Participants’ handbook

National Measurement Institute
Training and technology transfer section

NMI on the internet
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1. Introduction

NMI provides training courses (see clause 2) in biological, chemical, physical and legal metrology, and assessment in legal metrology which is aligned to endorsed units of competency (see clause 3). This Participants’ handbook gives you an overview of our training and assessment services, support services, key policies, rights and responsibilities. Refer to our website for:

- training course dates and information
- fees
- details of how to enrol
- terms and conditions of enrolment, which includes payment, cancellations and refunds.

Participants in our training and assessment programs must be 18 years of age or older.

2. Training courses for professional development

Our training courses (other than internally-delivered training for assistant trade measurement officers - ATMOs) are for professional development purposes, and are listed on our website.

At the end of the course, you will receive a certificate of attendance. Courses can also be tailored to your organisation’s needs on a consultancy basis. These may be delivered at:

- your site
- via eLearning
- online, via VC
- a suitable NMI, or other government, site
- any other suitable venue.

For more information on accredited training for ATMOs, please refer to the ATMO training program.

3. Accredited training and assessment

NMI is a registered training organisation (RTO code 91419) with the Australian Skills Quality Authority (ASQA). A list of the qualifications we award, and the units of competency we are able to assess, is available from the National Register on Vocational Education and Training (VET).

The information and evidence you submit for assessment must be a true reflection of your current competence and prior learning; this is integral to NMI’s assessment process. The evidence you provide must be entirely your own work. If necessary, we will conduct independent evaluation checks to validate the information and evidence provided.

More information on the assessment process is provided in the Recognition kit instructions for verifiers and weighbridge operators. The ATMO training program provides this information for ATMOs.

All assessments are completed by qualified assessors. Where necessary, we may use a skills observer as part of our assessment processes.

Please contact the NMI Administrator if you:

- need assistance in understanding the requirements for compiling or submitting your kit
- want to review your progress
- require a replacement statement of attainment (please provide your full name, date of birth and proof of identity).

3.1. Credit transfer

As required by the Australian Qualifications Framework, NMI will consider any requests you make to receive credit for qualifications and learning you completed through other pathways and systems.
Such credit may provide full or partial evidence of competency for the qualification, skill set or unit of competency you are seeking and may reduce the time you need to spend to achieve competency.

If you wish to have credit recognised for previous learning, you must:

- provide evidence of the qualification/learning you have undertaken, usually including supporting evidence from a third party
- show that it is equivalent to the units of competency offered by NMI
- show evidence of current practice.

We will examine your evidence and inform you of our decision in writing.

### 3.2. Verifiers and weighbridge operator assessment

NMI has developed a nationally-recognised framework aimed at ensuring competence for persons working under an NMI-issued servicing or public weighbridge licence (verifiers or public weighbridge operators).

The framework includes the assessment and recognition of a person’s performance (skills) and knowledge evidence against the assessment requirements of the units of competency relevant to the specific role as a verifier of particular instrument classes, or as an operator of a public weighbridge.

In most cases, units of competency have been combined into specific skill sets related to measuring instrument types.

Successful completion of an appropriate recognition kit demonstrates competence for specific instrument type/s within that skill set or unit/s of competency. Applicants who demonstrate they are competent are issued a nationally recognised statement of attainment.

Refer to the [Recognition kit instructions](#) for more details. Skill sets/units of competency and recognition kits offered by NMI are detailed on the [NMI Measurement training and assessment webpage](#).

### 3.3. Assistant trade measurement officers (ATMOs)

NMI delivers six units of competency of the PSP40516 Certificate IV in Trade Measurement. This is a nationally-recognised qualification undertaken by assistant trade measurement officers (ATMOs) employed by NMI to enable them to be appointed as trade measurement inspectors, and these units are only available to them. These units are:

- **MSATMINS401A** Inspect a range of weighing instruments
- **MSATMINS402A** Inspect a range of liquid measuring instruments using volume measures
- **MSATMINS403A** Inspect a range of trading practices
- **MSATMINS404A** Inspect a range of pre-packed products
- **MSL944001** Maintain laboratory and field workplace safety
- **PSPGEN035** Provide workplace mentoring

Additional units required for the qualification are accepted by credit transfer from the qualification PSP40416 Certificate IV in Government Investigations, which ATMOs also must complete as part of their training. ATMOs should refer to the [ATMO training program](#) for information about their training and assessment.

