

CODE OF PRACTICE

RTO code 50343



CONTENTS

PURPOSE	4
SCOPE	4
RESPONSIBILITIES.....	4
MISSION STATEMENT.....	4
ACCESS AND EQUITY.....	5
RIGHTS AND RESPONSIBILITIES	5
ENROLLMENT PROCESS	5
PAYMENTS, REFUNDS and CANCELLATIONS.....	6
REGISTRATION.....	7
STUDENT IDENTIFIER SCHEME	7
TRAINING DELIVERY.....	7
ASSESSMENT	8
<i>Flexible Learning and Assessment</i>	8
LEARNER SUPPORT	9
TRAINING COURSE OUTCOMES	9
<i>Completion</i>	9
<i>Deferment</i>	9
<i>Cessation of Training</i>	9
<i>Withdrawal</i>	10
COMPLAINTS AND APPEALS PROCESS	10
ISSUANCE OF CERTIFICATES	11
<i>Re-Issuing Certification</i>	12
MUTUAL RECOGNITION	12
RECOGNITION OF PRIOR LEARNING (RPL) OR RECOGNITION OF CURRENT COMPETENCY (RCC).....	12
<i>RPL Application Process</i>	12
<i>RPL Review Process</i>	12
<i>RPL Fees</i>	12
<i>RPL Appeal Process</i>	12
<i>RPL Process Flowchart</i>	13
CONTINUOUS IMPROVEMENT.....	14
<i>Internal Audits</i>	14
<i>Collection of Learner and Employer Satisfaction Surveys</i>	14
<i>Staff Contribution</i>	14
QUALITY ASSURANCE	14
VALIDATION AND MODERATION	15
<i>Principles of Assessment and Rules of Evidence</i>	15
<i>Validation Team</i>	16
<i>Validation Schedule</i>	16
<i>Statistically Valid Sampling</i>	16
<i>Validation Outcomes and Actions</i>	16

<i>Records for Assessment Validation and Moderation</i>	17
SUPERSEDED TRAINING MATERIAL	17
REPORTING REQUIRMENTS.....	17
<i>Quality Indicators</i>	18
<i>Total VET Activity (TVA)</i>	18
<i>Unique Student Identifier</i>	18
<i>Client Qualifications Register</i>	18
INFORMATION RETENTION.....	18
PRIVACY	19
MARKETING.....	19

PURPOSE

MSTS provides nationally recognised and bespoke training and assessment. All training and assessment is conducted in accordance with its responsibilities as a Registered Training Organisation. MSTS issues all Statements of Attainments in accordance with the Australian Qualifications Framework (AQF).

This Code of Practice has been developed to provide learners and clients with a commitment from MSTS to the maintenance of high standards, in the provision of vocational education and training and other client services.

It is designed to enable learners to understand MSTS' policies and procedures, that may affect participation in training which may, in turn, influence successful completion of a course.

It allows for Trainer/Assessors to wholly understand their obligations in relation to practicing training, in addition to all MSTS staff members recognising their contribution towards successful learner participation at MSTS.

SCOPE

The Code of Practice applies to all MSTS employees, contractors, learners and clients.

RESPONSIBILITIES

Managing Director – Overall responsibility for managing terms within the Code of Practice.

MSTS Employees and Contractors – To adhere to processes outlined within this document and ensure learners understand how they are affected by this code.

Learners – To read and understand how they are affected by this code

MISSION STATEMENT

Mandurah Safety and Training Services is dedicated to providing a superior service. We wish to retain and heighten the respect and trust of our clients, suppliers and staff members. Our goal is to expand sustainably across the Peel region, North West and South West of Western Australia, whilst cementing our reputation as the RTO who is integral to the provision of safety training in Western Australia.

ACCESS AND EQUITY

Definitions in the context as an RTO

Access – ensuring that training is available to everyone who is entitled to it and that entry to, and completion of, training is free from any form of discrimination.

Equity – ensuring that training is developed and delivered on the basis of fair treatment, to anyone eligible to receive it.

MSTS is committed to providing a friendly, educational environment. Safety will always be considered paramount.

MSTS will strive to ensure that its training and assessment programs are relevant, fair and inclusive. MSTS will achieve this by promoting education to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective learners are well informed on the options that are available to meet their individual training needs.

MSTS supports equal opportunity within the parameters of the requirements as an RTO. MSTS will ensure that no individual participant will be discriminated against on the basis of, but not limited to:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital Status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

MSTS prohibits discrimination towards any group or individuals in any form.

