



Australian Government  
Department of Industry,  
Innovation and Science

**National  
Measurement  
Institute**

# Participants Handbook

Training and Technology Transfer  
Section

[www.measurement.gov.au/training](http://www.measurement.gov.au/training)

Commonwealth of Australia 2007

First edition — April 2007

Second edition — March 2008

Second edition, first revision — June 2010

Second edition, second revision — July 2011

Second edition, third revision — November 2011

Second edition, fourth revision — March 2012

Third edition — July 2013

Third edition, first revision — June 2014

Third edition, second revision — July 2015

Third edition, third revision — November 2015

Third edition, fourth revision — February 2016

Fourth edition — July 2016

Fourth edition, first revision — July 2016

Fourth edition, second revision — January 2018

Fourth edition, third revision — May 2018

National Measurement Institute

Bradfield Road, Lindfield, NSW 2070

PO Box 264, Lindfield, NSW 2070

T (61 2) 8467 3796

F (61 2) 8467 3849

W [www.measurement.gov.au](http://www.measurement.gov.au)

E [training@measurement.gov.au](mailto:training@measurement.gov.au)

## Contents

1.	Introduction.....	1
2.	Training Courses .....	1
3.	Assessment.....	1
4.	Verifiers and Weighbridge Operators .....	2
5.	Trade Measurement Officers.....	2
6.	Participant’s Rights.....	2
7.	Participant’s Responsibilities .....	2
8.	Access and Equity .....	3
9.	Language and Literacy Support .....	3
10.	Personal Information and Confidentiality .....	3
11.	Feedback from Participants.....	4
12.	Complaints, Disputes and Appeals.....	4
12.1	Complaints against NMI .....	4
12.2	Disputes between Participants.....	4
12.3	Appeals by Participants.....	4
13.	Disciplinary Procedures.....	5
14.	Staff.....	5
	Appendix 1 Amendment Table .....	6

## 1. Introduction

NMI provides **training courses** ([see clause 2](#)) in biological, chemical, physical and legal metrology and **assessment** which is aligned to endorsed units of competency ([see clause 3](#)).

This *Participants Handbook* gives an overview of our training and assessment services, support services, key policies, rights and responsibilities. Refer to our website ([www.measurement.gov.au/training](http://www.measurement.gov.au/training)) for:

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

## 2. Training Courses

The training courses we offer are for professional development purposes only and are listed on our website at [www.measurement.gov.au/training](http://www.measurement.gov.au/training).

At the end of the course participants receive a certificate indicating they have attended the course.

Courses can also be tailored to an organisation's needs and delivered at your site on a consultancy basis.

## 3. Assessment

NMI is a registered training organisation (RTO code 91419) with the Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)). A list of the qualifications we award and the units of competency we are able to assess is available from Training.gov.au ([www.training.gov.au](http://www.training.gov.au)). Applicants for assessment must be 18 or older.

Recognition of current competency and prior learning are integral to NMI's assessment process. The information and evidence submitted for assessment must be a true reflection of the participant's current competency and prior learning and must be supplied entirely as their own work. If necessary we will conduct independent evaluation checks to validate the information and evidence provided.

All assessments are reviewed by qualified assessors. When necessary we include a technical expert as part of our assessment processes.

Participants should contact us if they:

- want to review their progress (your assessor may also be contacted); or
- require a replacement statement of attainment (provide your full name, date of birth and proof of identity).

As required by the [Australian Qualifications Framework](#) NMI will consider applications for advanced credit standing. A credit arrangement is where NMI can choose to recognise qualifications and learning undertaken through different pathways and systems, e.g. NMI has entered into a credit arrangement with Queensland Department of Tourism, Fair Trading and Wine Industry Development to recognise verifiers who completed the Queensland Certifier Competency Assessment Program prior to July 2010 and who can show consistent and current engagement as a verifier.

If you wish to have credit for previous learning you have to:

- provide evidence that the learning you have undertaken is equivalent to the units of competency offered by NMI; and
- show evidence of current practice.

We will make a decision and inform you of our decision in writing.

## 4. Verifiers and Weighbridge Operators

NMI has developed a nationally recognised framework aimed at increasing competence. Verifiers and weighbridge operators who demonstrate they are competent are awarded a nationally recognised statement of attainment.

- The framework includes the assessment and recognition of a participant's competence against relevant assessment requirements, including performance and knowledge evidence.
- In most cases units of competency have been combined into specific skill sets related to measuring instrument types. By obtaining the appropriate unit of competency or skill set a verifier/weighbridge operator is able to demonstrate their competence.
- Successful completion of an appropriate recognition kit demonstrates competence for that skill set.

Refer to the [Recognition Kit Instructions](#) for more details. Skill sets/units of competency and recognition kits offered by NMI are described at [www.measurement.gov.au/training](http://www.measurement.gov.au/training)

## 5. Trade Measurement Officers

NMI delivers six units of competency of PSP40516 Certificate IV in Trade Measurement a nationally recognised qualification for the training and professional development of assistant trade measurement officers (ATMOs) who work for NMI. These units include:

- 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 have to complete as part of their training. ATMOs should refer to the Trade Measurement Professional Development page on NMI's intranet for information about their training and assessment.

