

CODE OF PRACTICE

RTO code 50343



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PURPOSE

MSTS provides nationally recognised and bespoke training and assessment. All training and assessment are 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, which 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.

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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 by delivering a quality experience for every learner. We will achieve this through providing excellence in training, continually sourcing improvements in our training and services, and ensuring we meet all regulatory requirements.

Our goal is to expand sustainably across the Peel region, Northwest and Southwest 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

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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 learner must achieve in order to be eligible to qualify for a licencing outcome. It is not considered discriminatory if the learner 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 encouraged 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.

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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

Some training courses have critical pre-requisites, which are outlined quotes, invoices and course handouts that are emailed to the learner as part of the enrolment process. Should the learner not provide the required pre-requisites (completion of pre-course reading and assessment or evidence of holding relevant statement of attainment) they may affect their ability to successful complete the training and they also void the ability to return for free to be re-assessed.

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.

Payment methods can be via the following methods: electronic funds transfer (EFT), cash, credit card or bank card via our EFTPOS machine (VISA and MASTERCARD incur no surcharge, however American Express incurs a 3% surcharge. For any cheques that are dishonoured, this fee will be passed onto the client for payment (in addition to the original invoice amount).

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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.

Reason	Notice Period	Refund / Charges
Learner/client withdraws	More than 3 business days prior to course commencement	Full refund / no charge to client/learner
Learner/client withdraws	Within 3 business days prior to course commencement	50% refund or credit towards future training (transfer date must be supplied to MSTS within one week)
Learner/client withdraws	On day of training course or fails to register for course	No refund to client / learner and no credit towards future training
MSTS withdraws	Any time prior to course commencement	Full refund / no charge to client, or a credit towards future training

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 will require either supporting medical evidence or another form of satisfactory evidence, and this will need to be provided to MSTS within 5 business days from course commencement date.

Please Note: Medical certificates from online medical certificate suppliers will not be accepted.

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

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.

Learners will not be permitted onto the course 20 minutes after the course commencement time for one- and two-day courses and 45 minutes after the course commencement time for courses that are three days or longer in duration. Learners who arrive after these times will not be allowed onto the course and will not be permitted a refund.

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 (or MSTS has applied on the learner's behalf), 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 learner 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.

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- It maintains the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

As per Student Identifiers Act 2014, MSTS is not authorised to release accreditation to any client/learner who does not provide their valid USI number to MSTS at the time of training. The client/learner will not be entitled to a refund if they are unable to provide their valid USI number. If a learner does not already possess a USI, MSTS can create a USI on their behalf however they must complete MSTS USI Consent Form. MSTS are also able to search an existing USI, should the learner have forgotten their USI, MSTS will verbally advise the learner that they will search their USI. Should MSTS be unable to either create a USI or find an existing USI it will be the learner's responsibility to supply a valid USI.

TRAINING DELIVERY

MSTS will maintain a learning environment that is conducive to productive training. Having the capacity to deliver the nominated training, provide adequate facilities and using appropriate methods and materials.

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

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ON SITE TRAINING

All on-site training and assessing will be agreed before MSTS Trainer/Assessor's arrive onsite. Any changes to the booking must be agreed in writing with MSTS before any further arrangements commence. If the client requires MSTS to use assessment tools or paperwork other than what is supplied by MSTS, then it must first be requested in writing by the client and authorised in writing by MSTS. Onsite facilities and any assessment tools must be in line (and mapped) to the requirements of the unit of competency if nationally recognised training.

Unless otherwise requested and agreed in writing, the client must supply (at their own cost) the following for any MSTS Trainer/Assessor attending onsite on the client's behalf: flights, excess baggage (to bring training materials / equipment to site if required), transportation to and from site, accommodation, meals, any site specific requirements (e.g. drug/alcohol screens, induction training, etc).

Onsite accommodation must be clean and liveable, and meals must be adequate. The client must supply all machinery, equipment and PPE for their own learners and MSTS's Trainer/Assessors attending their site to complete training/assessment, unless otherwise agreed in writing by MSTS.