Some of the courses delivered by MSTS are classified as High Risk under OHS legislation. There are certain criteria that a student must achieve in order to be eligible to qualify for a licencing outcome. It is not considered discriminatory if the student cannot enrol on the course due to not satisfying a legal requirement.

RIGHTS AND RESPONSIBILITIES

Learners have the right to a learning environment free from harassment, discrimination or threatening behaviour. MSTS will endeavour to ensure all staff, contractors, visitors and learners are safe at all times and in an environment conducive to healthy learning.

It is the responsibility of everyone to;

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality

MSTS advocates a safe and supportive learning environment. Any form of violence, intimidation and harassment holds a zero tolerance with MSTS.

ENROLLMENT PROCESS

Prior to enrolling on a course, learners are encouraged to fully understand the course content and outcomes. Individual course handouts, which contain all relevant course information, are available in print or electronically, on the MSTS website (www.msts.com.au). If a learner is unsure whether the course will be suitable for their requirements, they are persuaded to ask for advice from the training department, to gain further insight.

Once the learner feels confident of the learning outcomes of a specific course, and understands the relevancy of that course to their individual circumstance, the next step is enrolling. Enrolment can be done via the MSTS website, via email, or over the telephone.

The learner will be sent details of the course, which will contain information such as;

- The name and course code
- The commencement date and location of the course
- The total expected duration
- Dress standards, including any safety requirements
- Cancellation / Transfer terms
- Referral to this Code of Practice for additional terms and conditions

A deposit of 50%, of the total cost of the course, will be required to secure the booking and an invoice will be sent to the learner which will outline the received amount and any monies outstanding.

MSTS is not able to collect more than \$1500 per learner in pre-paid fees. Should the deposits required for scheduled courses amount to a greater value, MSTS will distribute this evenly over the various courses, where feasible, so as not to exceed the \$1500 limit.

PAYMENTS, REFUNDS and CANCELLATIONS

Training course costs are summarised as follows:

A written copy of the condition for payment of the training course will be given to all learners, including Worksafe fees, photographs, and any other associated fees, where applicable.

Fees are payable in full, prior to course commencement, irrespective of the training course outcome and before a Statement of Attainment or Record of Attendance will be issued.

For Public training; a learner may withdraw from a training course prior to commencement, by providing three (3) business days written notice, or as per cancellation clause in the quotation provided. In this instance; a full refund will be applicable or one free transfer to a suitable date, free of charge.

If the learner withdraws within the three (3) days cancellation period, 50% of the total course cost will be applied. The learner will, as an alternative option, be given the opportunity to transfer to another course date, within the following month. No further transfers will be applied.

If a learner fails to register or cancels on the day of the training, no refund will be given. If a learner leaves a course at any point, prior to course completion, without providing an agreeable explanation to MSTS, they will be deemed not yet competent and will not be entitled to a refund or transfer.

If a course is cancelled by MSTS, a full refund will be given to the learner. If a learner withdraws after the training course commences, the full training course fee is payable and no refund will be issued.

If a learner wishes to defer their training to a later date, due to sickness or incapacity, all fee payments made to MSTS will be refunded in full. In this instance, MSTS may require either supporting medical evidence or another form of satisfactory evidence.

For private training cancellation terms, please refer to the quote provided.

003	Code of Practice	
30/03/2015	11-POL-0082	Page 6 of 20

REGISTRATION

On the first day of the course, and prior to the course commencement, learners will be required to register with MSTS. This includes;

- Completing a manual registration form that will contain personal details and educational experiences
- Providing the required form/s of identification, as outlined in the enrolment process.
- Providing the required pre-requisite training certification , if applicable
- Supplying a Unique Student Identifier, for nationally recognised courses.

Learners must ensure that they are dressed in the correct PPE for the duration of training, as outlined during the enrolment process

STUDENT IDENTIFIER SCHEME

MSTS has an obligation to meet the requirements of the Student Identifier scheme. Once a learner has registered with MSTS and supplied their USI, MSTS will ensure that:

- A student identifier is verified with the Registrar before using that Student Identifier for any purpose;
- No AQF certification documentation is issued to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
- Where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar;
- It maintains the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems

TRAINING DELIVERY

MSTS will maintain a learning environment that is conducive to productive training. We confirm that we have the capacity to deliver the nominated training, provide adequate facilities and use appropriate methods and materials.

Training Facilities – MSTS consists of two purpose built Safety Training Centres located in Mandurah and Port Hedland. Each centre has 5 training classrooms, as well as a multi-faceted yard for a variety of practical assessments. At MSTS we believe that our clients deserve commitment and responsibility in providing the best possible training in the industry. Our focus is on quality and consistency in the development and provision of our services, products and operations.

