

Student Handbook

MPLTRAINING.COM.AU



02 4322 0331



YOUR PATHWAY TO PROFESSIONAL PEST MANAGEMENT LICENSING

Welcome



Thank you for choosing **MPL Training Centre Pty Ltd**. We are excited to support you in achieving your training and career goals.

At MPL Training Centre, we are committed to delivering high-quality vocational education and training in a positive, engaging, and supportive learning environment. Our aim is to help you reach your full potential, and our staff will make every effort to accommodate your individual learning needs throughout your training.

Please keep this handbook accessible during your studies, as it contains important guidance, references to MPL Training Centre's policies and procedures, and necessary forms and documents for your use.

We hope your experience at MPL Training Centre Pty Ltd is both productive and rewarding. If you need any assistance understanding these policies and procedures, please contact MPL Student Services or speak with your trainer, who will be happy to explain the processes in detail.

Your Feedback Counts

We value your experience at MPL Training Centre. Please take a moment to review your training experience on Google Reviews. Your feedback not only helps us improve, but also helps others make informed decisions about their learning journey with us.





Student Handbook

Contents

0.4 General Information

05. Our Courses

07. Code of Conduct

08. Student Rights and Responsibilities

09. Enrolment Information

12. Changes to Agreed Services

13. Unique Student Identifier (USI)

14. Language, Literacy, Numeracy and Digital (LLND) Support

15. Employer Information

16. Assessment Information

17. Recognition of Prior Learning

18. Cheating and Plagiarism

19. Complaints and Appeals

21. Fee Protection Policy

22. Support Services

General Information

Office Closures

Our offices will be closed on all Australian and NSW Public Holidays. Additionally, the office will close for a period over the Christmas and New Year holidays. Specific closure dates will be communicated to active students via the online portal at least thirty (30) days in advance.

Contacting Student Support Officers and Trainer/Assessors

All requests for assistance from our Student Support Officers (SSOs) or Trainers/Assessors must be submitted in writing to meet compliance requirements. The most effective ways to do this are by email at **office@mpltraining.com.au** or by calling our office on **02 4322 0331** for guidance.

Your Wellbeing Matters

At MPL Training Centre, we know that success in training goes beyond the classroom. That's why we take a holistic approach — supporting you not just academically, but in your overall wellbeing.

We offer a supportive and safe learning environment with access to:

- Wellbeing check-ins and guidance
- Peer and trainer support throughout your training
- Referral pathways to trusted organisations, including Lifeline and Black Dog Institute
- Friendly, inclusive learning environments — both face-to-face and online

Additionally, there is a **Support Services List at the back of this handbook**, along with the **process for accessing these services**, so you can easily find the right support for your individual needs.

No matter how you choose to study, MPL is committed to ensuring you feel supported, confident, and connected at every stage of your training journey.



OUR COURSES

Nationally recognised training is a program of vocational education that leads to qualifications and credentials recognised across Australia. MPL Training delivers the full qualification CPP30119 Certificate III in Urban Pest Management and skill set units required for licensing in all States and Territories.

GENERAL PEST MANAGEMENT

Units included:

- CPPUPM3005 Manage pests without applying pesticides
- CPPUPM3006 Manage pests by applying pesticides
- CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles

Duration: Must be completed within 12 months of enrolment

Licensing / Statements of Attainment:

Successful completion of these units allows students to meet the licensing requirements for general pest management in most Australian States and Territories, including NSW, QLD, and VIC.

Course Overview:

This course equips learners with the knowledge and skills required to identify, manage, and control general urban pests safely and effectively

Learning outcomes:

Upon completing this course, learners will be able to:

- Identify and manage general urban pests
- Create and implement pest management plans and treatment strategies
- Apply pest control treatments both with and without using pesticides
- Operate and maintain pest management equipment
- Maintain pest management vehicles and safely store pesticides

TIMBER PEST MANAGEMENT

Units included:

- CPPUPM3008 Inspect for and report on timber pests
- CPPUPM3010 Control timber pests
- CPPUPM3042 Install termite management systems

Duration: Must be completed within 12 months of enrolment

Licensing / Statements of Attainment:

Successful completion of CPPUPM3008 and CPPUPM3010 meets timber pest management requirements for insurance companies and some state licensing.

Successful completion of CPPUPM3042 is required in some states and for specific building product installations.

Course Overview:

This course provides learners with the skills and knowledge needed to inspect, report, and manage timber and termite pest issues in residential, commercial, and industrial environments.