AMOUNT OF TRAINING

When developing the training and assessment strategies for each unit of competency on scope, MSTS ensures the amount of training will enable the learner to:

- Meet the requirements of each unit of competency.
- Gain the skills and knowledge specified in the unit of competency.

Amount of training is determined by the following standards:

- Professional judgement (group discussion from Trainers and Training Manager)
- Current industry practices and standards
- Practical trials of theory and performance
- Recommendations from government departments and industry

Amount of training may vary dependent upon the learners existing skills, knowledge and workplace experience, this is built into the strategy, such as the Forklift strategy, for which amount of training varies dependent upon the existing practical application of operating Forklifts.

Amount of training may also vary dependent upon number of learners. Strategies are developed according to maximum numbers, if there are less learners on the course, this may lessen the amount of practical training required.

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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 learners 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 learner may request a copy of their training or achievement record at any time.

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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 were 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. MSTS will endeavour to meet these needs with regards to, language, literacy and numeracy skills. Learners 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.

Learners 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 Managing Director 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.

LLN support is reviewed on a regular basis in conjunction with internal audit to RTO Standards.

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. MSTS 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.

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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.

Not Yet Competent (NYC)

Should a learner not have completed an assessment that meets the performance standard, they are deemed as 'not yet competent'

Learners will have the right, to attend again; free of charge to be re-assessed, this usually occurs within one month of the original assessment attempt.

A learner may have to re-attend for the entire training course, or just for the assessment questions/areas that were marked as incorrect, dependent upon the situation.

MSTS Trainer/Assessor will advise the learner on the recommended actions they need to take prior to re-assessment and MSTS will confirm in writing the next available date that the learner may re-attempt the training/assessment.

If the learner fails to attend the rescheduled training/assessment date for any reason they will forfeit their ability to re-attempt free of charge. MSTS however reserves the

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right to change the rescheduled training/assessment date and will notify the learner of such as soon as is permissible of any date change.

Re-attendance on the training course or re-attempt at assessment does not guarantee competency and the learner is strongly advised to revise and follow the recommendations of MSTS.

If the course had pre-requisites that were not met by the learner prior to course commencement this voids the learner's ability to re-attempt the training/assessment free of charge.

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

Purpose

Mandurah Safety and Training Services (MSTS) is committed to quality and professional training in accordance with Standards for the Registered Training Organisations (SRTOs 2015).

MSTS has our own private Complaints and Appeals Policy, and it is provided to handle appropriately complaints and appeals made towards the company.

Scope

At MSTS the Managing Directors is the appointed as the Complaints Resolutions Officer.

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.

Definitions

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

- MSTS, its Trainer/Assessors or other staff.
- A third party requested on behalf of MSTS.
- Any learner at MSTS.
- The quality of training.

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Complaints Process:

- MSTS will encourage the learner to firstly discuss the complaint with their Trainer/Assessor, to see if the matter can be resolved informally.
- If the matter cannot be resolved the learner should submit the complaint, in writing, to the Compliance Officer within seven days (7) of the course completion, or assessment date, stating all grounds in which the grievance was made and supply supporting evidence.
- Should the grievance be unsuccessful the learner may request the complaint be forwarded to an independent assessor from another RTO.
- 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:
 - The Managing Director will document and circulate the proposals to a relevant staff, which will be discussed at the next monthly staff meeting.
 - 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.

- Learners may lodge an appeal against their assessment within an approved period by MSTS of receiving the evaluation of their performance. Appeals must be made in writing.
- Appeals for statement of attainments will be as follows:
 - The Managing Director (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 Officer (MSTS) and one assessor is to be acceptable to both parties.
 - The Managing Director (MSTS) will notify the learner in writing of the attending assessors panel, as well as the time, date and venue of the appeal hearing.
- 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.
- 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.

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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.

All complaints / appeals will be discussed at meetings for continuous feedback and improvement of a MSTS as a company.

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 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:

- MSTS Logo, Trading Name and National Provider Number
- The Training Accreditation Council Logo and Nationally Recognised Training Logo
- The Wording “A statement of attainment is issued by a Registered Training Organisation where an individual has completed one or more accredited units”.
- Name of the learner
- Course Code and Course Name as identified on National Register
- Date of Issue

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- Certificate Number
- 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.