Training Aids – Our Trainer/Assessors are provided with a variety of training aids to assist them in delivering effective training to a range of learners. Examples of these aids include, but are not limited to; Projector, Whiteboard, Laptops, PowerPoint presentations, educational films, first aid kits, Gas Testers, Barricades and Signage, Harnesses and PPE

MSTS creates a simulated environment, as genuine as possible, to that of the learners expected workplace or community setting.

MSTS will provide competent and appropriately qualified Trainer/Assessors to conduct training and assessment. Trainer/Assessors hold nationally recognised qualifications and maintain competence in the subjects they deliver and assess. For High Risk training and Assessment, all MSTS Trainer/Assessors hold a Western Australia WorkSafe Assessor Licence in the relevant class/es.

ASSESSMENT

All assessments carried out by MSTS comply with four main principles;

Validity – The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements described in the Unit of Competency and associated Assessment requirements.

Reliability – Our Trainer/Assessors make unbiased decisions with regards to competency. We work by the notion that “other assessors would make the same decision on the evidence provided by the learner”

Fairness - The learner’s needs and characteristics are always considered. All learners are fully informed about the assessment process, from the onset and throughout training.

Flexibility – The assessments that are used at MSTS draw on a range of methods, which are appropriate to the context, the competency and the learner’s individual circumstance.

Only qualified assessors will conduct assessments. MSTS assessors have current competency in the subject areas they assess and, where applicable, WA Worksafe licences. Skills assessments are based on typical events, which are simulated by providing safe, controlled scenarios for students to demonstrate their skills.

When an MSTS assessor makes a judgement on the assessment outcome, the assessor will use specific evidence. The assessor must be assured that the quality, quantity and relevance of the assessment evidence to enable a judgement to be made of a learner’s competency. They will also need to be assured of the authenticity of the assessment, namely that the evidence presented for Assessment is the learner’s own work and was completed in the present or near past.

The Managing Director will mentor all Trainer/Assessors, on an ongoing basis. The Trainer/Assessors will also be exposed to external training and development. All training records will be recorded in a professional development log and maintained on the individual’s personnel file.

Knowledge is assessed theoretically, through written or verbal responses and questioning, and practically, through demonstrating consistent skills, to the standard required, over a range of relevant situations in a simulated workplace or community setting.

All achievements are recorded and statement of attainments or record of attendances, awarded as each training course is completed. A participant may request a copy of their training or achievement record at any time.

A Statement of Attainment is issued for Nationally Recognised Courses
A Record of Attendance is awarded on completion of a non-nationally recognised course (e.g. Company specific training)

Flexible Learning and Assessment

Students experiencing difficulties associated with attending classes or assessment sessions should discuss their individual needs with the trainer of the course, so that alternative arrangements can be made where reasonably possible.

MSTS will undertake practical efforts to ensure that students are provided with flexible options for learning, where it is not possible for the student to comply with the normal course requirements. As MSTS offers a range of high risk training, flexibility may not be feasible, or applicable by law, in some circumstances.

LEARNER SUPPORT

MSTS recognises that some learners may require more support to meet the requirements of the training course. We will endeavour to meet these needs with regards to; language, literacy and numeracy skills. Students are encouraged, prior to commencing the course and where applicable, to complete an MSTS LLN analysis, which will assist the Trainer/Assessor to interpret individual skill level and manage this from the onset.

Participants with any other difficulty during the course should, in the first instance, seek assistance from the trainer conducting the course. Failing a satisfactory resolution, the Compliance Manager should be approached.

Consideration will need to be given to the requirements of the Mine Safety and Inspection Regulations 1995 (Part 4 Division 2 4.17 English Language requirements) and Worksafe WA requirements.

TRAINING COURSE OUTCOMES

MSTS will never guarantee a competency for a learner. Every learner needs to ensure that they complete the required competencies of the applicable unit, in order to be deemed suitable and safe to hold that certification. Our Trainer/Assessors will always make reasonable efforts, however, to assist the learner to achieve the desired competency.

There are four training course outcomes. All learners will receive confirmation of any outcomes achieved during the training course.

Completion

The learner has met the required performance standards of the training course and will receive a Statement of Attainment or Record of Attendance, listing the competencies achieved and the date completed.

Deferment

The learner requests to complete part of their training at a later date and time. MSTS will re-schedule a date and time that is agreeable to both parties and provide a copy of the revised training date/s to the learner. Please be aware that deferment at no cost to the learner should be at MSTS's discretion.

