



NATIONAL  
SWIMMING POOL  
INSTITUTE

NSPI Accredited Specialist

# Student Handbook

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## **About NSPI**

The National Swimming Pool Institute of Australia (NSPI) provides skills assessment and training to the swimming pool and spa industry. Because the courses are designed in consultation with relevant industry and community groups, our accreditations are highly valued by industry employers and the wider community.

NSPI courses are delivered via correspondence, so the learner can complete their training and assessment at their own pace in their own time. For this reason trainees need functional literacy and numeracy skills and access to a coach/mentor for each unit assessed by NSPI.

Each course enrolment remains open for completion for a period of two years from the date of enrolment. If a learner does not complete their course in the two year period they must re-enrol if they wish to finalise their training.

## **Marketing**

NSPI markets its training programs with integrity, accuracy and professionalism and will not intentionally mislead the prospective participants.

## **Learner Requirements**

Some NSPI courses have requirements that a learner must fulfil, for example all Accredited Specialist (except pool water analysis) must have completed the appropriate mandatory course in General Safety Induction. The enrolment forms outline the requirements for specific courses.

## **Who can enrol?**

Learners must be currently working in the industry and have access to an appropriately qualified tradesperson who will become their coach/mentor.

## **Information regarding coach/mentor's roll**

The roll of the coach/mentor is essentially to be a resource or guide for the learner. They must be able to answer questions the learner may have regarding pool industry tasks and be able to guide the learner towards industry best practice by sharing their knowledge and skills in the appropriate areas as the learner works through the training and assessment process.

## **Recognition of Prior Learning (RPL)**

NSPI offers Recognition of Prior Learning, meaning that those individuals with industry experience who can provide evidence to their competency can be assessed on that evidence; rather than having to go through the full training process. Learners need approximately two years experience in the industry to be able to provide enough evidence for full RPL.

Recognition of Prior Learning is also known as skills assessment. In RPL, formal recognition of the skills and knowledge a learner already possesses is granted without them undertaking formal training or study.

All knowledge and skills are recognised including previous study; work experience (paid and unpaid); and life experience like leisure pursuits or voluntary work.

In the Vocational Education and Training sector, when the learner's knowledge and skills meet the learning outcomes and assessment criteria of the qualification are seeking credit for, skills assessment may result in a full qualification or a Statement of Attainment for partial completion.

NSPI uses RPL to assess each applicant's current knowledge and skills then determines if any Gap Training is required to meet the selected qualification's requirements.

In accordance with the principles of competency-based training and assessment (including RPL) if a learner is deemed not yet competent they are given further opportunities to be reassessed. This reassessment includes Gap Training and may include onsite assessment.

The assessor will negotiate with the coach/mentor to find appropriate ways for individual learners to achieve competency.

## **Direct Credit**

In line with 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 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 be 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, 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 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 are awarded within 21 days of successful completion of the course.

Accreditations 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.

Learners can also use the 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 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 procedure 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 who can provide 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 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.

## Legislative Requirements

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](http://www.comlaw.gov.au) or relevant links such as [www.legislation.qld.gov.au](http://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