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

An interim certificate will be issued to the client/learner on the final day of training/assessment (if the training is onsite or at our Port Hedland Branch) upon successful completion of the course (provided that a valid purchase order or full payment has been received by MSTS). Interim certificates expire 3 months from course completion date and cannot be reissued. Copies of interim certificates can be emailed by request. Hard copy certification will only be issued if it is specifically requested, MSTS normal procedure is to email certification. Learners can also indicate on the registration form if they require wallet cards.

For any training conducted at our Mandurah Branch an interim certificate is not issued, as a hard copy certificate and/or wallet card (if applicable) will be issued on the final day of training, if they have been requested. If a hard copy certificate has not been specifically requested, then a digital copy of the certificate will be emailed to the learner (and booking organiser if it is a company booking) the next business day following successful completion of the training/assessment.

Any learner that is deemed as ‘not yet competent’ at the end of their training will not be entitled to receive any certification and they/the client will be required to pay the full course fee to MSTS.

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.

Secure Certificates

MSTS has in place mechanisms to reduce fraudulent reproduction of its certification. These include:

- Not allowing third parties to create statement of attainments on behalf on MSTS.
- Using documents that:
 - Printed on corporate paper.
 - Include embossed seal.
 - Digital documents are issued with “copy protected” text when printed.
 -

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WORKSAFE ACCREDITATION

MSTS require full payment of the relevant invoice/s before the application/s will be forwarded to Worksafe. Applications must be received by Worksafe within 60 days of the course completion date, otherwise the training becomes invalid, and the learner will be required to re-sit the course at their own cost in order to attain Worksafe accreditation. We ask that invoices please be paid on time to comply with this condition. The client/learner will be invoiced for either a variation or new application fee as applicable. If proof of an existing valid and current Worksafe WA high risk licence cannot be proven, the fee for a new application will apply.

CESSATION OR CLOSURE OF OPERATIONS

MSTS do not deliver courses of longer than five days in duration therefore the likelihood of learners not being able to complete a training course they are currently undertaking due to the cessation of operations is a minimal risk.

30% of training courses are half day duration, whilst 40 % are one or two days in duration, therefore if unplanned events occurred, most courses could be finished. We also have competent training staff in management that can fill in or take over, if scheduled trainers are unable to start or finish a course.

Should it occur that a learner has a confirmed booking on a future training course and MSTS ceases or closes operations, the learner would be notified immediately that the course has been cancelled and they would have their payment refunded in full.

Should it occur that a learner was undertaking a training course and MSTS ceases or closes operations MSTS would endeavour to complete the training course. If MSTS could not complete the training course, then an alternative provider would be sourced to complete the course and where possible it would be at no extra cost to the participant. If MSTS was either unable to complete the training course or find an alternative provider MSTS would refund the learner in full.

CONSTRUCTION TRAINING FUND (CTF) REBATE

MSTS is a bulk billing RTO for the CTF rebate. The CTF rebate will be applied by MSTS to the invoice/s of any learner who has been deemed as eligible for the CTF rebate by MSTS prior to successfully completing their training. MSTS will request the learner to complete the MSTS CTF Pre Course Questionnaire to confirm their eligibility status and could request further information (including completion of Work History Form) as part of the approval process.

As CTF do not allow the rebate to be applied when learners do not complete their training or are regarded as 'not yet competent' at the end of their training, the full cost of the course will be collected by MSTS from the client/learner in these

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instances irrespective of their CTF eligibility status or any prior quotes at the CTF rebated cost. The full cost will also be collected when the client/learner fails to attend their scheduled training without notice, if minimum numbers are not met or if less than 24 business hours' notice is given to advise of non-attendance.

POSTAGE

MSTS sends all mail (including certification) via Australia Post regular mail. Any requests for express, tracked or other postal methods will be at the cost of the client. MSTS will need to be provided with the postal address on the registration form and notified of any address changes at the earliest possible instance (including change to any accounts payable/receivable email addresses or changes to your trading name). MSTS accepts no responsibility for lost, damaged or misdirected mail once it has left the premises.