Cessation of Training

This occurs when the learner:

- Has not completed one assessment that meets the performance standards required after the maximum number of attempts.
- The assessment poses a risk to the learner, MSTS employees or both
- The assessment determines that the learner is unable to successfully engage in the training course
- The learners' conduct poses a detrimental effect on the ability of other learners to engage in and benefit from the course.

In the event that cessation of training and assessment has occurred, a letter will be sent to the learner detailing the training course conditions and In the event of any of the above outcomes, the learner has access to the appeals process outlined in this document.

003	Code of Practice	
30/03/2015	11-POL-0082	Page 9 of 20

Withdrawal

The learner may withdraw from the training course of his or her own volition. This means that 'deferment' is no longer an option.

In the event that a learner withdraws from the training course, a letter will be sent to the learner detailing the training course conditions.

COMPLAINTS AND APPEALS PROCESS

MSTS has a complaints policy to manage and respond to allegations involving the conduct of:

- MSTS, its Trainer/Assessors or other staff;
- Any learner at MSTS.

MSTS's complaints and appeals policy:

- Ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- Sets out the procedure for making a complaint or requesting an appeal;
- Ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable and;

In the event that complaints cannot be resolved internally, MSTS will advise the learner of the appropriate legal body where they can seek further assistance

Complaints Process:

- 1) MSTS will encourage the learner to firstly discuss the complaint with their Trainer/Assessor, to see if the matter can be resolved informally.
- 2) If the matter cannot be resolved the learner should submit the complaint, in writing, to the Compliance Manager within seven days (7) of the course completion, or assessment date, stating all grounds in which the grievance was made and supply supporting evidence.
- 3) Should the grievance be unsuccessful the learner may request the complaint be forwarded to an independent assessor from another RTO.
- 4) MSTS will provide a written statement of the outcome on completion of the appeal and review its own operations based on the outcome of the appeal. The result and/or outcomes of the complaint will be reviewed by the Managing Director and, any opportunities for improvement or deficiencies in the operations of MSTS, will be acted on in the following manner:
 - a) The Managing Director will document and circulate the proposals to a relevant staff, which will be discussed at the next monthly staff meeting
 - b) Agreed actions (if any) will then be implemented following the meeting.

Appeals Process:

A learner, who believes that their assessment was not conducted appropriately, has the right to have the validity of that assessment re-evaluated. This can be achieved through the following process;

- 1) Learners may lodge an appeal against their assessment within an approved period by MSTS of receiving the evaluation of their performance. Appeals for WorkSafe certificate attainment courses will follow the WorkSafe appeal process. Appeals must be made in writing.
- 2) Appeals for statement of attainments will be as follows:
 - a) The Compliance Manager (MSTS) will make arrangements for three external assessors to evaluate the appeal, within 21 days from receipt of the appeal. One assessor may be

selected by the learner, one is to be selected by the Compliance Manager (MSTS) and one assessor is to be acceptable to both parties.

- b) The Compliance Manager (MSTS), will notify the learner in writing of the attending assessors panel, as well as the time, date and venue of the appeal hearing.
- 3) The panel will determine if the appeal is upheld and, if so, the assessment is deemed null and void. The panel may determine that the appeal is denied and, if so, the assessment stands.
- 4) MSTS will regard the findings of the panel as binding and the learner will be informed in writing, within seven (7) days of the panel's decision.

Where MSTS considers more than 60 calendar days are required to process and finalise the complaint or appeal; the complainant or appellant will be informed, in writing, the reasons why more than 60 calendar days are required. MSTS will then regularly update the complainant or appellant on the progress of the decision.

MSTS securely maintains records of all complaints, appeals and their outcomes. The information is used to identify potential causes of complaints and appeals. Appropriate corrective action, to eliminate or mitigate the likelihood of reoccurrence, is then implemented.

ISSUANCE OF CERTIFICATES

The purpose of the issuance of certification process is to ensure that all MSTS qualifications and Statements of Attainment are issued in accordance with the Australian Qualifications Framework (AQF)

Certification issued by a MSTS will be nationally recognised by all other Registered Training Organisations (RTO) and will carry national and state logos to signify that recognition.

MSTS will issue AQF certification documentation only to a competent learner. This means that the learner must have met the requirements of the training product, as specified in the relevant training package or VET accredited course. Certification is issued either on the day of the applicable course completion, or 10 business days after course completion, depending on the location of the training.

