

Maintenance and Accessories Pathway

COURSE INFORMATION AND ENROLMENT 2009

About NSPI training

NSPI provides training to the swimming pool and spa industry that has been designed in consultation with a variety of key stakeholders including industry experts, trade associations and government regulators.

About the maintenance and accessories pathway

In undertaking this pathway the trainee develops the knowledge, skills, techniques and attitudes necessary to carry out pool maintenance tasks and processes, in a safe and efficient manner and to a standard of quality and finish described in the subjects that make up the course. Trainees who complete this pathway will be able to pursue a career in swimming pool and spa maintenance.

Queensland Building Services Authority licensing requirements

This course fulfils the technical requirements of the Queensland Building Services Authority (QBSA) Trade Contractor licence for swimming pool and spa construction, installation and maintenance (maintenance and accessories). Other states may have different requirements. For information regarding licensing contact the relevant body in your state.

Please note that NSPI is not a licensing or regulatory body and does not issue licences.

NOTE: This course is not a full Certificate III in Swimming Pool and Spa Construction, Installation and Maintenance. By completing the units outlined on page 5 of this document, trainees will attain a Statement of Attainment listing the units of competency in which they have achieved competency in partial completion of the qualification 30556QLD Certificate III in Swimming Pool and Spa Construction, Installation and Maintenance (Maintenance and Accessories Pathway).

The QBSA scope of work for swimming pool and spa maintenance and accessories is:

- (a) Carry out non-structural maintenance and general repair of swimming pools and spas;
- (b) Install pool accessories, including, for example, pool heating systems;
- (c) Carry out landscaping works associated with the maintenance and general repair of swimming pools and spas, including pool fencing and paving;
- (d) Incidental work of another class.

However, the scope of work for the licence class mentioned does not include —

- (a) Construction, installation, maintenance or repair of membrane shade structures; or
- (b) Personally carrying out any building work for which —
 - i. A fire protection licence is required; or



An occupational licence is required unless the licensee hold the occupational licence.

Maintenance and general repair includes the removal, replacement or additional accessories or equipment.

Correspondence delivery

NSPI courses are delivered via correspondence so trainees can complete their course in their own time at their own pace, anywhere.

Who can enrol?

You must be currently working in the pool and spa industry and have access to an appropriately licensed tradesperson who will become your coach/mentor.

Information regarding coach/mentor's roll

The roll of the coach/mentor is essentially to be a resource or guide for the trainee. They must be able to answer questions the trainee may have regarding pool maintenance tasks and be able to guide the trainee towards industry best practice by sharing their knowledge and skills in the appropriate areas as the trainee works through the assessment process. Therefore, in this pathway, the coach/mentor must be licensed at the level that the trainee is applying for, or higher.

Requirements for the course

NSPI courses require functional literacy and numeracy skills because they are delivered via correspondence.

Workplace Health and Safety legislation requires all persons carrying out construction and maintenance work to undertake the appropriate mandatory course in General Safety Induction (Construction Industry). Evidence of completion of this course must be provided.

Outcomes

On successful completion of all requirements, NSPI will issue you with a nationally recognised Statement of Attainment listing the units of competency in which you have achieved competency.

Please note that while this pathway satisfies the QBSA's requirements for licensing, it is not a full Certificate III. Graduates will be issued with a Statement of Attainment listing the units of competency in which you have achieved competency.

Enrolment Period

Each course enrolment remains open for completion for a period of two years from the date you enrol.

Training and Assessment Options

FULL FEE

If you are new to the pool and spa industry, then you will need to enrol in the course as a full fee paying student.

If you take this option, you are sent all the trainee guides and written assessments for the subjects that make up the course, one subject at a time.

Once you have read the trainee guide and feel that you have an understanding of the information, you complete the written assessment and send it back to NSPI for review.

As you complete each assessment tool it is reviewed by an NSPI assessor and if you pass the written assessment for that subject the next unit's trainee guide and assessment tool are sent. This process continues until you have completed all the assessment tools.

If after completing an assessment tool, your assessor determines that you are 'not yet competent' in a subject, s/he will call you to discuss further options for reassessment. They may also contact your coach/mentor to discuss what extra guidance may be required to help you to pass the subject.

Onsite Assessment

An onsite assessment is then arranged between yourself and the assessor and your coach/mentor. The onsite assessment validates that the knowledge and skills you gained while going through the written assessments is practically applied in a safe and efficient manner to standards and guidelines.

Costs — Full Fee

Doing this course under the full fee structure will cost \$5,500. GST free. This is paid upfront when you enrol.

