



MPAQ
TRAINING SERVICES

RTO Code: 30473



STUDENT INFORMATION **HANDBOOK**



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Welcome and **Thank-You**

Welcome and thank you for choosing the Master Plumbers' Association of Qld for your training needs. MPAQ as a Registered Training Organisation (RTO) offers accredited, QBCC approved courses and non-accredited courses. We assist plumbing contractors with their ongoing professional development commitments.

Master Plumbers' Association of Qld (MPAQ) is a registered Industry Association, maintaining that status since 1900. The Association provides industry technical, business assistance, and representation to members as well as providing a community role between manufacturers, suppliers and contractors. The role of the Association is to protect and promote the interest of the members.

The RTO has been established to implement the Associations' philosophy in providing training opportunities that assist and develop the abilities of those wishing to work within the plumbing industry.

MPAQ endeavours to assist all those persons wishing to complete a training course,

including; people of Non-English speaking backgrounds, people with disabilities, those from minority groups, rural communities and women.

MPAQ has training facilities in Brisbane as well as providing training state-wide. MPAQ has also developed a number of mobile training platforms in which practical training and assessment can be conducted.

MPAQ has adopted policies and practices to ensure compliance with the Australian Skills Quality Authority and the Standards for Registered Training Organisations. All training activities are conducted under strict guidelines to ensure access and equity is available to all persons wishing to undertake ongoing training within the plumbing industry.

The contents of this Student Information Handbook are aimed to assist you to make informed decisions about your course and to ensure that you are aware of the rights, responsibilities and policies that are relevant to you as a student.



Location and **Contact**

For any further information or to contact the Master Plumbers' Association of QLD Training Services team, please feel free to use the following details:

Post PO Box 419, Acacia Ridge QLD 4110

Visit 11/243 Bradman Street, Acacia Ridge QLD 4110

Phone 07 3273 0800

Email training@mpaq.com.au

Web www.mpaq.com.au

Training **Available**

MPAQ is registered to deliver and assess the following courses:

Accredited Courses

Accredited training is training which provides a person with a nationally recognised qualification on completion. It is sometimes referred to as nationally recognised training and has been developed based on the national training package for the given industry.

- CPCPWT4022A - Commission and maintain backflow prevention devices
- CPCPWT4023A - Commission and maintain hot and heated water temperature control devices
- CPCPCM4011A - Carry out work-based risk control processes
- CPCPCM4012A - Estimate and cost work
- CPCPGS4011C - Design and size consumer gas installations
- CPCPGS4022A - Service Type A gas appliances
- BSBSMB401- Establish legal and risk management requirements of small business

- QLD334SWH01A Evaluate and plan the installation of solar water heating systems

Non Accredited Courses

QBCC Commissioner Approved

MPAQ has also developed non accredited training to meet the needs of industry. Non-accredited courses do not carry national recognition, however they are content specific courses required to gain or maintain an endorsement on your plumbing licence.

- Backflow Revalidation (online)
- Legionella Management in Building Water Systems

Non Accredited Workshop

These workshops will enable plumbers to demonstrate their knowledge of the current Queensland plumbing and drainage legislation. It will review the different acts, regulations, codes and standards associated within the plumbing industry.

- Plumbing Legislation Workshop



External Providers

MPAQ endeavours to meet the needs of industry by aligning itself with other providers in offering a number of outsourced courses. For information on these and all of the courses offered by MPAQ refer to www.mpaq.com.au and click on the training tab or call the training department on 07 3273 0800.

Further information about MPAQ as an RTO can be found at training.gov.au (TGA). TGA is the database for Vocational Education and Training in Australia and is the official national register of information on training packages, qualifications, courses and registered training providers.

Enrolment **Information**

Enrolments

MPAQ will process course enrolments within 24 hours/or next business day of receiving the enrolment form. Enrolments can be sent to MPAQ via email, post or via the MPAQ website. It is the students' responsibility to check that all details on the enrolment form are filled in correctly and all parts of the enrolment form are completed.

Confirmation of enrolment will be sent to the participant via email, communicating all necessary information including dates, training times, venues and all other relevant information.

Students who are not enrolled and haven't paid their course fees are not permitted to attend class.

At the commencement of the course, our trainers and assessors will provide you with a general induction to the venue and course activities.

Unique Student Identifier

All students doing any nationally recognised training, are required to hold a Unique Student Identifier (USI). The USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and stays with you for life

Your USI must be provided to and verified by MPAQ before a student can be issued with, or receive, a statement of attainment.