If a learner has achieved *exactly the units of competency* required for a certification, then MSTS will issue:

A Statement of Attainment (SOA) listing all the units achieved. A Statement of Attainment is issued by an RTO where an individual has completed one or more accredited units. This could be used as a pathway to complete a full qualification.

The following elements are included on a Statement of Attainment, issued by MSTS:

- a) MSTS Logo, Trading Name and National Provider Number
- b) The Training Accreditation Council Logo and Nationally Recognised Training Logo
- c) The Wording "A statement of attainment is issued by a Registered Training Organisation where an individual has completed one or more accredited units"
- d) Name of the student
- e) Course Code and Course Name
- f) Date of Issue
- g) Certificate Number
- h) Authorising Signature of MSTS Managing Director

MSTS will not include the learner's Student Identifier on the statement of attainment, to ensure consistency with the Student Identifiers Act 2014.

003	Code of Practice	
30/03/2015	11-POL-0082	Page 11 of 20

A **Record of Attendance (ROA)** will be issued for all courses that are attended and completed but are not nationally recognised.

Re-Issuing Certification

MSTS will not re-issue an SOA or ROA. If your original is lost, we will issue you with a certified copy of your original certificate. The cost associated with this administrative task is \$30.00.

MUTUAL RECOGNITION

As MSTS only deliver short courses we, unfortunately, cannot offer mutual recognition.

RECOGNITION OF PRIOR LEARNING (RPL) OR RECOGNITION OF CURRENT COMPETENCY (RCC)

All learners will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfers may apply.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

RPL Application Process

Learners wishing to apply for RPL should speak to the Compliance Manager. Relevant application forms will be provided and required to be completed. The learner will be informed as to the performance criteria and outcomes of units within the course, so that the learner may decide if continuing with the application is warranted or not.

RPL Review Process

Should the learner wish to go ahead with the application a portfolio of evidence, of prior learning, will be requested by the relevant MSTS assessor. The assessor will review the full application and commence to interviewing stage. The Assessment for RPL complies with the four main principles, as outlined in the assessment section of this code; Validity, Reliability, Fairness and Flexibility. Following assessment, feedback is provided to the applicant on whether competency has been achieved. If competent, the applicant will be issued with a relevant Statement of Attainment/s. In the event that the applicant is deemed not yet competent, the applicant will be provided with a skills development strategy, with a view to achieve competency.

For WA WorkSafe High Risk Licences, suitable learners must meet all elements in the national standard (with evidence) and will still be required to undergo full written and practical assessments.