## 6. Participant's Rights

As Australian public servants, NMI staff must comply with the APS Code of Conduct.

NMI will respect the rights of participants:

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

## 7. Participant's Responsibilities

By submitting the enrolment form participants agree:

- to carry out the activities as agreed in the training/assessment service;
- to make their needs known to the best of their ability;
- to pay any fees as agreed;
- to inform staff if the services they are receiving or the way they are provided are unsatisfactory;
- to assist in maintaining a clean and safe environment;

- to comply with site requirements;
- not to discriminate against other participants or NMI staff;
- not to bully or harass other participants or NMI staff; and
- not to disrupt sessions or activities.

## 8. Access and Equity

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

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

In some instances, participants may require specialised services or facilities in order to access and fully participate in our services, and we will provide reasonable adjustments to accommodate these requirements. However, reasonable adjustments can only be made within the constraints of the financial viability of NMI and the scope of our operations and will not 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 us to discuss any special requirement you may have.

## 9. Language and Literacy Support

If you require language, literacy or numeracy support, contact NMI in advance of the training and/or assessment activity and we will make every effort to provide the appropriate support.

## 10. 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 about participants:

- assessment recording forms;
- enrolment forms with payment details redacted;
- copies of any certificates issued;
- sign in sheets;
- feedback forms; and
- photo ID.

NMI will make every attempt to ensure that personal information it collects is accurate, current and complete.

On request, a record containing personal information will be made available to that participant or their advocate. They may request that any misinformation in the record be corrected. If NMI does not accept that the correction is valid, the details of the request will be noted on the file.

Personal information will be kept confidential 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 related to the person; or
- specific permission is given by the participant; or
- 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; or
- we are required to do so by law.

## 11. Feedback from Participants

NMI uses a range of review and feedback mechanisms to monitor and make improvements to our systems on an ongoing basis. All participants are encouraged to provide feedback about the training and/or assessment activities and their experiences with them.

Feedback is requested at the end of each training course and following the assessment process. In addition, feedback can also be provided at any time either in person, through our on-line form, email, fax, mail or over the phone.

NMI is required to provide an annual summary report of their 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 \(PDF\)](#) to collect this data. Participants and their employer will be sent a hyperlink to complete these online surveys. Your feedback is appreciated and will be used to improve NMI's products and services.

## 12. Complaints, Disputes and Appeals

A participant may choose to have an advocate or support person present at any stage during the complaints, disputes and appeals processes.

NMI will support participants in the complaints and appeals processes by providing accurate and appropriate information about the processes. We will acknowledge any complaint or appeal in writing and will ensure it is dealt with within 60 days.

### 12.1 Complaints against NMI

Complaints made by participants may be about NMI, its trainers, assessors or other staff; a third party providing services on NMI's behalf, including its trainers, assessors or other staff; or, another learner in one of NMI's qualification training programs. Participants may make a complaint to any member of the Training Section.

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

Wherever possible, resolution of the complaint will be through discussion and improvements to services and operations. Where possible the complaint will first be dealt with 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 Business Services. As a last resort, an independent mediator may be invited to resolve the complaint.

### 12.2 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; and
- 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 in 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 8).

### 12.3 Appeals by Participants

Participants may appeal against the results of assessments or disciplinary actions (not including actions taken by the employer).

Appeals should be made in writing. The participant can lodge an appeal with any member of the Training Section, and this person will ensure that the appeal is documented and forwarded to the training manager within seven days. When the appeal is finalised we will communicate the decision to the appellant in writing. If for some reason the appeal cannot be resolved within 60 days we will explain the reasons and provide a timeline for reaching a resolution.

The training manager will liaise with the appropriate personnel (usually the trainer/assessor) to develop an action plan to address the appeal. The action plan may include a review of an 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 and the reasons for the decision will be confirmed in writing to the participant.

NMI maintains secure records of all complaints and appeals, and their outcomes, and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence of potential causes of complaints and appeals.

### **13. Disciplinary Procedures**

Failure to abide by the responsibilities in clause 5 may result in disciplinary action whereby the participant may be asked to leave the training/assessment and their company will be advised.

Examples of behaviours that may result in disciplinary action include:

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

Any person asked to leave has the right of appeal through our appeals process (see clause 10.3).

### **14. Staff**

NMI's Training and Technology Transfer Section consists of a training manager, training specialists and training support officers.

Staff who deliver training courses are experts in their fields of knowledge and are supported by members of the training team.

Staff involved in assessments either hold a Certificate IV in Training and Assessment (TAE 40110) or are supervised by a member of the training staff who holds that qualification.

Technical experts provide advice on their area of expertise to staff assessing candidates.

Trade measurement training and assessment is delivered by experienced trade measurement officers who hold a Certificate IV in Training and Assessment (TAE40110).

## Appendix 1 Amendment Table

The table below provides a summary of changes made to version 4.3 of this document.

Section	Amendment Outcome
4	Updated information to reflect new assessment requirements
5	Updated information to include which units within PSP40516 Certificate IV in Trade Measurement are delivered by NMI