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 Officer. 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

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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

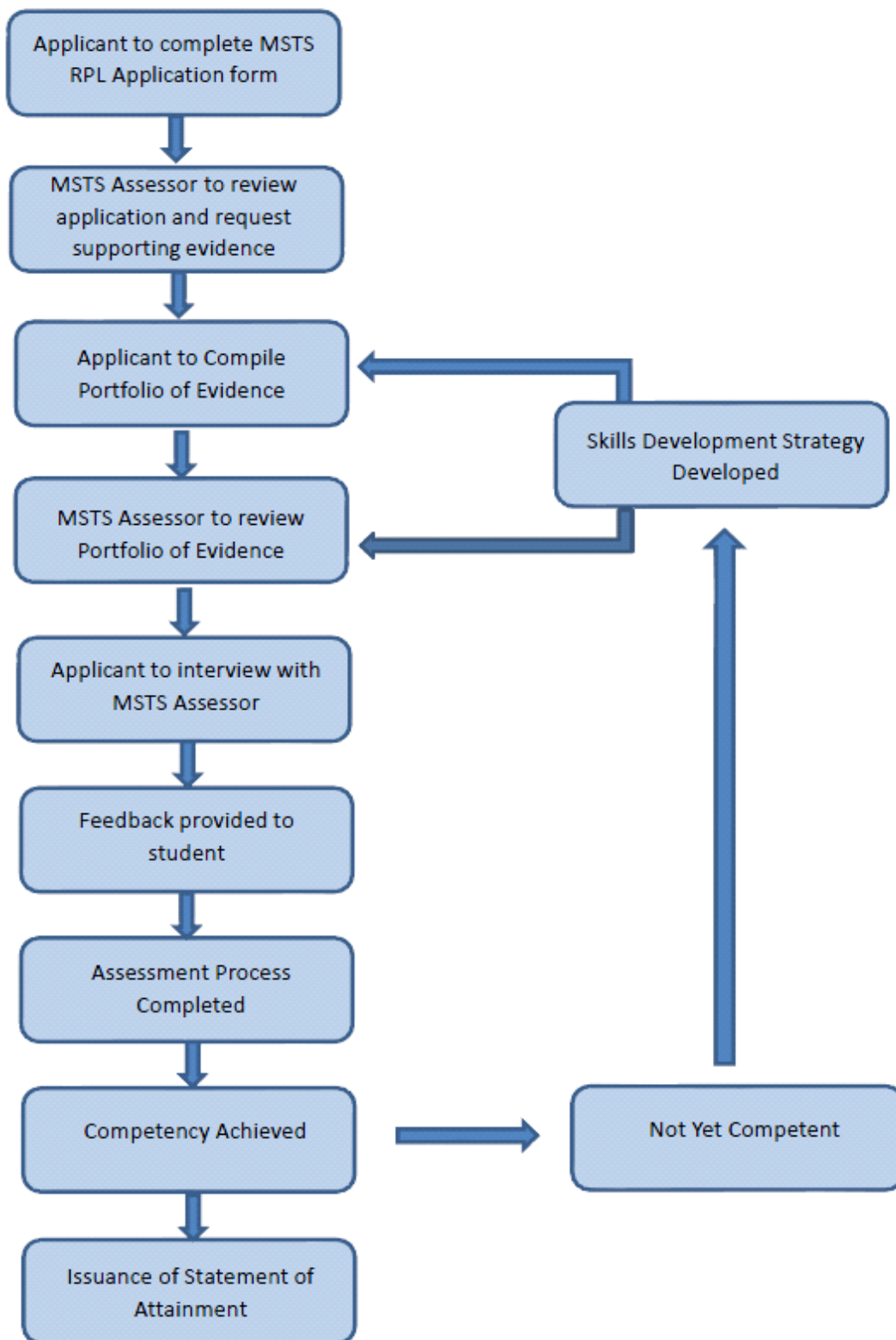
Fees will be based on time spent for review, and time required by trainers/assessors. Where applicable, machinery hire charges may apply.

RPL Appeal Process

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

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

The Managing Director or delegate 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 Administration Officer. 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 Managing Director 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.