RECOGNITION OF PRIOR LEARNING (RPL)

The RPL process assesses your relevant experience, training, skills and knowledge against the requirements of the subjects that make up this course. You will need approximately two years experience in the industry to be able to provide enough evidence for full RPL.

Once you enrol in the course, NSPI sends you a Trainee Checklist, which you fill out and send back with supporting evidence of your experience in the subjects listed in it. Your evidence may include photographs of you carrying out pool industry processes, industry memberships, references, working documents, industry achievements and records of previous studies.

The evidence you provide must be:

- Authentic (your own work)
- Valid (covers the elements to be assessed)
- Reliable (legally and ethically gathered)
- Current (gathered recently or in the recent past) and
- Sufficient (of appropriate quality and quantity).

When NSPI receives your completed Checklist, your assessor matches your evidence to the subjects for the course. At this point your assessor may contact you to request an interview or further documentation.

Gap Training

NSPI will recommend gap training in any subject you cannot provide appropriate evidence for. If you decide to do the gap training, the trainee guide and written assessment will be mailed out for you to complete. Once you have read the trainee guide and feel that you have an understanding of the information, do the written assessment and send it back to NSPI for review.

Onsite Assessment

An onsite assessment is then arranged between yourself and the assessor. The onsite assessment validates the evidence that you provided in RPL by you demonstrating the skills and knowledge shown in your checklist and evidence.

Costs — Full RPL

If you can do this course under full RPL, the cost is \$4,000 GST free. This is paid upfront when you enrol.

Costs — Gap Training

If you require any gap training, each unit costs \$250 GST free. This is paid upfront when you enrol.

SPECIAL NOTE: a rebate of up to 15% of the fee paid is redeemable by SPASA members. To get this rebate proof of current financial membership must be attached to this enrolment form.

Refunds

Refunds of fees are available and only to be initiated in line with NSPI policy and procedure.

Refund Policy

NSPI will make a full refund of all fees paid should a course be discontinued. Should the learner desire to take an alternative course with NSPI, fees will be fully transferable to that course. In the event of a course for which the learner was enrolled being unavailable or no acceptable alternative course is available, fees are fully refundable.

Should a learner cancel an enrolment with NSPI, the following conditions will apply regarding a refund of fees:

- The enrolment and skills assessment fees are non-refundable, except under extenuating circumstances*
- No refunds or transfers will be given for cancellations or discontinuations after exclusion for unsatisfactory behaviour, except where extenuating circumstances prevail*
- All requests for cancellation or refunds must be made in writing and be accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four weeks
- Confidentiality of learner information will be ensured
- Refunds will be paid within one (1) week of the claim being agreed

* Extenuating circumstances: should a learner have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.

NSPI recognises that there will be instances where people who have enrolled in training need to either cancel that enrolment or transfer to another training program. There may also be instances where employers of learners may elect to substitute another person in lieu of the original enrolment.

NSPI considers each instance of training cancellation, transfer or substitution on its merits; however NSPI has specific policy guidelines to cover these. Cancellations will be accepted only as per NSPI refund policy.

Course Details

This course fulfils the technical requirements of the Queensland Building Services Authority (QBSA) Trade Contractor licence for swimming pool and spa construction, installation and maintenance (maintenance and accessories). The scope of works for this course is equivalent to the QBSA's:

The QBSA scope of work for swimming pool and spa maintenance is:

- (e) Carry out non-structural maintenance and general repair of swimming pools and spas;
- (f) Install pool accessories, including, for example, pool heating systems;
- (g) Carry out landscaping works associated with the maintenance and general repair of swimming pools and spas, including pool fencing and paving;
- (h) Incidental work of another class.

However, the scope of work for the licence class mentioned does not include —

- (c) Construction, installation, maintenance or repair of membrane shade structures; or
- (d) Personally carrying out any building work for which —
 - i. A fire protection licence is required; or

An occupational licence is required unless the licensee hold the occupational licence.

Maintenance and general repair includes the removal, replacement or additional accessories or equipment.

