat practical demonstrations to meet the standard of competence
 - negotiate new dates for assessment or resubmission of assignment(s).
- You can appeal the assessment decision within seven days, in line with Master Plumbers' **Complaints and appeals** policy.
- At the end of the course, the trainer/assessor will ask you to complete a student course evaluation form.

Qualifications / statements of attainment

Policy

Under the Australian Qualifications Framework—a national framework for consistency and quality in qualifications—Master Plumbers issues:

- a qualification (comprising a testamur and a record of results, to a student who successfully completes their program)
- a statement of attainment (to a student who only partially completes their program).

Master Plumbers issues qualifications and statements of attainment in line with the AQF Qualifications Issuance Policy.

Master Plumbers will issue a student who successfully completes all the units of competency required for an AQF qualification or accredited course with a qualification that comprises:

- a testamur
- a record of results.

Master Plumbers will issue a statement of attainment to a student who successfully completes:

- one or more units from a Training Package or an accredited short course
- a skill set (identified in a Training Package) which meets a license or regulatory requirement, or which meets a defined industry need.

The AQF qualifications and statements of attainment Master Plumbers issues include:

- Master Plumbers' name, national RTO code, logo and corporate seal
- the nationally recognised training logo
- if it is a qualification:
 - the code and title of the qualification
 - the industry descriptor and occupational or functional stream, as applicable
 - an AQF logo or the words 'The qualification is recognised within the Australian Qualifications Framework'
- if it is a statement of attainment:
 - the words 'A statement of attainment is issued when an individual has completed one or more accredited units'
 - a list of units of competency, showing their full title and national code
- the date of issue
- the authorised signature – this is electronic for Statements of Attainment, and hand written on Certificates
- the language of delivery and assessment, if it is other than English.

Master Plumbers' General Manager Training and Industry Development will delegate signing authority to the RTO Operations Manager who has sole responsibility for authorising the issuance of qualifications and Statements of Attainments to students.

Master Plumbers' Student Management System Awards register allows it to control, record and report on the qualifications and statements of attainment it issues, to reissue them if necessary, and to transfer them in the event that Master Plumbers closes. Master Plumbers has a quality procedure in place to confirm that only learners who have achieved the requirements of the qualification/s and /or unit/s in which they are enrolled are awarded qualifications and statements of attainment.

Master Plumbers provides reports of records of qualifications and statements of attainment it has issued to its VET regulator, on a regular basis as determined by the regulator.

Master Plumbers archives and stores safely records relating to the issuance of qualifications and statements of attainment for 30 years.

Master Plumbers meets the requirements for implementing a national student identifier.

Master Plumbers will reissue a qualification or statement of attainment, on written request, for a fee of \$20.

If you want us to reissue your qualification / statement of attainment

- Make your request to reissue your qualification / statement of attainment in writing.
- You will be required to produce '100 points of identity' to confirm that you are entitled to receive a copy of the Qualification or Statement of Attainment.
- There is a \$20 reissuance fee.
- Master Plumbers will reissue your qualification / statement of attainment within 30 days.

Complaints and appeals

Master Plumbers deals with all complaints and appeals promptly and constructively, respecting the right of students to complain or appeal if they consider they have been unjustly treated.

Staff must maintain the confidentiality of all complaints and appeals. They must ensure they only disclose details of any complaint / appeal to those who need to be involved in resolving it.

Through its continuous improvement procedure, Master Plumbers will examine the details and outcomes of all complaints and appeals, to improve its services.

All Master Plumbers policies and procedures do not remove any rights that complainants and appellants have under consumer protection legislation. A student also has recourse to the VRQA's complaints process.

Complaints

Master Plumbers considers all complaints promptly. It investigates the complaint (respecting the complainant's privacy and wishes) and tries to mediate with the person(s) involved. If the complaint remains unresolved, Master Plumbers engages an independent mediator.

Master Plumbers will take appropriate action, including disciplinary action, if a complaint is substantiated.

A complainant can appeal Master Plumbers decision about their complaint. Master Plumbers will refer such appeals to an independent person, RTO or panel, with proven mediation and negotiation skills and/or industry expertise.

Appeals

A student can appeal an assessment decision or the outcome of a complaint within seven days of the student being advised of the decision.

At the RTO Operations Manager discretion, after reviewing the assessment evidence, Master Plumbers will arrange for a reassessment by a second, qualified assessor and will notify the student in writing of the reassessment decision. If the student is not satisfied with the reassessment decision, they can lodge a complaint under the **Complaints and appeals** policy.

How to make an informal complaint

Often, complaints are informal in nature. You may have a complaint about a service, a facility issue or some behavior you experienced at Master Plumbers that you don't want to write down but that you want action to be taken on to address the complaint.