Employee 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.

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REVIEW OF STRATEGIES AND RESOURCES

To ensure training and assessment strategies and resources continually meet the need on industry the strategies will be reviewed every two years. Or more frequently, if identified through feedback mechanisms, (as outlined above) or when the unit of competency is superseded.

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.

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

- 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 and professional development log.

Employing skilled Trainer/Assessors

MSTS will employ appropriately qualified Trainer/Assessors for all training products on scope.

A trainer/assessor profile will be commenced at the point of application/initial consideration for each individual. The profile record guides the collection and validation of evidence relating to individual skills of the Trainer/Assessor which includes:

- All formal qualifications verified (contacting provider to confirm it is genuine or checking National Register).
- Vocational competencies, current industry skills and current knowledge and skills in VET be verified through reference checking.
-

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MSTS Trainer/Assessor will have:

- Vocational competencies at least to level being delivered.
- Current relevant industry skills directly relevant to training/assessment being undertaken.
- Current knowledge and skills in VET
- Certificate IV in Training and Assessment or Diploma or higher-level qualification in adult education

TRAINERS UNDER SUPERVISION

Currently MSTS does not engage any individuals who are not Trainer/Assessors.

Should MSTS seek to engage an individual who is not a Trainer/Assessor in the future this could be as a traineeship. Should this occur then the individual would work under supervision of a qualified Trainer/Assessor and would not determine assessment outcomes to maintain quality of training and assessment.

MSTS will ensure the individual holds skills set:

TAEASS401 Plan assessment activities and processes

TAEASS402 Assess competence.

TAEASS403 Participate in assessment validation.

TAEDEL301 Provide work skill instruction, as well as:

- vocational competencies to at least the level being delivered and assessed,
- and current industry skills directly relevant to the training and assessment being provided.

MSTS Managing Director would determine the level of training/assessment skills the individual has and put in place an appropriate mentoring program.

KEEPING STAFF AND CLIENTS INFORMED

MSTS will keep clients and staff informed about any changes to legislative and regulatory requirements that may affect delivery of training and assessment. This would be communicated in written form (via email), as soon as is practicable.

INDUSTRY ENGAGEMENT

This outlines the strategy that provides a direct relationship between MSTS and the industries that it serves for the mutual benefit and confidence of each party. MSTS achieves this through a combination of strategies, such as:

- Regular discussion between MSTS Managing Director, MSTS Training Coordinator and industry key representatives on course content, resources and potential adaption to suit specific industries.
- Observation by MSTS Managing Director and MSTS Trainer/Assessors in a range of workplaces for which MSTS deliver training.
- Undertaking product training and product placement demonstrations

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- Onsite sessions at MSTS conducted by industry experts.
- Sharing and engaging with other RTOs of which MSTS has close associations.
- MSTS Managing Director and MSTS Trainer/Assessors contributing to industry discussion forums.
- MSTS Managing Director and MSTS Trainer/Assessors reading industry journals, webinars and podcasts.

Based on the findings of industry engagement MSTS using the information to:

- Design and adapt Training and Assessment strategies.
- Select suitable resources for delivery and assessment.
- Assure relevance of RTO practices, and
- Assure industry currency of Trainer/Assessors knowledge and skills.

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.
-

Validation Team

The validation team will comprise of:

- MSTS Managing Director (lead)
- MSTS Trainers / Assessors
- MSTS Training 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
- The training and assessment credential: TAE40110 Certificate IV in Training & Assessment, including:
 - TAELLN411 Address adult language, literacy and numeracy skill.
 - TAEASS502A Design and develop assessment tools.

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

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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.

Competency Mapping

All MSTS assessment tools are developed through close analysis of unit of competency assessment requirements. Requirements are confirmed through the completion of competency mapping for each unit. Completed competency mapping documents are located within each course folder in the MSTS courses folder.

Assessment Resource Validation

Initial assessment validations are completed as assessment tools are initially completed and trialled with students to ensure they are validated to meet all assessment requirements.