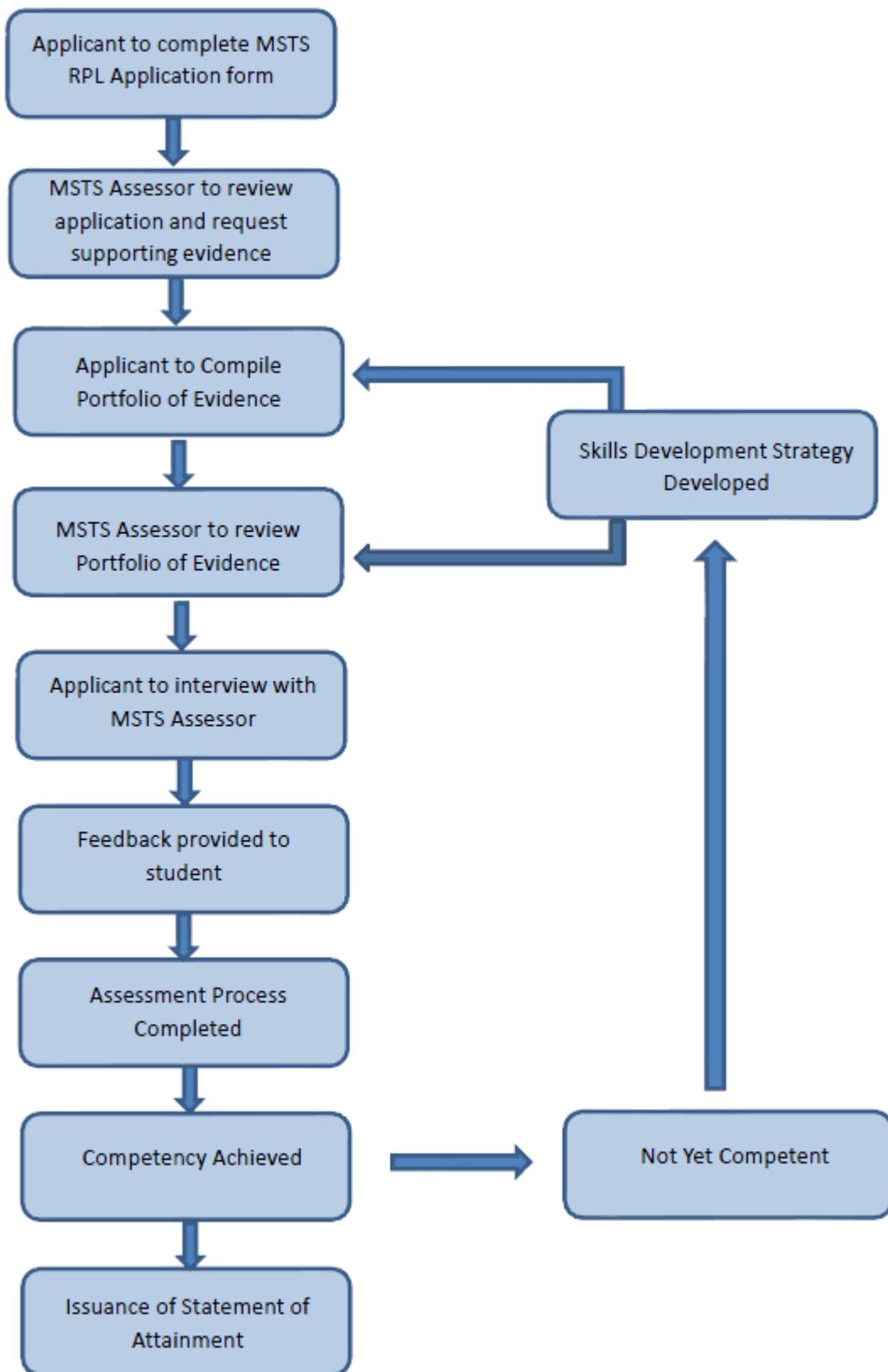
RPL Fees

Fees will be based on time spent for review, and time required by trainers/assessors. Where applicable, machinery hire charges may apply.

RPL Appeal Process

If recognition of prior learning is assessed as unfavorable, the learner will have the chance to appeal the decision. Refer to the complaints and appeals policy and subsequent complaints and appeals application form.

RPL Process Flowchart



CONTINUOUS IMPROVEMENT

MSTS is committed to continuously improving its operations. This is achieved through a number of different avenues;

Internal Audits

The Compliance Manager will conduct an internal audit of MSTS compliance with the Standards for Registered Training Organisations (RTOs) annually, or as required.

The Compliance Manager will analyse the internal audit outcomes. Any non-conformance with the Standards (2015) will be documented and corrected.

Collection of Learner and Employer Satisfaction Surveys

MSTS collects data from evaluation surveys relating to a learner's experience with MSTS. Feedback is requested at the end of each training course and can be provided through completion of a satisfaction survey or verbally.

MSTS actively encourages Employers' feedback. This is formally requested on a quarterly basis via written correspondence, however, MSTS promotes continual feedback as a means of allowing for continuous improvement and heightened client satisfaction.

The satisfaction data collected by MSTS is regularly analysed by the Compliance Manager. Feedback is used for the appraisal of training conducted and guides future training. It will be applied to enhance training delivery and the quality of training resources.

Feedback which indicates anti-equal opportunity practices shall be fed back to the HR Manager and acted upon immediately.

Feedback shall be maintained in a secure database and hard copies kept in an appropriate and secure feedback folder specific to the particular group's feedback.

Staff Contribution

Feedback provided by all members of staff plays an integral role in organisational self-assessment and performance evaluation.

Trainer/Assessors are particularly encouraged to provide their own feedback, on a regular basis, so that their experiences can provide input towards the standards and performance of MSTS.

QUALITY ASSURANCE

It is the aim of MSTS to ensure that all learners are able to participate in high quality training and assessment, that are relevant to the learners' needs. MSTS utilises client feedback and evaluations forms to determine the quality and relevance of the training. Quality assurance mechanisms will be used to identify the course's validity and any areas requiring improvement or customisation.

The processes in place are summarised as follows:

The Compliance Manager is responsible for ensuring that all learners participating in the training are capable of engaging in, and benefiting from, the course.

All new Trainer/Assessors delivering any courses for MSTS will be required to do the following;

003	Code of Practice	
30/03/2015	11-POL-0082	Page 14 of 20

- To sit through a session delivered by the Managing Director (or his delegate) for the particular course they will be required to deliver.
- To be assessed in their delivery of this course by the Managing Director (or his delegate).
- Be actively involved in coaching and mentoring on a regular basis by the Managing Director (or his delegate).
- These sessions will be recorded in Managing Director's operational diary as well as in the course schedule.