- Talk to your trainer/assessor or another staff member at any time to raise your complaint or issue.
- All staff will take any informal complaint you make seriously and will make every effort to resolve the issue.

- In some cases the staff member may need assistance to resolve your complaint, for example the RTO Operations Manager.
- You will be provided with confirmation that your complaint has been resolved.
- In the event that resolution will take time you will be kept updated of the resolution process.

How to make a formal complaint

- Download a *MPF50 Complaint/Appeal Form* from www.plumber.com.au.
- Complete the form and return it to the office, as soon as possible.
- If you do not want to complete the form because the complaint involves personal / sensitive issues (such as discrimination, sexual harassment, victimisation or vilification), you can make a verbal complaint or appeal. To do this, contact Master Plumbers to arrange to make the complaint verbally.
- Master Plumbers staff must handle your complaint confidentially, and supportively.
- We will handle your complaint in the first instance by:
 - interviewing you (you can bring another person to the interview, if you wish) to offer our support and find out the details of the complaint
 - finding out if you have a preference for how the complaint might be resolved
 - offering you counselling and support services if you want them, while the complaint is being investigated.
- We will investigate the matter which prompted the complaint and/or consult with other persons involved in the complaint, within five working days.
- We will work with you (and/or mediate between you and other persons) to resolve the complaint if possible within 15 working days.
- If the complaint remains unresolved after 20 working days, we will:
 - discuss with you and/or their representative the use of an independent mediator
 - engage the independent mediator to try to resolve the complaint.
- In the event that you select to go to external appeal Master Plumbers will facilitate the appointment of an independent mediator. Master Plumbers maintains a relationship with LEADR (www.leadr.com.au) who will appoint a mediator for this purpose. The mediator is independent of Master Plumbers. There is a charge for the mediation service.

How to appeal an assessment decision or the resolution of a complaint internally

- If you want to appeal an assessment decision, or a decision that was made when a complaint you made was heard, tell your trainer/assessor within seven days of being told the decision.
- Download a *MPF50 Complaint/Appeal form* from www.plumber.com.au.

- Complete the form and return it to the RTO Operations Manager as soon as possible.
- For an appeal against an assessment decision, Master Plumbers may arrange for a reassessment by another assessor. If the assessment included practical demonstrations, the second assessor will arrange for you to do the practical demonstrations again.
- For an appeal against a complaint resolution, the issue will be passed to the General Manager Training and Industry Development for review.
- We will advise you in writing of the appeal decision.
- If you are not satisfied with the appeal decision, you can appeal it within seven days, in line with Master Plumbers' **Complaints and appeals** policy.

How to appeal an assessment decision or the resolution of a complaint externally

- If you do not agree with the outcome of the Master Plumbers' internal process for handling complaints and/or appeals then you have the right to have your case heard externally.
- In the event that you select to have your case heard externally, advise the RTO Operations Manager. The RTO Operations Manager will facilitate the appointment of an independent mediator.
- Master Plumbers maintains a relationship with LEADR (www.leadr.com.au) who will appoint a mediator for this purpose. The mediator is independent of Master Plumbers. There is a charge for the mediation service.
 - If you elect to go to LEADR before exhausting the internal complaints and appeals process then you will be liable for all fees.
 - You will be required to pay \$200 towards the cost of mediation. If the outcome of the mediation is in your favour then Master Plumbers will reimburse the payment you made.
- This external mediation service is available to you at any time, BUT if you do not exhaust the internal complaints and appeals process first, then you will be liable for all of the cost of the external service.
- Note that the availability of an external mediation service does NOT remove your right to seek legal advice and take legal action.
- If you are dissatisfied with the outcome of an external appeal, mediated by an independent organisation, you may select to escalate your complaint to the Victorian Registrations and Qualifications Authority (VRQA). Go to www.vrqa.vic.gov.au and select the 'Complaints' tab to follow the VRQA complaints process.

Risk management

Policy

Master Plumbers identifies and complies with all Commonwealth, State/Territory legislation and regulatory requirements relevant to its scope of operation.

Legislative and other compliance

Given the extent of legislation, regulation and guidance applying to the vocational education and training sector, Master Plumbers defines its risks in terms of non-compliance with applicable legislation and regulation. That is, Master Plumbers considers there is legislation and regulation applicable to all risks that arise through its operations.

Master Plumbers must comply with the *Education and Training Reform Act 2006 (Vic)* together with:

- *Australian Qualification and Training Framework – Conditions and Standards for continuing registration (2010)*
- *VRQA Guidelines (2010)*
- *Education and Training Reform (Skills) Act 2006 and Education and Training Reform Amendment (Skills) Act (2011)*
- *Australian Qualifications Framework (2013) (AQF)*
- Contractual terms agreed with Higher Education and Skills Group – Victoria
- Other requirements of the VRQA made from time to time.