ATMOs also complete an additional unit of competency as part of that program - **MSMTMREF301 Use and maintain reference standards.**
4. **Your rights**

As Australian public servants, NMI staff must comply with the APS Code of Conduct. NMI will respect your rights to:

- clear, detailed information about our services and policies
- make an informed choice about your participation
- quality services which are appropriate and flexible
- not be discriminated against, harassed or bullied
- confidentiality, within legal and ethical constraints
- access records containing your personal information
- raise complaints/disputes and appeals without fear of repercussions, and have them dealt with in a fair and consistent manner.

5. **Your responsibilities**

By enrolling in NMI assessment or training, you agree to:

- carry out the activities as agreed in the training/assessment service
- make any needs/adjustments known to NMI
- pay any fees, as advertised
- inform NMI staff if any of the services you are receiving, or the way they are provided, are unsatisfactory
- assist in maintaining a clean and safe environment
- comply with site requirements and take reasonable care for your own health and safety, and not do anything to impact the health and safety of others
- not discriminate against other persons undertaking training or assessment, or NMI staff
- not bully or harass other persons, including NMI staff
- not disrupt sessions or activities.

6. **Access and equity**

NMI integrates access and equity principles into our policies and the services we provide.

Regardless of cultural background, religion, gender, sexual identity, age or disability, you have the right to develop new skills in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner.

If you require specialised services or facilities in order to access and fully participate in our services, please let us know. We will provide reasonable adjustments to accommodate these requirements. However, adjustments can only be made within the constraints of the financial viability of NMI and the scope of our operations. Any adjustments cannot compromise the validity and reliability of any part of our training/assessment service. Adjustments may include flexibility to accommodate language and literacy difficulties (see clause 7) or modifications to assessment activities. Contact the NMI Administrator to discuss any special requirements you may have.

7. **Language, literacy and numeracy (LLN) support**

If you require support in relation to language, literacy, numeracy (communicating in English, reading English or doing maths), to the level required for a course/assessment, you should first consult your employer. You should endeavour to acquire those skills before enrolling in a course or completing a recognition kit. NMI is unable to provide any gap training in relation to these skills other than to its employees.
For external applicants completing assessment, we provide a checklist at the start of each recognition kit to enable you to self-assess whether you are ready to undertake the assessment. Any third party providing a report for you should confirm that you have the necessary level of LLN skills to undertake the assessment and perform to the level expected in the workplace.

If you are currently seeking work, you may find the assistance you require through the Skills for Education and Employment Program.

For those currently in employment, LLN support can be found through the Reading Writing Hotline.

8. Personal information and confidentiality

NMI will only collect personal information that is necessary for what we do. In line with our legal requirements, NMI will retain the following information:

- assessments and assessment recording forms
- enrolment forms
- copies of any certificates issued
- sign-in sheets
- feedback forms
- photo ID.

NMI will make every attempt to ensure that personal information it collects is accurate, current and complete. A record containing your personal information will be made available to you, or your advocate, on request. You can ask us to correct any errors in your personal information that we hold.

If we do not accept that your request is valid, the details of your request will be noted on the file.

Your personal information will be kept securely and will only be shared outside of NMI if:

- NMI has a contract with a third party provider to deliver training and/or assessment services to you on our behalf
- you give us specific permission
- there is reason to believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to an individual's life or health
- we are required to do so by law.

For more information on how we comply with the Privacy Act 1988, visit the department’s Privacy webpage.

9. Feedback on our services

NMI uses a range of methods to monitor and improve our systems. You are encouraged to provide feedback about our training and/or assessment activities and your experiences with them.

We will request feedback at the end of each training course, and following the assessment process. In addition, we welcome feedback at any time either in person, by email, mail or over the phone.

We are required to provide an annual summary report of our performance against the ‘Learner engagement and Employer satisfaction quality indicators’ to ASQA. We are required to use the Learner Questionnaire (PDF) and the Employer Questionnaire (PDF) online surveys to collect this data. Both you and your employer will be sent a link to these questionnaires.

Your feedback is appreciated and will be used to improve NMI’s products and services.

10. Complaints, disputes and appeals

You may choose to have an advocate or support person present at any stage during a complaints, disputes and appeals process.
NMI will support you in the process by providing accurate and appropriate information about the process. We will acknowledge any complaint, dispute or appeal in writing, and will ensure it is dealt with within 60 days.