MSTS Trainer/Assessors must have as a minimum:

- Qualifications and/or Competencies in the areas appropriate to training being delivered
- Demonstrated achievement of TAE 40110 Certificate IV in Training and Assessment;
- Industrial experience that is current and relevant to the particular courses or modules being delivered
- Demonstrated current industry skills directly relevant to the training/assessment being undertaken
- Continual development of VET knowledge and skills as well as industrial currency and trainer/assessor competence

It is the responsibility of the Compliance Manager, to issue trainee feedback and evaluation forms and ensure these are completed to permit customisation or modification of the training course, (if required), whilst maintaining accreditation integrity.

VALIDATION AND MODERATION

MSTS has in place; a plan for ongoing systematic validation of assessment practices and judgements that include each training product on our scope of registration, which is conducted by a team who collectively have;

- Vocational competencies and current industry skills relevant to the assessment being validated;
- Current knowledge and skills in vocational teaching and learning; and
- The training and assessment qualification or assessor skill set referred in Schedule 1 of the Standards.

Principles of Assessment and Rules of Evidence

MSTS follows the Principles of Assessment and Rules of Evidence to provide quality outcomes. These are defined in the Standards for Registered Training Organisations 2015 (the Standards).

Principles of Assessment are required to ensure quality outcomes. They are defined in the Standards as being fairness, flexibility, validity and reliability.

Rules of Evidence are closely related to the Principles of Assessment. The rules provide guidance on the collection of evidence to ensure validity, sufficiency, authenticity and currency.

003	Code of Practice	
30/03/2015	11-POL-0082	Page 15 of 20

Validation Team

The validation team will comprise of;

- MSTS Managing Director
- MSTS Trainers / Assessors
- MSTS Compliance Manager
- External Industry Expert/s

Collectively the validation team will hold the following criteria as outlined in the Standards;

- Vocational competencies and current industry skills relevant to the assessment being validated
- Current knowledge and skills in vocational teaching and learning, and
- TAE40110 Certificate IV in Training and Assessment (or its successor)

Should an MSTS Trainer/Assessor who has delivered/assessed the qualification or unit of competency being validated, form part of the validation team, they will be able only to participate in the validation process. They will not be able to conduct the validation, determine the validation outcome or be the lead validator.

Validation Schedule

MSTS will conduct the Validation process on an annual basis, and will validate 19 units of competency in the first year (all high risk work licences), followed by 9 units each year thereafter, until the start of the five year cycle begins. Validation will be conducted in the less productive periods for MSTS, which is usually towards the end of the first quarter or last quarter of the calendar year.

MSTS will review this schedule if risk indicators demonstrate that more frequent validation is required. Indicators of risk might include;

- The use of new assessment tools
- Delivery of training products where safety is a concern
- The level and experience of the assessor, or
- Changes in technology, workplace processes, legislation or licensing requirements

The validation schedule is based on the current scope of registration. The validation schedule will be adjusted when adding a new training product to scope.

Statistically Valid Sampling

To determine the appropriate sample size, MSTS will utilise ASQA's validation sample size calculator.

The total number of assessment judgements made in the training product that is being validated will be based over a period of six months.

Samples of judged learner evidence will be randomly selected using the alphabetic list mechanism. This method involves sorting by surname, the learners within the training product being validated. From this list, the fifth surname is highlighted and then every third name thereafter. If necessary, and in order to identify a sufficient sample size it may be required to go back to the beginning of the list.

Validation Outcomes and Actions

The validation outcomes can identify recommendations for improvement to the assessment tools, process or outcome.

Should the validation outcome identify critical issues, MSTS may employ a number of corrective actions, which could include;

- Increasing the validation sample size to assist in identifying patterns of issue
- Validate completed assessments from other units of competency to see if the issue is spread across the whole of the unit, and
- Looking for patterns of error

MSTS will utilise an assessment validation checklist in the process which will address the principles of assessment and rules of evidence.

Outcomes of the validation will be acted upon through our continuous improvement processes. A validation report will detail, those involved in the process, the sample pool, the validation tools used, all assessment samples considered and the validation outcomes.