Master Plumbers must comply with the requirements of funding agreements with:

- Higher Education Skills Group (Victoria)

Master Plumbers must comply with the National Skills Standards Council's:

- application of AQF qualifications issuance policy guidelines
- determination about supervised trainers/assessors.

Master Plumbers maintains a full list of current legislation that relates to the RTO in *MPR01 Legislation Register*.

Master Plumbers must comply with other Commonwealth and state legislation and regulatory requirements, including

- *Information Privacy Act 2000* (Victoria)
- *Occupational Health and Safety Act 2004* (Victoria)
- *Working With Children Act 2005* (Victoria)
- *Equal Opportunity Act 2010* (Victoria)
- The Australian Consumer Law (Schedule 2 of the *Competition and Consumer Act 2010*)
- taxation law and regulations
- company and incorporated associations law and regulations.

If the student is an apprentice, Master Plumbers complies with the Victorian Skills Commission Policy on Competency Based Completions.

Master Plumbers publishes the most recent audit report from the regulator on its website www.plumbers.com.au

Master Plumbers will notify any government funding bodies in the event Master Plumbers' registration with VRQA is suspended, withdrawn, cancelled or otherwise ceased.

Master Plumbers will notify all regulatory and funding authorities if at any time it becomes insolvent.

Risk management framework

Risk is managed for the Master Plumbers at an Association level. The RTO provides input to that framework register to ensure that the risks of the RTO are understood and managed.

Master Plumbers manages its financial viability risks by complying with the Financial Viability Risk Assessment Requirements 2011.

To manage its other risks, Master Plumbers conducts internal audits and risk assessments to identify and then plan mitigation process by ensuring the:

- principles underpinning the risk management process (consistency, effectiveness, proportionality, responsiveness and transparency) are followed
- protocols, including:
 - the use of audits
 - the use of current data for risk management and continuous improvement
- risk management steps, being:
 - identification
 - assessment
 - response
 - ongoing review
- identifying risk indicators for:
 - performance (history of audit compliance, data from quality indicators and history of complaints)
 - governance (business planning, ownership and management transparency, and skills and experience of directors and senior managers)
 - supplementary risks (scope of the registration, training that leads to a licensed/ regulated outcome, partnering and subcontracting arrangements, delivering training to students under 18, and compliance with and value of government training contracts)
- use standard nomenclature for:
 - potential risk impact (severe, major, moderate or minor)
 - likelihood (almost certain, likely, possible, unlikely or rare)
 - overall risk rating (based on impact and likelihood, and being extreme, high, medium or low)

- responses to risk ratings (immediate action for extreme; monitoring and mitigation strategies for high and medium, proportional to the risk; and no response for low).

Master Plumbers aims to be categorised as a 'low risk' provider.

Risk management actions

Procedures and use of current data

Master Plumbers' continuous improvement cycle is based on:

- preparing policies, and the procedures to implement them
- disseminating information about, and providing training in, the policies and procedures
- clear indications in procedures about how data and feedback collected while implementing them contributes to continuous improvement
- analysing and reviewing feedback, and reporting on performance
- implementing the findings of analysis and review.

Master Plumbers' procedures, where appropriate, includes steps to:

- ensure adequate information dissemination and training
- use forms to collect data
- give the completed form to the RTO Operations Manager if the procedure has risk management or continuous improvement implications.

RTO audits

Master Plumbers conducts quarterly hazard audits as detailed in the **Occupational health and safety** policy.

Master Plumbers conducts two internal RTO compliance audits each year, at the beginning of June and December.

Master Plumbers is subject to audit by VRQA, at times determined by VRQA.

In addition, Master Plumbers must complete an internal audit using the tool provided by Higher Education and Skills Group (Victoria) within the first six months of delivery each year.

Insurance

Master Plumbers ensures that it provides and maintains insurance cover necessary to carry out all aspects of its operations including:

- workers compensation
- public liability
- professional indemnity
- building and contents
- any other specific insurance required by legislation and/or licensing bodies.