If you already have a USI, this must be provided to MPAQ via your enrolment form. If you don't have a USI, you can give MPAQ consent to apply for a USI on your behalf. If a USI is created by MPAQ on your behalf you will be notified of this via email or SMS from the USI Registry.

MPAQ requires one of the following documents below to create and/or verify your USI:

- Australian Driver's Licence
- Australian Passport

- Australian Visa (with non-Australian passport)

- Australian Birth Certificate

If you don't have one of the above documents you can use one of the following:

- Medicare Card
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

The personal details on the enrolment form must match your Identification. When creating the USI, it will be created as per the information displayed on the Identification. If the details on the enrolment form and USI do not match MPAQ will be unable to verify the USI. MPAQ is not able to issue your qualification or certificate without your USI being verified first.

The following details are used to create your USI:

- First Name and Family Name
- Date of Birth
- Country of Birth
- Town/City of Birth
- Gender
- Mobile Number and/or email address.

Language, Literacy and Numeracy

MPAQ acknowledges that some people require assistance and support in the areas of Language, Literacy and Numeracy. Training offered by MPAQ includes assessment tools and learning resources that will require a level of understanding which is comparative to that of what is expected in the workplace within the Plumbing and Gas Industry.

We also acknowledge that most students that enrol with MPAQ are post trade students needing to complete a unit of competency to have an endorsement applied to their licence.

Students must identify on their enrolment form if they do have any difficulties relating to language, literacy, numeracy and learning. If it is identified that you require additional assistance, together with your trainer/assessor we will suggest strategies to assist you to achieve your competency. We can also provide one-on-one assistance. (Please also see reasonable adjustment)

Fees

All course fees must be paid at the time of enrolment with the exception of courses that cost more than \$1500*. A receipt will be provided to the student along with the conformation of enrolment.

Other fees may be incurred for the purchase of the Australian Standards that are compulsory for this training if the student doesn't already have a copy.

MPAQ will not:

- Accept more than \$1500 prior to commencement of a course.
- The balance of payment will need to be paid on the 1st day of the course.

Other Costs

All certification re-issues will incur an administration and search fee of \$30+GST prior to the search being conducted.

Payment Methods

The standard payments methods preferred and accepted by MPAQ include:

- Visa
- MasterCard
- Electronic Bank Transfer (EFT)
- Cheque
- Purchase Order (Local Government)

Refund and Cancellation Policy

All cancellations must be made in writing. Cancellations made 30 days or more prior to the course will be refunded minus an admin fee equal to 10% of the total enrolment fee. For cancellations made within 30 days and before 14 days prior to the course, the enrolment fee will be credited to your MPAQ account for use within 12 months on another training course, minus an administration fee equal to 10% of the total enrolment fee. Cancellations made 14 days or less prior to the course will not be refunded. No refunds or credits will be issued for participants who fail to attend and/or achieve competency.

If MPAQ cancels the course, your course fees can be transferred to the next available course or refunded in full.



CSQ Funding

Construction Skills Queensland (CSQ) is an independent industry funded body supporting employers, workers, apprentices and career seekers in the building and construction industry.

Each eligible participant is able to access up to eight (8) CSQ funded Short Courses - General Construction. Once your course has been completed, eligibility confirmed and funding approved you will receive a refund for the CSQ funded amount.

Below is a list of the short course codes and titles that are available to eligible participants at MPAQ (please note the subsidy amounts can be found on the MPAQ website):

Short Course Code and title

BSBSMB401 - Establish Legal and Risk Management Requirements of Small Business

CPCPCM4012A - Estimate and Cost Work

CPCPGS4011C - Design and Size Consumer Gas Installations

CPCPGS4022A - Service Type A Gas Appliances

CPCPWT4022A - Commission and Maintain Backflow Prevention Devices

CPCPWT4023A - Commission and Maintain Hot and Heated Water Temperate Control Devices

QLD334SWH01A Evaluate and plan the installation of solar water heating systems

Revalidation Course Commission and Maintain Backflow Prevention Devices

LMBWS1 - Legionella Management in Building Water Systems

To be eligible for Construction Skills Queensland (CSQ) subsidised training courses, students must meet the following eligibility requirements and pay the course fees upfront:

Eligibility

Students:

- a. must be:
 - o an existing worker in the building and construction industry; and
 - o an eligible worker: or an unemployed

eligible worker

b. and must be:

- o an Australian or New Zealand citizen; or
- o a permanent resident of Australia; or
- o a holder of a refugee or humanitarian visa

c. and must:

- o permanently reside in Australia, or
- o be permanently employed in Queensland

d. and must not be:

- o an employee of any Authority (excluding employees of an Indigenous Council that is a Principal Contractor); or
- o currently enrolled and participating in a school program (excluding eligible school based apprentices and trainees); or
- o a contracted trainer and assessor or existing worker of an RTO; or
- o already funded by an Authority or other such source for delivery of the same training being undertaken as part of this program; or
- o previously funded under this program for eight (8) short courses in the same program period



“Great to have a trainer that really knows how things are done out there on the tools and to share his knowledge”

Darren Dobson, Baldocks Plumbing

“I was very happy with how the course was structured, it was well written and I enjoyed learning with MPAQ”

Benjamin Vandenhoooven

“I found the content interesting and correspondence with the technical department was very good”

Christopher Williams, Bundaberg Regional Council

Privacy and Confidentiality

Personal Information

MPAQ considers the privacy of individuals to be of the utmost importance and uses a high standard of care and concern in regard to maintaining the privacy of individuals in all aspects of its training services.

MPAQ has developed this privacy policy in line with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) and Data Provision Requirements 2012 to ensure that:

- Personal information is only collected where necessary
- Students giving personal information are informed of the purpose of collection and how their personal information will be used
- Records containing personal information are kept secure and protected from loss or misuse
- Individuals are informed of the right to access their own personal information
- Permission is obtained from individuals before their image is used on publications or web sites.

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by MPAQ for statistical and regulatory purposes. MPAQ may disclose your personal information for these purposes to third parties, including:

- Employer
- Commonwealth and State or Territory government departments and authorised agencies
- National Centre for Vocational Education Research (NCVER)
- Construction Skills Queensland (CSQ)

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys
- Acknowledging how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including programme administration, regulation, monitoring

and evaluation.

All participants have the right to access their personal records. We have a responsibility to record and report your details, to the Department of Education and Training (DET) and Construction Skills Queensland (CSQ). This reporting is used for proof of attendance and complies with national standards. Other than for reporting purposes, your personal information will not be passed on to any third party without your written consent.

MPAQ will not disclose information for any other purpose other than the primary purpose unless MPAQ reasonably believes that the use or disclosure is necessary to lessen or prevent serious and imminent threat to an individual's life, health or safety or a serious threat to public health or safety.

RTO Specific Information Collected:

Enrolment Form

- Unique Student Identifier (USI)
- Student Personal Details
- Company/Employer Details
- Third Party Authority
- Language, Culture and Disability
- Education
- Employment Details
- Study Reasons
- CSQ Information (if eligible)

Storage and Security of Personal Information

MPAQ takes all reasonable steps to maintain the privacy and security of your personal information.

- Information stored electronically is kept on a secure server and access is restricted to authorised employees. This server is regularly backed up and kept in a secure location.
- Paper-based documents containing personal information are in a locked filing cabinet and held within a secure area within the RTO premises until all completed documents are finalised and scanned to the student's electronic secure folder.
- Where documents are required to be transferred to another location, personal information is transported securely in an envelope, folder or document bag.

- Reasonable steps will be taken to destroy or permanently dis-identify personal information when it is no longer required for any purpose. Student information will be kept electronically for 30 years.

Access to Records

Students wishing to access their training records will need to submit their request in writing to the Technical Services Team.

Students may access their:

- Electronic records for up to 30 years after the completion of their course of study; and
- Hardcopy files for up to 6 months after the completion of their course of study.

Student records retained include:

- Enrolment documentation
- Paid Invoice
- Course details
- Submitted assessments
- Subject outcomes
- Participation evidence
- Certification issued

Marketing and Media Consent

MPAQ will promote and market our training programs and services with integrity, accuracy, professionalism and transparency. No false, misleading, vague or ambiguous statements will be made.

Student permission is gained via a marketing consent form prior to the use of any photographs, video footage or recordings made by MPAQ during the training course.

As a student of MPAQ we may periodically contact you with relevant marketing and/or industry relevant information. On all correspondence of this nature from us, you will be given the option to “opt out” of some, or all, of MPAQ student marketing activities.



Training and **Assessment**

Assessments

MPAQ is committed to providing training and assessments services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.

Assessment is the process of collecting evidence and making judgments in the nature and extent of progress towards the performance requirements set out in a standard, or a learning outcome, and at the appropriate point making the judgment as to whether competency has been achieved.

As a student you will always be informed how assessments will be conducted and what will be expected for you to achieve competency.