Learning outcomes:

By completing this course, learners will be able to:

- Identify timber pests and assess infestations, causes, and severity
- Plan, implement, and monitor strategies to control timber pests
- Complete professional reports on timber pest activity
- Select and use equipment, materials, and methods for effective timber pest management
- Install termite management systems (required in some states and for certain building products)



OUR COURSES

CERTIFICATE III IN URBAN PEST MANAGEMENT (CPP30119)

Units included:

Core Units:

- CPPCMN3004 Respond to enquiries and complaints
- CPPUPM3005 Manage pests without applying pesticides
- CPPUPM3006 Manage pests by applying pesticides
- CPPUPM3017 Maintain, service and repair pest management equipment
- CPPUPM3018 Maintain equipment and pesticide storage area in pest management vehicles

Elective Units:

- CPPUPM3008 Inspect for and report on timber pests
- CPPUPM3010 Control timber pests
- CPPUPM4001 Assess and select pest management vehicle and equipment *
- CPPUPM4002 Schedule, organise and monitor pest management operations *
- CPPUPM4003 Assess and advise on pest management options for sensitive operations *.

*Remaining units must be completed by correspondence in the workplace under supervision of a suitably qualified technician

Employment / Work Placement Requirement:

Students must source and maintain employment or work placement throughout their course. Changes to arrangements must be notified via email within 14 days. Failure may result in additional fees for practical experience and assessment.

Duration: Must be completed within 18 months of enrolment



LICENSING INFORMATION

Pest control licensing is managed by each state or territory licensing authority. MPL Training does not issue licenses, and course fees do not include licensing fees.

Requirements vary between states/ territory. To learn more, please visit your relevant states/ territory licensing authority's website.

If you are performing pest management work and are not fully licensed, you may need a training permit to work under supervision while completing an approved course.

Important: Trainees must always work under the supervision of a licensed pest management technician and be enrolled in courses containing the same units as our General Pest Technician course.

NSW

[NSW EPA](#)

QLD

[QLD HEALTH](#) (General Pest licensing)

QLD

[QLD HEALTH QBCC](#) (Timber Pest licensing)

VIC

[VIC HEALTH](#)

SA

[SA HEALTH](#)

ACT

[ACT EPA](#)

NT

[Medicines and Poisons, Department of Health](#)

TAS

[Department of Natural Resources and Environment Tasmania](#)

WA

[WA HEALTH](#)



Code of Conduct

MPL Training Centre Pty Ltd is committed to ensuring full compliance with the Standards for Registered Training Organisations (RTOs) 2025 and all components of the VET Quality Framework. The Chief Executive Officer is responsible for ensuring that all operations, staff, and students meet these requirements.

Our Responsibilities

- Ensure all training meets the Standards for RTOs 2025 and Australian Qualifications Framework (AQF) requirements.
- Maintain effective governance and continuously improve our services.
- Ensure trainers and assessors are qualified, skilled, and industry-current.
- Protect your personal information and handle administrative matters efficiently.

Your Rights as a Student

- You have the right to:
- Receive quality training that suits your learning style and needs.
- Access all RTO services regardless of your background, gender, or abilities.
- Have your prior learning and experience recognised.
- Be informed of learning outcomes and assessments before you start.
- Appeal assessment results if needed.
- Learn in a safe, clean, and harassment-free environment.
- Be treated with respect, fairness, and dignity.
- Expect ethical and transparent communication from MPL Training.
- Know that your personal information is protected and only shared with your consent.

Standards for RTOs 2025

Standard 1 – Training and Assessment

- Outcome: Students receive high-quality, industry-relevant training and assessment leading to nationally recognised outcomes.

Standard 2 – VET Student Support

- Outcome: Students are treated fairly, well informed, and properly supported throughout their training.

Standard 3 – VET Workforce

- Outcome: Students are trained, assessed, and supported by qualified, skilled, and professionally developing staff.

Standard 4 – Governance

- Outcome: Strong governance and a commitment to continuous improvement ensures quality and integrity in all VET delivery.

Safety and Compliance

- Trainers working with students under 18 have completed a Working with Children Check.
- All staff must meet Fit and Proper Person requirements.
- Student records are securely maintained in an AVETMISS-compliant system.
- MPL Training Centre is here to support you throughout your training journey. If you have questions about your rights or our policies, please speak with your trainer or Student Services.

USEFUL REFERENCE LINKS

- [Standards for RTOs 2025](#) – full text and guidance:
- [Australian Qualifications Framework \(AQF\)](#) – policies and guidelines:
- [National Register of RTOs \(training.gov.au\)](https://training.gov.au) – check our scope of registration:
- [Privacy and Data Protection](#) (Office of the Australian Information Commissioner):
- [Fit and Proper Person Requirements](#) (ASQA guidance):



Student Rights and Responsibilities

At MPL Training Centre Pty Ltd, we aim to provide a supportive, fair and high-quality learning environment. As a student, it is important to understand both your rights and your responsibilities throughout your training journey.