Continuous improvement and corrective actions

Policy

Master Plumbers aims to continuously improve the quality of its training, assessment and related services to students, and its business operations, by:

- having robust plans and governance processes, including:
 - for the organisation (such as the business plan, policies and procedures and agreements with other organisations that provide training and/or assessment on Master Plumbers' behalf)
 - for services to students (such as the training and assessment strategies for each course)
- preparing policies, and the procedures to implement them (including forms and documents that derive from the procedures)
- reviewing items that are brought to Master Plumbers' attention which are classified as either Corrective Actions (something that needs repair or immediate rectification) or Continuous Improvement (something that will improve the quality of the service provided in a 'best practice' environment). These will all be recorded and flagged as appropriate.
- reviewing input from various sources to provide input to the Continuous Improvement process. Sources of feedback include:
 - Students – student surveys, informal feedback, Quality Indicators, trainer evaluations , student results
 - Trainers and administration staff – informal feedback, trainer evaluations, trainer and staff meetings
 - Validation and moderation
 - Employer feedback – informal, evaluation surveys and Quality Indicators questionnaire
 - Industry stakeholders
 - Complaints and appeals received
 - Advice from the board of Master Plumbers and PICAC constituent partners
- disseminating information about, and providing training in, policies and procedures including through:
 - *MPD61 Policies and procedures*
 - the Master Plumbers website
 - *MPD10 Learner Handbook*
 - student orientation
 - staff induction
 - staff and trainer/assessor meetings
 - the noticeboards in the staff and students' lunch rooms.
- using data from forms and other mechanisms to collect data and feedback about the implementation of policy and procedures

- analysing and reviewing feedback, and reporting on performance, including through:
 - annual internal audits of Master Plumbers' compliance with NVR standards
 - audits by the VRQA
 - reporting on quality achievements (the annual summary report to the registering body against the three quality indicators)
- implementing the findings of analysis and review including through:
 - the continuous improvement register process
 - professional development activities
 - assessment validation/moderation activities
 - revision of policies and procedures.

The illustration below shows this continuous improvement cycle diagrammatically.



Master Plumbers will publish the results of the most recent results of the quality indicator surveys on its website, www.plumber.com.au, by the 31st of July each calendar year. The following Explanatory Notes will be published with the Indicators:

a) For the Learner Engagement and Employer Satisfaction Surveys:

'These indicators are based on a survey of [number] students (and if applicable) and [number] employers. This sample represents [percentage] per cent of this organisation's training delivery in the [201X] calendar year. The students (if applicable) and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines'.

b) For the Competency Completions Reports:

'Competency completions, in this case, are a measure of volume'.

Help us improve our services

- Master Plumbers welcomes your suggestions about how we can improve our services.
- You can explain your suggestions to a staff member (such as your trainer/assessor), or drop a note in the suggestion box in the lunch room. However, the best way to give us your suggestion is to write it on a *MPF60 Continuous improvement item*, which you can download from www.plumber.com.au.
- You don't have to identify yourself when you provide your suggestion. If you do, we can contact you for further information and to tell you what action will happen as a result of your suggestion.

Governance

Master Plumbers has governance structures in place to deliver quality training and assessment services and outcomes.

Transparency of ownership / management structure

Master Plumbers is incorporated under the Fair Work (Registered Organisations) Act 2009.

Master Plumbers has an industry-based governance structure administered by a board. Board Members are elected from the Association's National Council which is elected from the members.

The board has high-level strategic and policy control. It is responsible for:

- Master Plumbers' strategic plan
- the appointment of the Chief Executive Officer
- CEO remuneration
- high-level liaison with industry.

Master Plumbers' procedures allocate responsibility to particular officers. The Chief Executive Officer is ultimately responsible for the implementation of policies and procedures. This ensures clear lines of responsibility, from a policy and procedure, to an officer, to the Chief Executive Officer.

Management controls are exercised by:

- allocating responsibility for policies and procedures to particular positions
- the use of forms to implement procedures and collect data and information
- risk management and continuous improvement processes, including review of collected data and information, staff and trainer/assessor meetings, and internal and external audits
- performance assessments
- professional development activities
- discipline policies and procedures.

The board determines the remuneration and conditions of the Chief Executive Officer.

Executive Board oversight

Master Plumbers' Board Members are either the nominee of their business or a Life Member of the Association. Members are elected to the National Council for a two year term with half of that body standing for election each year. Each year the National Council elects the President, Vice Presidents, Treasurer and General Board Members for a one year term.

Master Plumbers accesses independent expertise about vocational education and training by:

- drawing on the experience of the board and, through them, the resources of their organisations

- sharing facilities with Fire Industry Training, Plumbing Industry Climate Action Centre, CEPU Training and Education Centre and the Air Conditioning and Mechanical Contractors' Association
- engaging qualified and experienced trainers/assessors
- joining with other RTOs in assessment validation/moderation activities
- engaging subject matter experts to develop and review delivery resources and assessment tools.

Master Plumbers operates wholly within its jurisdiction of registration.

Business planning

The board is responsible for overseeing development of Master Plumbers' strategic plan: the Chief Executive Officer is responsible for developing the plan. As industry representatives, the board is ideally placed to understand industry competency needs, and current and future levels of demand. It is also ideally placed, to require accurate projections based on realistic assumptions, such as about revenue and student enrolments.

