



# NSPI Accredited Specialist Domestic Pool Water Service

## COURSE INFORMATION 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.

### Domestic Pool Water Service

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

### 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 industry and have access to a coach/mentor for each unit being assessed by NSPI.

### 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 water servicing in domestic applications according to regulatory requirements 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.

### Prerequisites

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

### Recognition of Prior Learning (RPL)

The NSPI RPL process recognises your relevant experience and training to confirm that you have the skills and knowledge required to achieve competence in the units required for this course. You will need approximately two years experience in the industry to be able to provide enough evidence for full RPL.

Once you have enrolled in the course, NSPI will send you a Trainee Checklist, which you fill out and send back with as much supporting evidence as you can of your experience in the units listed in it. It may include photographs of you carrying



out pool water maintenance 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, an NSPI Assessor matches your evidence to the prescribed skill levels required for the selected course. At this point your assessor will contact you to request a written or oral interview or request further documentation.

## Gap Training

NSPI will recommend gap training for any unit in which you are assessed as "Not Yet Competent". If you elect to proceed with the gap training, the materials sent to you are designed by NSPI specifically for distance learning and contain a trainee guide and written assessment. Once you have read the trainee guide and feel that you have an understanding of the information, do the assessment and send it back to NSPI for assessment.

## Outcomes

On successful completion of all requirements, you are awarded "NSPI Accredited Specialist" status and issued with a skill set statement outlining the units in which you are "Competent". A badge of recognition and other promotional materials are also provided. NSPI publishes a list of NSPI Accredited Specialists on its website confirming their status to potential employers and prospective clients.

## Renewal Period

NSPI Accredited Specialists are required to renew their accreditation every four years to ensure they stay up-to-date with current legislation, regulations and practices.

## Course Costs

### RPL Costs

NSPI courses are GST free. Accredited Specialist courses cost \$900 GST free. Fees to be paid up front on enrolment.

### Gap Training Costs

Gap Training costs per module \$250 GST free.

Your NSPI Assessor will advise you of any Gap Training requirements. The maximum cost of Training if it is required in all 9 units provided by NSPI is \$2,250 GST free.

**Special Note** A rebate of up to 15% of the fee paid is redeemable by SPASA members following confirmation of membership by their local SPASA office.

## 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, 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.

## Enrolment Period

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

## Course Details

Listed in the table below are the core units that make up this course.

To successfully complete this course you must complete all 9 cores units.

CODE	TITLE	UNIT TYPE
SRCAQU001B	Monitor Pool Water Quality	core
BCGCM1004B	Conduct Workplace Communications	core
SRCAQU004B	Maintain Pool Water Quality	core
BCGCM1003B	Plan and Organise Work	core
SRCAQU005B	Implement Aquatic Facility Plant and Equipment Maintenance Program	core
SRCAQU015B	Develop Procedures for Maintaining Pool Water Quality	core
WRRS1B	Sell Products and Services	core
NSPI015A	Safe Handling and Storage of Pool Chemicals	core
SPASA006A	Carry Out Pool/Spa Plumbing Installation	core



**ACCREDITED  
SPECIALIST**

# Enrolment Form

## Accredited Specialist Domestic Pool Water Service

Full Name (Exactly as you want it shown on your qualification) Please print legibly.	
Postal Address For Certificate and All correspondence	
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
Do you have any special dietary needs	Circle one No Yes. If "Yes" please state
<b>EMPLOYMENT DETAILS</b>	
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
Country	Postcode
<b>NOMINATED COACH/MENTOR</b>	
Family name	First name
Business phone:	Business mobile
Business fax	
<b>DECLARATIONS</b>	
I have read and understand the processes described in the Information Sheet for this course. The information above is true and correct. I understand that NSPI may make my details known to third parties on NSPI's public domain website and when organising assessments or issuing qualifications.	
Your signature	Date:
Coach/mentor signature	Date:

**Course Units:** The following 9 core units are required for the above qualification.

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BCGCM1004B	Conduct Workplace Communications	core
SRCAQU004B	Maintain Pool Water Quality	core
BCGCM1003B	Plan and Organise Work	core
SRCAQU005B	Implement Aquatic Facility Plant and Equipment Maintenance Program	core
SRCAQU015B	Develop Procedures for Maintaining Pool Water Quality	core
WRRS1B	Sell Products and Services	core
NSPI015A	Safe Handling and Storage of Pool Chemicals	core
SPASA006A	Carry Out Pool/Spa Plumbing Installation	core

# 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"/>	<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

How did you come to know about our courses?	
Approval is granted to use feedback and photos for advertising in, but not limited to newspapers and web pages	Please circle one. Yes No
Signature	Date

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 details of your **coach/mentor and declarations**
- Filled out the **payment details** and attached payment

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

Or if you have any further questions phone 61 7 3252 670