Your Rights

You have the right to:

- Receive high-quality training and assessment that meets national standards and supports your individual learning needs.
- Access all MPL Training services fairly, regardless of background or personal circumstances.
- Have your previous learning, experience and competency considered when planning your training and assessment.
- Be informed of course requirements, learning outcomes and assessment tasks before training begins.
- Request a review or appeal of assessment outcomes.
- Learn from qualified, skilled and industry-current trainers.
- Train in a safe, clean, inclusive and harassment-free environment.
- Be treated with dignity, respect and fairness at all times.
- Have your information handled confidentially and stored securely (unless authorised for release).
- Expect ethical, transparent communication and administration, including fees, refunds and transfers.
- Receive a duty of care from MPL Training in all aspects of training.

Your Responsibilities

As a student with MPL Training, you are responsible for:

Personal Information & Communication

- Notify MPL Training of any medical condition, disability, or need for additional assistance in your training.
- Provide accurate information at enrolment and update MPL with any changes to your personal details (name, address, email, phone) along with supporting documentation.
- Communicate promptly with Trainers or MPL staff about any issues affecting your training or assessment.

Assessment & Academic Integrity

- Complete all assessment requirements to demonstrate competency.
- Do not cheat, plagiarise, or submit work that is not your own.
- Submit all required documentation for assessment at **least four (4) weeks before your enrolment expiry date.**

Attendance & Participation

- Attend all Face-to-Face sessions for the full duration unless exempted by your Trainer.
- Missed content is your responsibility to catch up.
- Participate actively in training activities, discussions, and practical exercises.
- Dress appropriately for classroom and practical training, as you would in a workplace.

Conduct & Safety

- Cooperate with Trainers, Assessors, and other students, treating them with dignity and respect.
- Follow all policy guidelines for use of MPL equipment and resources.
- Report harassment, incidents, or injuries immediately to the Director.
- Maintain access to a computer and internet connection for online learning and assessment.



Enrolment Information

Enrolment & Selection

- Completion of a Language, Literacy, Numeracy, and Digital (LLND) assessment is required.
- Full payment must accompany enrolment to secure placement.
- Students are responsible for noting course dates, times, and locations.
- MPL reserves the right to cancel courses with low enrolments, change Trainers, or decline enrolment.
- Requests to transfer or credit enrolments due to personal circumstances may incur fees.
- Participation in physical activities, field trips, or practical demonstrations is at the student's own risk.

Enrolment Agreement Form

- All students must complete an Enrolment Agreement Form prior to course commencement. This captures:
 - Contact details and emergency contacts
 - Unique Student Identifier (USI)
 - Course details and any recognition of prior learning (RPL) or credit transfer (CT)
 - Statistical information for AVETMISS reporting
 - A copy will be provided in accordance with Australian Consumer Law requirements.

Terms & Conditions of Enrolment

- By enrolling, students agree to:
 - Read and understand the course information and the Student Handbook.
 - Ensure access to necessary IT tools for online learning and assessment.
 - Pay course fees in full according to the selected payment plan.
 - Complete LLND assessment prior to enrolment approval.
 - Uphold attendance and submission requirements.
 - Notify MPL of any medical conditions or disabilities that may require support.
 - Respect copyright and intellectual property of training materials.
 - Complete enrolment within the specified duration:
 - Statement of Attainment units: 12 months
 - Full qualification: 18 months

Commencement

- Date of commencement is either:
 - When access to the Learner Management System (LMS) is granted, or
 - The first day of Face-to-Face or blended training.



Enrolment Information

Payment Terms

- All fees must be paid upfront prior to accessing training or assessment.
- Non-payment may result in:
- Refusal of entry to class/workshop
- Restricted LMS access
- Withholding assessment marking, results, or qualifications
- Fees do not cover personal costs such as PPE or travel.
- Payment methods:
- Visa or MasterCard
- EFT / Bank Transfer (include full name or invoice number)
- Non-attendance without prior notice incurs a \$350 administration/transfer fee.



NAB Account Details:

Account Name: MPL Training Centre

BSB: 082-574

Account Number: 749-630-127

MPL ensures fees paid in advance are safeguarded until courses or units commence.

Refund Policy

All refund requests must be submitted in writing and reference the relevant invoice number.

1. Processing of Refunds

- Refunds will be processed to the original payer and returned to the account from which the payment was made.

2. Cancellation

- Upon processing a refund, the associated course or workshop will be cancelled.

3. Administration Fee

- A 25% administration fee applies for all cancellations.