Records for Assessment Validation and Moderation

The following internal documents are used in the Validation and Moderation Process:

- Validation Report
- Delivery and Assessment Strategies
- Assessment Tools
- Unit of Competency
- RPL Assessment Tools
- Corrective Actions Form
- Corrective Actions Register
- Continuous Improvement Register

SUPERSEDED TRAINING MATERIAL

Unless otherwise approved by the VET Regulator, MSTS ensures that;

a) Where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued, or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register;

b) Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register;

c) Where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register; and

d) A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

REPORTING REQUIRMENTS

MSTS cooperates with the VET regulator by providing accurate and truthful responses to information requests from the VET regulator, relevant to MSTS's registration as a Registered

003	Code of Practice	
30/03/2015	11-POL-0082	Page 17 of 20

Training Organisation. It is the duty of MSTS, as an RTO, to ensure that quality / performance indicator data as well as any fundamental changes within its operations that effect MSTS's ability to comply with The Standards (2015), is communicated effectively and efficiently to the regulator.

Quality Indicators

Under the Australian Quality Training Framework (AQTF), MSTS is required to collect and use data against the following Quality Indicators:

- Competency completions (CCOS)
- Learner and employer surveys

This reporting is due annually for the preceding calendar year.

Total VET Activity (TVA)

Total VET Activity (TVA) is a mandatory national reporting requirement for RTOs. TVA refers to the collection and reporting of data that complies with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). AVETMISS is a national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students.

From 1 January 2015, MSTS must submit AVETMISS compliant data on all nationally recognised training where there is a responsibility for issuing a Statement of Attainment or Qualification.

Unique Student Identifier

In April 2012, the Council of Australian Governments (COAG) agreed to the implementation of a specially designed tool known as the Unique Student Identifier (USI). The USI is a reference number that stays with a person for life. It is intended to provide students with a full record of their VET achievements, from 1st January 2015.

As a result, MSTS must have a valid and verified USI for each student, before a testamur or statement of attainment can be issued to that person.

Client Qualifications Register

The Client Qualifications Register (CQR) is a system for the permanent recording of Australian Qualifications Framework (AQF) student records from RTOs.

In the event that an RTO ceases to trade, students will still have access to their records and employers will be able to verify qualifications.

RTOs need to provide data on achievement at the unit of competency and the qualification level, as well as provide student information for identification purposes. Reporting is due biannually.

INFORMATION RETENTION

MSTS maintains registers of all statements of attainments issued and retains records of statements of attainment issued for a period of 30 years; and
c) provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

A record of all Qualifications, Statements of Attainment, and all units of competency achieved by each learner will be kept by MSTS, in a secure electronic form, for at least thirty years and

003	Code of Practice	
30/03/2015	11-POL-0082	Page 18 of 20

uploaded to Training Accreditation Council (WA). Hard copies are retained for a period of five (5) years, for the purposes of audits.

This record must include the following:

- Type of certification (Qualification or Statement of Attainment)
- National Provider Number
- Full name of student
- Title of qualification and Code number
- Date of issue
- Qualification or Statement of Attainment Number
- Full descriptor and code number of the units of competency (or modules) covered by the certification and any additional units completed.
- MSTs's seal, corporate identifier or unique watermark
- Authorised Signatory
- NRT Logo

PRIVACY

MSTs will ensure that it respects the privacy of learners, prospective learners and employers by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

MSTs will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business, and that we will use that information in the manner for which it was intended.

Subject to the exceptions set out in the Privacy Act, learners can gain access to personal information that we hold, by contacting us. MSTs will handle all requests for access to personal information in accordance with the NPPs. If you are refused access to your personal information, you will be provided with valid reasons for the refusal, in accordance with the Privacy Act.

Learner information will not be provided to anyone else unless we have the permission from the learner or are specifically permitted, or required, to provide the information, by law.

MSTs collect personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the registering authority, the Training Accreditation Council (TAC). The requirements of the registering authority may mean the release of your personal information for the purposes of audit.

MARKETING

MSTs will market its training products, industrial products and safety services with integrity, accuracy and professionalism, avoiding vague and misleading statements. In the provision of information, no false comparisons will be drawn against any other provider.

In addition, the organisation will operate in accordance with the national protocol, for the marketing of advertised training, and provisions of the Standards for Registered Training Organisations 2015 (The Standards).

MSTs will ensure that its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

003	Code of Practice	
30/03/2015	11-POL-0082	Page 19 of 20

MSTS will use the NRT Logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for Registered Training Organisations 2015.

MSTS will only advertise or market that a training product it delivers will enable learners to obtain a licensed or regulated outcome, where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised

Clients of MSTS will be protected as consumers. Permission will be gained and retained for the use of any person's image or name or any other organisation's identity in marketing materials.