10.1 Complaints against NMI
You may lodge complaints about:

- NMI, its trainers, assessors or other staff
- a third party providing services on NMI's behalf, including the third party's trainers, assessors or other staff
- another participant in one of NMI's training/assessment programs.

Complaints can be made to any member of the training section.

You have the right to have your complaint heard and dealt with in a fair and just manner. All complaints will be taken seriously and documented. We will analyse all complaints to identify any possible improvements to the quality of NMI's services and/or operations.

Wherever possible, we hope to resolve your complaint through discussion and improvements to our services and operations. Your complaint will initially be addressed by the trainer or assessor and the training manager. If it is not resolved to the satisfaction of both parties, it will be referred to the general manager of the Legal Metrology Branch. As a last resort, an independent mediator may be invited to resolve your complaint.

10.2 Disputes between participants
In the event of a dispute between participants, the trainer/assessor will assist in the resolution by:

- ensuring that each person's views can be expressed
- encouraging and/or assisting others to understand them
- negotiating an agreement between them, if possible.

If the participants in dispute are from the same company and the issue is not able to be resolved by NMI, the trainer will ensure that an appropriate person from the client company is informed of the dispute, and may refer the dispute to be dealt with by the company's representatives and procedures.

The trainer/assessor may ask a participant to leave if they have breached their responsibilities as agreed on enrolment (see clause 5).

10.3 Appeals
You may appeal to NMI against the results of your assessment/s or any disciplinary action (not including actions taken by your employer).

You should put your appeal in writing. You can lodge an appeal with any member of the NMI training section. This person will ensure your appeal is documented and forwarded to the NMI training manager within seven days. When your appeal is finalised, we will communicate the decision to you in writing. If for some reason we cannot resolve your appeal within 60 days, we will explain the reasons, and provide a timeline for reaching a resolution.

The NMI training manager will liaise with the appropriate personnel (usually the trainer/assessor) to develop an action plan to address your appeal. The action plan may include:

- a review of your assessment, or a reassessment
- arbitration or mediation
- meetings, or engagement of a professional mediator as an independent arbitrator.

The decision of any independent arbitrator will be final and the outcome of the appeal. The reasons for the decision will be confirmed to you in writing.
NMI maintains secure records of all complaints and appeals, and their outcomes, and takes appropriate corrective action to eliminate or reduce the chance of recurrence of potential causes of complaints and appeals.

11. Disciplinary procedures
Failure to abide by the responsibilities listed in clause 5 may result in disciplinary action, whereby you may be asked to leave the training or assessment activity and your company will be advised. Examples of behaviours that may result in disciplinary action include:

- continuous interruptions to trainers, facilitators, mentors, observers or assessors
- not complying with site safety requirements
- being disrespectful to other participants
- using offensive language
- sexual harassment
- acting in an unsafe manner that places yourself and/or others at risk
- refusing to participate in activities
- continued absence at required times.

If you are asked to leave, you have the right of appeal through our appeals process (see clause 10).

12. Staff
NMI’s training and technology transfer section consists of a training manager, training specialists, the NMI Administrator and a training support officer. Staff who deliver training courses are experts in their fields, and are supported by members of the training team.

All assessors hold either the TAE40116 - Certificate IV in Training and Assessment or the TAESS00011 - Assessor Skill Set.

Skills observers are used in some circumstances to provide evidence of an applicant’s skills. They do this by observing the applicant conduct one or more tasks related to the qualification, skill set or unit of competency the applicant is being assessed against. They are trade measurement inspectors with relevant experience of the task/s being observed, and will usually hold one of the qualifications listed above.

Other technical experts may provide advice on their area of expertise to staff assessing candidates.

AQF–compliant training of trade measurement staff is delivered by experienced trade measurement officers who hold a Certificate IV in Training and Assessment (TAE40116) or equivalent.

13. Contact details
For any enquiries, or to lodge an appeal, please contact the NMI Administrator:

Telephone: 02 8467 3789  Email: NMIAdministrator@measurement.gov.au

Appendix 1  Amendment table
The table below provides a summary of changes made to recent versions of this document.

<table>
<thead>
<tr>
<th>Date</th>
<th>Amendment outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2020</td>
<td>4.4 Updates to links to new Industry website and general review</td>
</tr>
<tr>
<td>July 2020</td>
<td>4.5 Update to information regarding LLN; Accessibility changes.</td>
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