The procedure to develop the business plan and training and assessment strategies require the responsible officer to consider:

- industry need for course, target groups of prospective students and likely levels of demand, determined through emailed surveys to Association members
- the financial resources, staffing and assets required to deliver the plan and training and assessment strategies.

Master Plumbers develops, and the Board approves, an annual budget. It monitors performance against the budget monthly.

Approval to incur expenditure is delegated under the Master Plumbers' Statement of Financial Delegations.

Assessment validation/moderation

Through its assessment validation and moderation policy and procedures, Master Plumbers ensures the assessments it conducts are consistent, valid, reliable and fair, and that assessors make decisions based of sufficient and appropriate evidence.

Validation is the quality review process of reviewing, comparing and evaluating assessment processes, tools and evidence so that assessment decisions are consistent both within Master Plumbers, and across organisations that issue the same qualification. Validation includes:

- checking that assessment processes and tools produce valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements about whether the requirements of the Training Package are met
- if they do not, recommending changes so they do.

The Australian Quality Training Framework (AQTF) emphasises assessment validation, to ensure the quality and consistency of assessment and as a basis for continuous improvement.

Moderation is the process of bringing assessment judgements and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same unit(s) of competency. It is an active process in the sense that adjustments to assessor judgements are made to overcome differences in the difficulty of the tool and/or the severity of judgements. The table below shows the distinctive features of validation and moderation.

Features	Validation	Moderation
Assessment quality management type	Quality review	Quality control
Primary purpose	Continuous improvement	Bring judgements and standards into alignment
Timing	Ongoing	Prior to the finalisation of candidate results
Focus	Assessment tools and candidate evidence (including assessor judgements) (desirable only)	Assessment tools and candidate evidence, including assessor judgements (mandatory)
Type of approaches	Assessor partnerships Consensus meetings External (validators or panels)	Consensus meetings External (moderators or panels) Statistical
Outcomes	Recommendations for future improvements	Recommendations for future improvements and adjustments to assessor judgements

Source: NQC Code of professional practice for validation and moderation

Master Plumbers validates and moderates assessments to ensure that:

- assessments adequately cover all of the relevant information such as performance criteria, range statements and key competencies

- the evidence collected meets the rules of evidence (that it is valid, sufficient, current and authentic)
- students are assessed for the competencies required by the unit(s) of competency
- assessment accounts for the language, literacy and numeracy skills and key competencies at the level required by the unit
- all assessors are assessing competency consistently.

Validation

Initial validation

Master Plumbers conducts assessment validation before the first delivery of a program, by mapping all assessment tasks to the requirements of the units of competency in the program. Master Plumbers engages an external party (either a VET consultant or a trainer/assessor from another plumbing industry RTO) to review this mapping. The Master Plumbers reviews this work in consultation with industry before authorising the program.

Annual validation

Master Plumbers conducts assessment validation meetings at least annually. All Master Plumbers trainers and assessors must attend assessment validation meetings, to ensure they use appropriate assessment activities and make accurate assessment decisions. Other Master Plumbers staff, staff from other RTOs, industry representatives and employers of students also attend the meetings.

The meetings review, compare and evaluate assessment tools and evidence so training and assessment outcomes are consistent within Master Plumbers, and with other RTOs that issue the same qualification. Master Plumbers documents the outcomes of assessment validation meetings, including action taken to improve the quality and consistency of assessment.

In line with National Quality Council's *Code of professional practice for validation and moderation*, assessment validation meetings must be conducted with respect to:

- transparency (the purpose, process and implications of meetings must be transparent or stakeholders)
- representativeness (the meeting must consider a representative sample of assessment tools and judgements)
- confidentiality (information about individual assessors and students must remain confidential)
- anonymity (assessors—who developed the assessment tools and made the judgements—and students—whose work the meeting uses for assessment validation—must be anonymous: all information that would identify either students or assessors must be removed from samples used for validation)
- mutual respect and fairness (meetings should be supportive and positive and respectful and fair toward participants, students and assessors: this encourages participation, and ensures participants validate the tools and judgements, not the assessor's ability)

- a focus on purpose (validation should be an educative process, focused on assessment rather than on Master Plumbers' training capability, that provides constructive feedback leading to continuous improvement).

Moderation

Master Plumbers implements moderation in assessment through:

- liaising with other RTOs to ensure that it is interpreting the requirements of units of competency, and assessing students, comparably with other RTOs
- comparing the results of classes in a particular course to classes doing the course in previous years, to identify significant changes in the percentages assessed as competent, and seeking to identify the reasons why
- closely examining any student appeals of assessment decisions, including:
 - whether assessors are consistently interpreting requirements
 - whether particular assessment tools are more difficult than others, leading to incompatible assessment decisions
- involving other RTOs in reassessments, to compare requirements across RTOs.