Course Structure

Listed in the table below are the core and elective units that make up the pathway to a QBSA Swimming pool and spa construction, installation and maintenance (maintenance and accessories) licence. To satisfy the QBSA's technical qualifications requirements for this licence class you must complete all 17 generic cores units and five elective units.

| CODE | TITLE | UNIT TYPE |
|-------------|--|-----------|
| BCCCM2006B | Support plant operations | core |
| BCCCM2007B | Spread and compact materials manually | core |
| BCGCA3002B | Carry out setting out | core |
| BCGCM1001B | Follow OH&S policies and procedures | core |
| BCGCM1003B | Plan and organise work | core |
| BCGCM1004B | Conduct workplace communications | core |
| BCGCM1005B | Carry out measurements and calculations | core |
| BCGCM2001B | Read and interpret plans and specifications | core |
| BCGCM2004B | Handle construction materials | core |
| BCGCM2005B | Use construction tools and equipment | core |
| BCGCM2006B | Use basic levelling procedures | core |
| BCGCO2003B | Carry out concreting to simple forms | core |
| SPASA001A | Place and install subsoil drainage | core |
| SPASA006A | Carry out pool/spa plumbing installation | core |
| SPASA012A | Identify legislative requirements of mandatory installation/erection of child resistant fences for outdoor swimming pools/spas | core |
| SRCAQU001A | Monitor pool water quality | core |
| SRCAQU004A | Maintain pool water quality | core |
| BCCCM2011B | Erect and dismantle temporary gates and fences | elective |
| BCF2009A | Carry out load slinging of off site materials | elective |
| BCGBL3001B | Lay paving | elective |
| PMBTECH405B | Repair damaged fibre-composites structures | elective |
| SPASA002A | Carry out concrete pumping (swimming pool) | elective |
| SPASA003A | Apply and finish sprayed concrete (swimming pool) | elective |
| SPASA004A | Carry out shaping finishing of concrete work | elective |
| SPASA005A | Lay swimming pool/spa coping | elective |
| SPASA007A | Prepare and paint swimming pools | elective |
| SPASA009A | Carry out lining of swimming pool shell | elective |
| SPASA010A | Carry out above ground swimming pool installation | elective |
| SPASA011A | Install pool heating devices in pools/spas | elective |
| SRCAQU015B | Develop procedures for maintaining pool water quality | elective |

Please note that while this pathway satisfies the QBSA's requirements for licensing, it is not a full Certificate III. Graduates will be issued with a Statement of Attainment listing the units of competency in which you have achieved competency.

Please note that NSPI is NOT a licensing or regulatory body. If you have any questions regarding licensing requirements phone the QBSA on 1300 272 272 or your state licensing body if outside Queensland.

Before filling out the enrolment form please read the attached Student Information — Code of Practice and sign the relevant section.

Enrolment Form — Maintenance and Accessories Pathway

PLEASE PRINT CLEARLY

| | | | |
|--|--|-----------------------------|--|
| Full name (exactly as you want it shown on your qualification) | | | |
| Postal address for certificate and all correspondence | | | Postcode |
| Work phone | | | |
| Work fax | | | |
| Email address | | | |
| Mobile phone | | | |
| Home phone | | | |
| Emergency contact person | | | |
| Emergency contact phone number | | | |
| Do you have any learning disability/s | Circle one No Yes If "Yes" please state | | |
| EMPLOYMENT DETAILS | | | |
| Business trading name | | | |
| Self employed? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | SPASA member?* |
| | | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Business address | | | |
| | Suburb | State | Postcode |
| | Country | | |
| LICENSED TRADESPERSON WHO WILL BECOME YOUR COACH/MENTOR | | | |
| Family name | First name | | |
| Business phone | Business mobile | | |
| Business fax | | | |
| Coach/mentor signature | | Date | |
| Coach/mentor QBSA licence # | | | |
| NSPI will check on QBSA website that this person is currently licensed. | | | |
| DECLARATIONS—IMPORTANT PLEASE READ THE FOLLOWING DECLARATIONS AND SIGN | | | |
| <ul style="list-style-type: none"> The information I have supplied above is true and correct. I have read and understand the processes described in the information sheet for this course. I have read and understand the refund policy. I understand that NSPI may make my details known to third parties when organising assessments or issuing qualifications. Approval is granted to use feedback and photos for advertising in, but not limited to newspapers and web pages. I have confirmed with the <u>Queensland Building Services Authority</u> that this pathway is appropriate to the licence I am applying for. | | | |
| Your signature | | Date | |
| How did you come to know about our courses? | | | |

* **SPECIAL NOTE: a rebate of up to 15% of the fee paid is redeemable by SPASA members. To get this rebate proof of current financial membership must be attached to this enrolment form.**

Proceed to choosing your electives and filling out payment details on the next page.