Assessment Judgements

MSTS systematically conducts validation activities to confirm assessment judgements are being made correctly. A valid sampling approach has been implemented to provide a quality review process and allow a reasonable inference to be made that assessment judgements have been valid overall.

Validation Schedule

MSTS will conduct the validation process on an annual basis and will validate 32 units of competency in the first three years followed by 14 units in the fourth year, and 10 units in the Fifth year. The five-year cycle would then repeat based on the above.

The units of competency validated within the first three years are based on a higher risk indicator (as detailed below), which is generally that they are the training courses that are most frequently run by MSTS, and are of a higher risk (i.e., high risk work licences, or first aid courses).

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.

See Appendix One for Validation Schedule.

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
- The quantity of training
- Delivery of training products where safety is a concern.
- The level and experience of the assessor, or

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- 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 strategies, 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

All validation activities are recorded using the Assessment Validation Report, with any recommendations or amendments being raised through the corrective actions process and recorded on the corrective actions register/continuous improvement register.

Assessment Validation Reports and records completed during this process are located in: Master Folder, RTO Folder and Validation Assessment subfolder.

Outcomes of the validation will be acted upon through the continuous improvement processes.

The validation report will detail those involved in the process, the sample pool, the validation tools used, all assessment samples considered and the validation outcomes.

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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 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:

- Learner and employer surveys

This reporting is due annually for the preceding calendar year.

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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.

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 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 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.

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- MSTS’s seal, corporate identifier or unique watermark
- Authorised Signatory
- NRT Logo
-

PRIVACY

Purpose

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

Scope

The Australian Privacy Principles (APPs) in the Privacy Act (Privacy Amendment Private Sector) (Act 1988) 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.

Procedure

Data Collection

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.

- Name
- Unique Student Identifier
- Address
- Contact Details
- Date of Birth
- Gender
- Country of Birth
- Language spoken at home.
- Level of English
- Disability Information
- Highest Secondary schooling completed.
- Other qualifications completed.
- Current employment status
- Indigenous Status

Use and Disclosure

MSTS collects 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, in which is included in our disclaimer as their agreement to use personal information.

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MSTS only collects personal information subject to the exceptions set out in the Privacy Act; learners can gain access to personal information, by contacting MSTS. Learners will be required to provide photo ID to be eligible to gain personal information in accordance with NPP's. 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.

Agents, Contractors and Other Third Parties

Agents, contractors and other third parties, can access personal information upon request by following our terms and conditions as long as the individual has stated that they approve for the information to be given to other personnel's as it is private and confidential.

Use of Internet

Mandurah Safety and Training may use any form of internet in order to transmit client personal information from delivery sites to other sites within the organisation and also to transmit details to state registering bodies. Security of data transmitted to state and territory registering bodies is managed by these bodies. MSTS has taken all reasonable steps to protect personal information security when using the internet but is aware that no transmission of information by email or to a registering body website is secure at all times.

Data Quality

MSTS will take the correct steps in order to ensure that each individual's personal information is accurate, up to date and that the clients keep their personal information accurate with MSTS.

Access to Records

Access to client/candidate personal information from MSTS is available by request through the Compliance Officer, depending on who is requesting will determine on how the information is given and if the personnel may gain access. Access to personal information will be controlled at all times.

Privacy Concerns

Clients/Candidates are eligible to raise any concerns they may have regarding personal information and how the company is using / handling their personal information by discussing with MSTS Trainer or Administration and or before signing a disclaimer.

Policy Statement

Mandurah Safety and Training Services will have on display the following policy statement for clients/candidates.

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'We will not disclose any information that we gather about our staff or clients to any third party. We use the information collected only for the services we provide. No staff or client information is shared with another organisation. If staff or client information is required by a third party, we will obtain written consent from the relevant staff or client prior to release of any information'.

Should staff or clients seek access to their information we have a documented procedure requiring authorisation before this can occur'.

DOCUMENT CONTROL

MSTS has guidelines that outline the process for creating documentation for MSTS as well as maintaining documentation produced by MSTS. This guideline applies to all documents and records created by MSTS. This includes all training materials, policies, procedures, guidelines, forms, templates and so on.

The full guidelines are outlined in the Document Control Procedure & Guidelines.

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