Types of Assessment

Knowledge assessment - After you complete the required learning for the unit, you should commence the knowledge assessment. We recommend you read the whole assessment task/s before commencing to ensure you know all the assessment requirements. If you are unsure of what the question means, contact your trainer/assessor. Before you submit your assessment you must ensure that:

- Your name and date is clearly written and you have signed the assessment cover sheet
- Every part of the assessment has been completed, if you submit an incomplete assessment, it will be considered Not Competent
- You are submitting your own work
- Submit the assessment by the due date as agreed with your trainer/assessor

Practical assessment - Students may be required to demonstrate the skills and knowledge they learn in each unit of competency. The practical assessment will be completed in a simulated work environment on the MPAQ site, which is a requirement of the

training.

Recognition of Prior Learning - Recognition of Prior Learning is where a student possesses the necessary skills and knowledge gained through avenues other than formal training such as work experience, life experience, informal training and formal training. RPL assesses and acknowledges the skills and knowledge students may possess, matching evidenced knowledge, skills, and experience to the components of a qualification/unit of competency. RPL is not a quick process. RPL is an assessment process that will often require a number of interactions with the student and trainer/assessor.

Credit Transfer - If you have undertaken training with another RTO, and you believe you are eligible to obtain credit for this in the MPAQ course you have enrolled into, or are intending to enrol into, please either discuss this with your trainer or contact the Technical Services Team to discuss.

Competency Based Training and Assessment

Assessment activities are an important part of any training program. They provide students the opportunity to confirm their knowledge via written responses, by demonstrating their practical skills and also by presenting information gathered from the workplace to their assessor, if needed.

Competency Based Training and Assessment (CBTA) is a method of training and assessment where an Assessor will make an overall judgement of Competent or Not Competent from the evidence that is provided by the learner.

If you are having difficulties in meeting the course requirements at any stage, it is important to talk with your trainer/assessor. They can help you overcome difficulties in the first instance early before the problem escalates.

For students that are deemed Not Competent, the trainer/assessor will continue to work with you until competency is achieved (where possible). Further fees may be incurred. For further information please see - Assessment Appeals Process.

Reasonable Adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not competent decisions will not be altered in any way.

Assessment Appeals Process

As student you are entitled to lodge an appeal when you are dissatisfied with an assessment result awarded by a trainer/assessor. This section outlines the process to follow when lodging an assessment appeal.

- In the first instance you should speak to their Trainer Assessor directly.
- If you are dissatisfied with the outcome of the discussion with your trainer/ assessor, you are entitled to apply in writing within 10 working days for a Re-assessment. On receipt of the application, MPAQ will arrange for you to sit the Re-assessment, which will be held within 2 weeks of receiving the application.
- The outcome of the re-assessment will be communication to you by the Technical Services Manager.

- In the event that you aren't satisfied with the outcome, you will be able to contact the training ombudsman, to escalate your concerns. Website: <http://trainingombudsman.qld.gov.au/>

Plagiarism

Plagiarism is the reproduction without acknowledgement of another person's/ students words, work or thoughts from any source including social media. This also covers diagrams, drawings, sketches, pictures, objects, text, and other such expressions of ideas. Internet downloading and using it uncredited into one's own work is plagiarism. Additionally, copying the work of another student and submitting it as your own work, is considered plagiarism. MPAQ takes plagiarism matters seriously.

When you submit an assessment, you will be asked to sign it is your own work. MPAQ will not mark any part of the assessment submitted without the signed acknowledgement of responsibility and statement of own work (this is found on the front of your assessment cover sheet).

In the event, evidence of plagiarism is identified, you will be contacted for further information. If plagiarism is confirmed, the student's enrolment in that course will be cancelled and re-enrolment (at the associated cost) will be required. To avoid this, when using another person's work or ideas, please ensure appropriate referencing is used and abide by these requirements.

Issuing Statement of Attainments **and Certificates**

Statement of Attainment

In alignment with the ASQA Standards for Registered Training Organisations (RTOs) 2015, statements of attainments are issued by MPAQ within 30 calendar days (in most cases within 2 business days) of the student being assessed as meeting the requirements of the course in which the learner is enrolled, and provided that all agreed fees have been paid to the RTO.

Statements of attainments are sent to students via email as a digital certificate attachment, printed copies are also then sent in the mail.

Certificates

Certificates of completion for non-accredited training will be ready for download immediately after the trainer has marked the training off as satisfactory. Non-accredited workshop certificates will also be issued within 2 business days of the workshop being completed.