Course Units: The following 17 core units and 5 elective units are required for the above qualification.

| Code | Title | Core/ required |
|-----------------------|---|-----------------------|
| BCCCM2006B | Support plant operations | C |
| BCCCM2007B | Spread and compact materials manually | C |
| BCGCA3002B | Carry out setting out | C |
| BCGCM1001B | Follow OH&S policies and procedures | C |
| BCGCM1003B | Plan and organise work | C |
| BCGCM1004B | Conduct workplace communications | C |
| BCGCM1005B | Carry out measurements and calculations | C |
| BCGCM2001B | Read and interpret plans and specifications | C |
| BCGCM2004B | Handle construction materials | C |
| BCGCM2005B | Use construction tools and equipment | C |
| BCGCM2006B | Use basic levelling procedures | C |
| BCGCO2003B | Carry out concreting to simple forms | C |
| SPASA001A | Place and install subsoil drainage | C |
| SPASA006A | Carryout pool/spa plumbing installation | C |
| SPASA012A | Identify legislative requirements of mandatory installation or erection of child resistant fences for outdoor swimming pools/spas | C |
| SRCAQU001B | Monitor pool water quality | C |
| SRCAQU004B | Maintain pool water quality | C |
| CHOOSE FIVE ELECTIVES | | Please tick the box ✓ |
| BCCCM2011B | Erect and dismantle temporary gates and fences | elective |
| BCF2009A | Carry out load slinging of offsite materials | elective |
| BCGBL3001B | Lay paving | elective |
| PMBTECH405B | Repair damaged fibre-composites structures | elective |
| SPASA002A | Carry out concrete pumping (swimming pool) | elective |
| SPASA003A | Apply and finish sprayed concrete (swimming pool) | elective |
| SPASA004A | Carry out shaping finishing of concrete work | elective |
| SPASA005A | Lay swimming pool/spa coping | elective |
| SPASA007A | Prepare and paint swimming pools | elective |
| SPASA009A | Carry out lining of swimming pool shell | elective |
| SPASA010A | Carry out above ground swimming pool installation | elective |
| SPASA011A | Install pool heating devices in pools/spas | elective |
| SRCAQU015B | Develop procedures for maintaining pool water quality | elective |

Payment Details

| PAYMENT DETAILS (A CONFIRMING TAX INVOICE WILL BE ISSUED IF AN ABN IS SUPPLIED) | | | |
|---|---|---|---|
| Enrolment paid by: | Enrollee <input type="checkbox"/> | Employer <input type="checkbox"/> | ABN: _____ |
| In the amount of: | _____ | | |
| Paid by | Cheque/money order <input type="checkbox"/> | Visa <input type="checkbox"/> | Amex <input type="checkbox"/> Mastercard <input type="checkbox"/> |
| Card number | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Exp ____/____ |
| Name on card | signature | | |

Send completed form with enrolment fee to: NSPI Australia, PO Box 2123 Fortitude Valley BC Qld 4006 Australia OR fax to 07 3252 2547.

This document and any other attachments are intended solely for the named addressee. They are confidential and may contain legal privileged information. The copying or distribution off them or any information they contain, by anyone other than the addressee, is prohibited and may breach Privacy and other legislation.

If you have received this document in error, please let us know by phone, and then return it by mail to NSPI at PO Box 2123 Fortitude Valley Qld 4006. We shall refund your costs of doing so.

ENROLMENT CHECKLIST

To ensure your enrolment is processed as quickly as possible make sure you have finalised all steps in the enrolment process.

Have you:

- Filled out your **personal and employment details**?
- Filled out details of your **coach/mentor, licence details**
- Read and signed the **declarations**?
- Chosen your **maintenance and accessories electives** by ticking the boxes?
- Checked with the **Queensland Building Services Authority** that this pathway matches the appropriate licence class?
- Filled out the **payment details** and attached payment?
- Read the **Student Information — Code of Practice** and included **signed section** in this enrolment?

Send completed form with enrolment fee to:

NSPI Australia, PO Box 2123 Fortitude Valley BC Qld 4006 Australia or fax to 07 3252 2547

Or if you have any further questions phone 07 3252 6702

Student Information — Code of Practice

Introduction

The National Swimming Pool Institute (NSPI Australia) is committed to the highest standards of training and assessment. In this code of practice you will find information regarding your rights and responsibilities as you undertake training and assessment with NSPI, and NSPI's responsibilities and rights as a provider of training and assessment.

Legislative Requirements

As a Registered Training Organisation, NSPI must meet all the legislative requirements of the State and Federal Governments. This includes but is not limited to the following Acts which are available online at www.comlaw.gov.au or relevant links such as www.legislation.qld.gov.au.