Records, document and information management

Maintenance of records and documents

Master Plumbers maintains accurate, up-to-date and comprehensive records and documents relating to all aspects of its operations. It complies with all requirements of external agencies, and with legal and reporting requirements, that apply to record and document management.

Master Plumbers uses Ozsoft's student record management system, Vettrak. Vettrak has the capacity to provide AVETMISS-compliant data.

Master Plumbers' agreement with Ozsoft ensures that copies of student records:

- cannot be withheld from the provider
- can be provided in electronic and print versions, at no cost to the regulator in the event that Master Plumbers ceases operations.

Storage and archiving

Master Plumbers keeps all original documents in lockable filing cabinets within relevant management offices.

Master Plumbers backs up all electronic records instantly using a remotely located backup service, hosted by the organisation's IT provider. All data is stored on disks at the remote location and can be accessed, subject to security, as required.

Master Plumbers keeps all records, except records relating to student results, for seven years. It keeps records relating to student results for 30 years, allowing it to reissue qualifications and statements of attainment if necessary, or for the records to be transferred in the event that Master Plumbers closes.

Version control

Master Plumbers implements version control procedures to ensure that:

- staff members systematically review materials relating to the scope of registration (including Training Packages, training and assessment strategies and learning/assessment materials) to ensure they remain up-to-date and relevant
- key documents, forms, policies, procedures and kits are authorised, numbered and dated, and Master Plumbers records this information in a register, as well as the date of all amendments
- older versions are archived in line with policies and procedures
- all staff members have ready access to current versions of documents they need to perform their duties.
- All documents for Master Plumbers are prefixed "MP" with F for Forms, D for Documents and R for Registers. Thus MPRXX will identify a Master Plumbers' register.

- The documents are recorded in the MPR61 Document Register

Other

For Master Plumbers' policy about the confidentiality of student records, see the **Privacy** policy.

Master Plumbers meets the requirements for the implementation of a unique student identifier. This is supported by our student records management system.

Master Plumbers will make available to regulatory authorities, both federal and state, information required by the Department regarding the organisation's financial position, use of the Funds and / or the capacity of the organisation to deliver the Training Services to government subsidised individuals.

Financial management

Master Plumbers uses rigorous financial management procedures to ensure it continues to be financially viable and can:

- employ staff to administer, deliver and assess all the qualifications on its scope of registration
- provide student services
- remain in business, so every student can complete their course.

Master Plumbers produces, and monitors its expenditure against, an annual budget.

Master Plumbers' accounts are certified, at least annually, by a certified practising accountant or chartered accountant who is registered as an auditor with the Australian Securities and Investment Commission.

Master Plumbers makes its financial reports available on request to the registering body. Master Plumbers also complies with funding agreements and publishes all course fees on its website, along with the most recent *VRQA audit report* and the *Quality Indicator annual summary report*.

Master Plumbers holds a small amount of petty cash on the premises for expenses under \$100. Larger expense claims are submitted, considered and paid if approved.

Information dissemination and marketing

Master Plumbers ensures that all marketing and advertising is undertaken in an ethical manner and provides clear and accurate information regarding the training programs and services within its scope of registration.

Policies and procedures

The primary reference document for how Master Plumbers conducts itself, at both the policy and procedural levels, is this document, *MPD61 Policies and procedures*.

Using the material in this document, Master Plumbers produces and makes available to relevant parties the following documents, ensuring the material in them is entirely consistent with this document:

- *MPD10 Learner's handbook*, which draws material relevant to students from this document, with minor grammatical amendments to create a written style suitable for students
- *MPD22 Staff handbook*, which draws material relevant to staff from this document, with minor grammatical amendments to create a written style suitable for staff
- *MPD61 Policies and procedures* (this document) is made available on Master Plumbers' website.

Information dissemination

Master Plumbers disseminates policy, procedural and regulatory (VRQA, AQF, NSSC, HESG SVTS updates) information, using the relevant products above, to:

- staff members, through staff induction and staff and trainer/assessor meetings, and through professional development activities
- students, through orientation sessions
- the board, contractors, consultants, work experience students and visitors, through induction
- all people, through the website, notice board postings, and memos and circulars.

Course promotion

Master Plumbers adheres to the advertising and marketing requirements of:

- VRQA Guidelines for VET providers
- Higher Education Skills Group
- use of nationally recognised training logo.

Master Plumbers takes an ethical approach to the marketing of its services and products. It provides clear and accurate information to students. It does not knowingly distort, conceal or provide false information, nor attempt to mislead students, through its marketing and advertising activities.