Reprint - Statement of Attainments/Certificates

Students seeking a statement of attainment Re-print must notify the Technical services team via phone or email and must submit their photo identification for verification of identity.

If you require a re-print of your certification the following fees apply:

- Statement of attainment \$30.00

This fee is to be paid prior to the search being conducted and is non-refundable. Please allow 10 working days for the receipt of your replacement certificate.

Licensing Endorsements

Please note that if the course that you undertake leads to a licencing outcome or endorsement, it is your responsibility to apply for the endorsement with the appropriate licencing authorities. Additional fees may apply for the process of reissuing your licence. Information to assist in this process will be provided upon course completion.

These fees and charges will be incurred from the Queensland Building and Construction Commission (QBCC) or Department of Natural Resources, Mines and Energy any issues with these fees should be raised directly with them, see contact information below.

Queensland Building and Construction Commission (QBCC)

Phone: 139 333.

Department of Natural Resources, Mines and Energy (for all interim and full gas licence enquiries)

Phone: 07 3330 4249



Student Code of Conduct

Students are expected to act in a manner that will not discredit themselves or MPAQ. Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment. To avoid any confusion, the following expectations of behaviour are provided but not limited to:

- Students are required to arrive at class on time each day, and to return after breaks by the stated times from your trainer and not leave early without speaking to your trainer first.
- Observe at all times, the safety, health and hygiene requirements.
- MPAQ courses require students to wear specific personal protective equipment (PPE) and/or require the exclusion of particular items to ensure safety within the learning environment. Students will be notified prior to the commencement of the course of the specific PPE requirements. Students are expected to wear clean, presentable, appropriate attire during all MPAQ training courses.
- Maintain a high standard of behaviour whilst undertaking any MPAQ training and refraining from any activities that may result in damage to property or unduly disrupting or interfering with the teaching or learning of others.
- All students have a legal and moral responsibility to refrain from harassing, discriminating against or vilifying others on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background
- The property of MPAQ as well as that of individuals shall be respected. The theft of or damage to/of MPAQ buildings, property, or unauthorised entry into, or, unauthorised use of equipment or property is strictly prohibited. This applies to venues sourced by MPAQ for a specific class as required from time to time.
- MPAQ staff and trainers/assessors reserve the right to remove persons found to be plagiarising information.
- Smoking is not permitted in any MPAQ building or vehicle or other training venue. Government smoking regulations must be adhered to at all times.
- Mobile phones are to be turned off or placed on silent during all classes.
- Alcohol and drug use is a hazard and impairs performance both inside the classroom and while performing practical activities.
- All breaches of the law including theft, drugs or any infractions carried out on MPAQ property or other training venues, will be forwarded to police.
- All forms of gambling will not be tolerated on MPAQ premises, other training venues or in connection with any MPAQ activity.
- Leave training rooms clean and tidy.
- Notify MPAQ of any change in address or personal details.
- Keep your trainer informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Check the assessment requirements for each subject including due dates and number of assessments to be completed.
- Be aware of, and comply with all MPAQ policies that affect students as outlined in this Student Handbook.

Legislative **Requirements**

MPAQ complies with all relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including (but not limited to):

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Fair Work Act 2009
- Queensland Industrial Relations Act 2016
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996 & Workplace Regulation 1996
- Copyright Act 1968 & Copyright Regulation 1969
- Privacy Act 1988 & Privacy Regulations 2013.

MPAQ operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into MPAQ policies and procedures.

Access and Equity

MPAQ is committed to ensuring that training opportunities are offered to all people on an equal and fair basis. All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

In the event that a student feels they are being disadvantaged they should approach the trainer/assessor or the Technical Services Manager to raise their concerns.

Discrimination and Harassment

MPAQ has a zero-tolerance for harassment, discrimination and bullying. All staff and students are entitled to a workplace and training environment that is free from all forms of harassment, discrimination and bullying. All staff and students are to be treated fairly and have the opportunity to feel safe, valued and respected.

At MPAQ discrimination or harassment, whether verbal or physical is unacceptable and will not be tolerated. Persons breaching this policy, will immediately be removed from the course and all course fees will be void and not refunded.

Harassment or discrimination should not be confused with legitimate comments and advice (including constructive feedback) given by trainer/assessor or MPAQ representative. Always talk to your trainer/assessor in the first instance, for clarification.





Contact Us

07 3273 0800

training@mpaq.com.au

www.mpaq.com.au/training

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