Commonwealth

- Occupational Health and Safety (Commonwealth Employment) Act 1991
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996

Queensland

- Anti-Discrimination Act 1991
- Child Employment Act 2006
- Industrial Relations Act 1999
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 1995

Victoria

- Equal Opportunity Act 1995
- Occupational Health and Safety Act 2004
- Vocational Education and Training Act 1990

New South Wales

- Anti-Discrimination Act 1977
- Industrial Relations Act 1996
- Occupational Health and Safety Act 2000
- Vocational Education and Training Act 2005

Australian Capital Territory

- Discrimination Act 1991
- Occupational Health and Safety Act 1989
- Training and Tertiary Education Act 2003

South Australia

- Equal Opportunity Act 1984
- Occupational Health, Safety and Welfare Act 1986
- Training and Skills Development Act 2008

Tasmania

- Anti-Discrimination Act 1998
- Industrial Relations Act 1984
- Vocational Education and Training Act 1994
- Workplace Health and Safety Act 1995

Direct Credit

In line with The Australian Quality Training Framework (AQTF), NSPI recognises the qualifications and statements of attainment issued by all other RTOs for nationally recognised training delivered in Australia. Learners must provide a certified copy of the statement of attainment or qualification (with a list of units achieved) to qualify for credit. Where a learner cannot produce a certified copy of the documentation required, credit will NOT be granted.

Credit Transfer

Credit transfer allows a learner to receive credit for training already completed in units of competency, modules or other non-accredited training, where the learner is able to demonstrate that the content of the those units/modules are the same as the units in which they are enrolled. In order to receive credit transfer the original unit/module is analysed against the destination module/unit to determine the extent to which the content of the two is the same. In cases where it is identified that the content and outcomes are the same between the origin and destination units, credit transfer will be granted and there will no need to complete that unit as part of the training. If the learner requires NSPI to undertake this

mapping there will be an additional charge incurred. This charge will be determined on a case by case basis.

Appeals

Participants have the right to appeal to the Operations Manager against decisions of NSPI staff or consultants. If you wish to lodge an appeal, please contact the Operations Manager at NSPI. Participants must lodge any appeals against their assessment decision within 14 days of results being advised.

Language, Literacy and Numeracy

NSPI courses require functional literacy and numeracy skills because they are delivered and assessed via correspondence. NSPI does not have the staff or resources to provide assistance to learners with LLN issues and will direct learners to an appropriate body for assistance.

Access and Equity Policy

NSPI Australia is fully committed to access and equity in all services provided and within the constraints of work location and available resources.

NSPI continuously improves learner services by collecting, analysing and acting on relevant data.

Before learners enrol or enter into a contract, NSPI will inform them about the training, assessment and support services to be provided, and about their rights and obligations.

Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment delivered by NSPI.

Learners enrolled in NSPI courses receive training, assessment and support services that meet their individual needs.

Learners have timely access to current and accurate records of their participation and progress through NSPI's courses.

Complaints and appeals regarding training, assessment and service delivery are addressed efficiently and effectively.

Course Fees

Course fees are to be paid in full at the time of enrolment. Cheques should be made out to The National Swimming Pool Institute of Australia.

Refunds

Refunds of fees are available and only to be initiated in line with NSPI policy and procedure.

Refund Policy

NSPI will make a full refund of all fees paid should a course be discontinued. Should the learner desire to take an alternative course with NSPI, fees will be fully transferable to that course. In the event of a course for which the learner was enrolled being unavailable or no acceptable alternative course being available, fees are fully refundable.

Should a learner cancel an enrolment with NSPI, the following conditions will apply regarding a refund of fees:

- The enrolment and skills assessment fees are non-refundable, accept under extenuating circumstances*
- No refunds or transfers will be given for cancellations or discontinuations after exclusion for unsatisfactory behaviour, except where extenuating circumstances prevail*
- All requests for cancellation or refunds must be made in writing and be accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four weeks
- Confidentiality of learner information will be ensured
- Refunds will be paid within one (1) week of the claim being agreed

* Extenuating circumstances: should a learner have to discontinue a course for legitimate reasons, such as sickness, exceptional family circumstances, a pro-rata refund may be given less a 10% administration fee.

NSPI recognises that there will be instances where people who have enrolled in training need to either cancel that

enrolment or transfer to another training program. There may also be instances where employers of learners may elect to substitute another person in lieu of the original enrolment.