Master Plumbers' advertising and marketing material distinguishes between those training and assessment services that lead to AQF qualifications and statements of attainment, and those that do not.

Master Plumbers only advertises AQF qualifications that it has on its scope of registration.

For Master Plumbers' policy about the use of the nationally recognised training logo and descriptive words, and the AQF logo, see the **Qualifications / statements of attainment** policy.

Master Plumbers only refers to students or other persons and organisations in its marketing and advertising material with their written permission.

Master Plumbers ensures that all promotional material relating to government subsidised training acknowledges the training is delivered with Victorian and Commonwealth Government funding and does not use the Victorian Government's logo without prior written approval.

Master Plumbers ensures that all promotional material contains the RTO legal entity and/or trading name and TOID.

Using your picture or words

- From time to time Master Plumbers may want to use a picture of you or use a statement you have made as a part of its publicity.
- Before they do so Master Plumbers will ask you and ask you to complete a simple approval form, *MPF16 Copyright permission and release form*.
- This is purely voluntarily on your part and you may choose to complete the form or not.
- No image or quotation will be used without your express permission.

Appendix 1 - Student Support and Welfare Resources

Master Plumbers is located at the Plumbing Industry Climate Action Centre (PICAC)

Albert Street campus

6/306 Albert Street Brunswick VIC 3056 (Melway Map 29 F8)

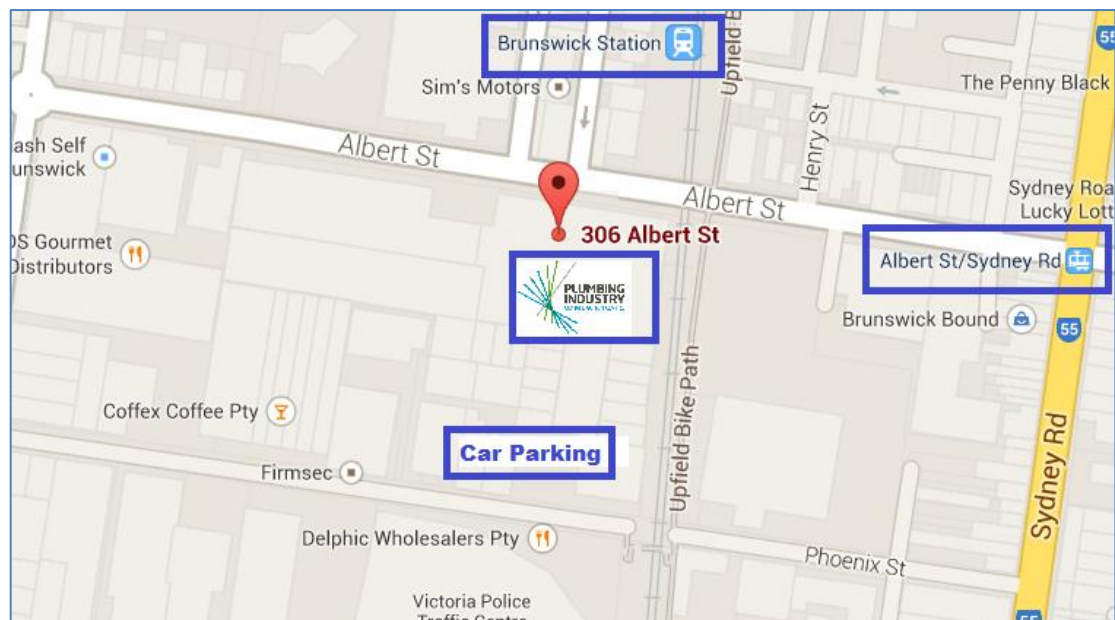
Phoenix Street campus (Preapprenticeship training workshop)

22-28 Phoenix Street, Brunswick VIC 3056

Telephone: (03) 9356 8921

Fax: (03) 8686 1406

Email: training@plumber.com.au



Transport

Train

Upfield Train to Brunswick Station (You can see the PICAC building from the station)

Tram

Tram route no 19 North Coburg Stop 22 Sydney Rd & Albert St.

Parking

Albert Street (limited availability) or Phoenix Street

Taxis

Black Cabs 132 227 / Silver Top 131 008

Medical services

Emergency services – Dial 000

Emergency Hospital – Royal Melbourne Hospital, Grattan St, Parkville Vic 3052.