NSPI considers each instance of training cancellation, transfer or substitution on its merits; however NSPI has specific policy guidelines to cover these. Cancellations will be accepted only as per NSPI refund policy.

Course Changes

Course content is reviewed annually and changes made accordingly if changes in legislation or training packages occur.

Where nationally recognised programs are changed in line with changes to competency standards and/or curriculum, a transition phase is provided to allow existing learners to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

Qualified Trainers/Assessors

A qualified Trainer/Assessor is a person who is recognised by NSPI as meeting the national standards for assessment and delivery personnel (Australian Quality Training Framework Standards). A Trainer/Assessor is able to conduct assessment only in areas of work in which they hold relevant vocational competencies. They must also be competent in the assessment competencies to the national standards required.

WPHS and Accidents

NSPI takes no responsibility for any workplace accidents that occur during the carrying out of assessment. Learners will be covered under their own/employers WPHS policies. An NSPI assessor should not ask you to undertake any task that would compromise your health or safety, and learners have the right to refuse to undertake a task if they feel endangered in any way. The Workplace Health & Safety Act 1995 applies to all staff, contractors and learners of NSPI. All employees, contractors and learners have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/learners and others in the workplace or public.

Results

In accordance with the Vocational Education Training and Employment Act 2000, NSPI Australia ensures that all accreditations, certificates and statements of attainment are awarded within 21 days of successful completion of the qualification or appropriate exit points from qualifications.

Qualifications, accreditations and/or statements of attainment are not issued where there are outstanding assessment materials and/or information, or where fees have not been paid in full.

Confidentiality Policy

Learners' personal information will be disclosed to third persons so that training, assessment and processing of certificates can be achieved. No disclosure, except as required by court subpoena, will be done without written approval from yourself.

Copyright

The law requires copyright royalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, Participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible and permission must be sought.

Complaints

Complaints about any aspect of NSPI's conduct can be made in writing to the Operations Manager. Initial verbal complaints should be followed up with a written complaint if the complainant wishes the complaint to be followed through. All written complaints are followed up. Confidentiality is maintained and anonymity preserved where requested. Complainants will be informed where this may limit the extent to which a complaint can be investigated.

If a learner is dissatisfied with the NSPI complaints process and feels that he or she has not been given a fair hearing or that the process was not followed, the next step is for him or her to contact the relevant state or territory registering body.

Complaints can also be lodged with the National Training Complaints Hotline on 1800 000 674.

Learners can also use the Destination Survey sent with their graduate packs to give feedback to NSPI. NSPI welcomes all feedback and suggestions as part of its commitment to ongoing improvement and review of its services.

Discrimination and Harassment

Legislation now prohibits the bullying, harassment, or victimisation of fellow learners, trainers, assessors and other staff. NSPI must provide a learning and assessment environment free from this unacceptable activity. If anyone conducts such activity disciplinary procedures will be taken.

NSPI aims to provide an environment free from discrimination and harassment for both learners and staff. Discrimination and harassment come in many forms and may relate to gender, age, race, religion, sexual preference or disability. Contact the Operations Manager for confidential support and information about options to deal with such situations.

Participant Rights and Responsibilities

As an NSPI learner you are entitled to:

- Be treated fairly and with respect;
- Learn in an environment free of discrimination and harassment;
- Pursue your educational goals in a supportive and stimulating environment;
- Be provided with support for learning, language, literacy or numeracy assistance needs (referral to appropriate support programs or organisations);
- Be informed of assessment procedures.

The management and staff of NSPI are responsible for ensuring access and equity for all learners. This ensures all learners are treated equally and fairly and have equal access to participation in training. Selection of learners into courses is based on their meeting course pre-requisites and entry requirements, course fee payment. No potential learner will be discriminated against for any other reason.

As an NSPI learner it is your responsibility to:

- Treat other people with respect and
- Follow the guidance of your mentor and assessor
- Be punctual to onsite assessment.

Exclusions/Suspensions

A learner may be excluded from completing an NSPI course for proven illegal or immoral behaviour. This includes falsifying Certificates or Statements of Attainment, for workplace bullying including harassment and abuse, and for severe and intentional breaches of workplace health and safety legislation. Each case is judged on its own merits and learners are entitled to natural justice processes.



Participant Signature

I have read the code of practice and the attached Policies and agree to use them abide by all of them during my learning and assessment processes.

I will also seek clarification on any points/words, which are unclear to me.

I will also seek clarification on any assessment points which are unclear to me.

Print Name _____

Signature _____

Date _____

Please forward this page of the Code of Practice to NSPI Australia