Ph: 9342 7000. www.rmh.org.au

Doctors surgery - Brunswick Betta Health

- 30 Sydney Road (cnr. Brunswick Rd and Sydney Rd)
- Tel: 03) 8388 5200
- Hours of operation 8.00 – midnight

Brunswick Dental Group, 266 Sydney Rd Brunswick 3056. Ph: 9380 1305

Chemist – Brunswick Pharmacy, 369 Sydney Rd Brunswick Vic 3056. Ph: 9380 9118

Poisons Information Centre – Ph. 13 11 26

Where to look for more information?

google.com.au, or the Yellow Pages

Banks and ATMs

ANZ Bank and ATM, 392 Sydney Rd Brunswick

Commonwealth Bank and ATM, 369-371 Sydney Rd Brunswick

NAB Bank and ATM, 416 Sydney Road Brunswick

Café

Albert Street Café, 306 Albert St (PICAC car park)

Hospitality Training Centre Restaurant, Unit 2/306 Albert St Brunswick 3056. Ph: 9388 1959

Flour Mill Café, 1/341 Sydney Rd Brunswick 3056. Ph: 9078 0497

Convenience store

Safeway, 300-304 Albert St Brunswick. Ph: 9387 2344

Post office

Brunswick Post Shop, 415 Sydney Road Brunswick 3056. Ph: 9380 1240

Literacy and numeracy assistance

Local literacy and numeracy courses – CAE, 253 Flinders Lane Melbourne Vic 3000. Ph: 03 9652 0611. Fax: 03 9654 7840. www.cae.edu.au

Coaches – CAE, 253 Flinders Lane Melbourne Vic 3000. Ph: 03 9652 0611 Fax: 03 9654 7840. www.cae.edu.au

Local government services

Abstudy enquiries – Centrelink, 172-186 Moreland Rd Moreland Vic 3056. Ph: 9953 2099 or 13 23 17. www.centrelink.gov.au/internet/internet.nsf/payments/abstudy.htm

Austudy enquiries – Centrelink, 172-186 Moreland Rd Moreland Vic 3056. Ph: 9953 2099 or 13 23 17. www.centrelink.gov.au/internet/internet.nsf/payments/austudy.htm

Apprenticeships – Australian Apprenticeships Centre, Level 14 303 Collins St Melbourne Vic 3001. Ph: 03 9613 6700. Fax: 03 9614 4481. www.appsvic.com.au

Centrelink – 172-186 Moreland Rd Moreland Vic 3056. Ph: 9953 2099 or 13 23 17.
www.centrelink.gov.au

Libraries

State Library of Victoria – 328 Swanston St Melbourne Vic 3000. Ph: 03 8664 7000. Fax: 03 9639 4737

Brunswick Library [Campbell Turnbull] – 220 Melville Rd Brunswick West Vic 3055. Ph: 03 9384 9200. Fax: 03 9383 1639. Email ctlibrary@moreland.vic.gov.au

Brunswick Library – 233 Sydney Rd Brunswick Vic 3056. Ph: 9389 8600. Fax: 9387 4853.
www.slv.vic.gov.au. Email brunswicklibrary@moreland.vic.gov.au

Australian Taxation Office – Casselden Place, 2 Lonsdale St Melbourne Vic 3000. Ph: 13 28 61. Website: www.ato.gov.au

Welfare agencies

Local community centres

Brunswick Neighbourhood House – 18 Garden St Brunswick Vic 3056. Ph: 9387 9901

Aboriginal Health Service – 186 Nicholson St Fitzroy Vic 3065. Ph: 9419 3000

Telephone counselling services

Life Line – Ph: 13 11 14. Website: www.lifeline.org.au

Suicide Help Line – Ph: 1300 651 251. Website: www.suicidehelpline.org.au

Kids Help Line – Ph: 1800 55 1800. Website: www.kidshelp.com.au

Victorian Community Health – Ph: 03 9096 6131. Website:
www.health.vic.gov.au/communityhealth/counselling.htm

Gay and Lesbian Counselling and Community Services of Australia – Ph: 03 9827 8544.
Website: www.glccs.org.au

Gamblers Help – Ph: 1800 156 789. Website: www.problemgambling.vic.gov.au

Drug and Alcohol Centre – Turning Point Alcohol and Drug Centre, 54-62 Gertrude St Fitzroy Vic 3065. Ph: 1800 888 236. Website: www.counsellingonline.org.au/en

Melbourne Homeless Services – Ph: 1800 627 727. Website:
www.melbourne.homeless.org.au

Support group

Carlton Family Resource Centre – Ph: 03 9347 2611

Student Support and Welfare Officer

Ms. Alexandra Mannell

General Manager Training and Industry Development

- Telephone: 03 9356 7303
- Mobile: 0430 789 671
- Email: Alexandra.mannell@plumber.com.au

The Student Support and Welfare Officer can provide mentor assistance ('wise council' and 'sounding board'), referral and industry support.