4. Non-Refundable Circumstances

Refunds **will not** be issued after the first day of course commencement for reasons including:

- Change in employment status
- Change of mind outside the statutory cooling-off period
- Moving interstate
- Leaving employment or withdrawing from the course/module/qualification
- Misconduct resulting in course termination
- Enrolment within 10 days of class commencement (cooling-off period forfeited)
- Correspondence students who have accessed the LMS within the 10-day cooling-off period
- Refundable Circumstances

Refunds **may be** issued if:

- Written notice is provided within the 10-day cooling-off period and training has not commenced
- RPL indicates the student does not need to complete the course/unit
- Student cannot attend due to extended illness, hospitalization, or pregnancy/childbirth (Doctor's Certificate required)
- Extenuating circumstances approved by the Training Manager or CEO
- MPL cancels the enrolment or course



Enrolment Information

RTO Cancellation of Courses

- MPL reserves the right to cancel scheduled courses due to insufficient enrolments.
- Students will be offered:
- Transfer to a later course date, or
- Transfer to a correspondence course.
- If neither option is acceptable, a full refund will be provided.

Course Transfer Policy

Transfer Fee

- A transfer fee of \$350 may apply in certain circumstances.

Conditions for Transfer

1. Request for Transfers: Students may transfer to another course date if notice is provided at least 2 business days prior to the scheduled course. One transfer is free; further transfers incur a fee.
2. No-Show Transfers: Students who miss a course without prior notice may transfer once to a later date (fees apply).
3. Mode of Delivery Transfers: Students may change delivery mode (Face-to-Face ↔ Correspondence) with applicable fees.
4. Postponement of Training: Students not eligible for a refund may postpone once to a later date, providing at least 2 business days' notice. Fees are held in credit for a maximum of 12 months.
5. Company Transfers: Employers may postpone or transfer an employee's enrolment to another employee (transfer fee applies), with fees held in credit for a maximum of 12 months.

Cooling-Off Period

- Students may cancel their enrolment within 10 business days of enrolment confirmation (unless training has commenced).
- Notice must be submitted in writing to the Training Manager (letter or email).
- Refunds are processed according to the Refund Policy.

Consumer Guarantee

MPL Training Centre guarantees that its services will:

- Be provided with due care and skill
- Be fit for any specified purpose (express or implied)
- Be delivered within a reasonable timeframe

Notes: For RPL or on-the-job training without set dates, a reasonable timeframe will be determined based on the student's ability to complete training and assessment.

MPL is not required to provide a refund if a consumer:

- Changes their mind OR Finds the training cheaper elsewhere



Changes to Agreed Services

MPL Training Centre Pty Ltd is committed to keeping learners informed of any changes that may affect their training. This includes changes due to third-party arrangements, changes in training venues, trainers, or a change in ownership. Learners will be notified in writing within 10 business days of such changes.

1. Change of Third-Party Arrangement

- When a third-party arrangement changes, the following steps will be taken:
- A new agreement will be drafted and signed by the RTO and the new third party.
- ASQA will be notified of the new third-party arrangement through ASQAnet.
- Students will be notified in writing of the new arrangement, including any conditions and contact details for the new third party.

2. Change of Training Location

If the training venue changes, the following process will be followed:

1. Confirm details with the new training venue.
2. Draft and sign a new Training Venue Agreement with the venue provider.
3. Notify ASQA in writing of the new venue by submitting the "Change of Provider Details" form.
4. Notify students in writing of the new training location, including a map if required.
5. Update marketing materials to reflect the new location (if applicable).

3. Change of Trainer

In the event of a change of Trainer/Assessor:

1. Confirm the new trainer's availability to take over the course.
2. Arrange, if possible, a handover between the previous and new trainer.
3. Advise the new trainer of class numbers, location, and current course progress.
4. Notify students in writing of the new trainer, including their start date and assurance that the trainer will be fully briefed on course progress.

4. Change of Ownership

- If MPL Training Centre undergoes a change of ownership, the following process applies:
- Finalise the sale of shares.
- Complete the ASQA form "Notification of Material Change of Event" and submit it within 90 calendar days of the ownership change.
- Process Statements of Attainment for all existing students, providing them with the current status of their enrolment.
- Notify students in writing about the change of ownership and provide information on how they will receive their Statements of Attainment.



Unique Student Identifier (USI)

Example USI: 3AW88YH9U5

The Unique Student Identifier (USI) is a ten-character reference number that creates a single online record of your nationally recognised training achievements. It is enabled by the Student Identifiers Act 2014 and allows learners, employers, and Registered Training Organisations (RTOs) to access and verify your training results across Australia.

Why a USI is Important

- Allows you to access your nationally recognised training records online.
- Confirms your achievements for employers and other RTOs.
- Provides lifelong access to your training records from 1 January 2015 onwards.

Benefits of Having a USI

With a USI, you can:

- View and update your personal details.
- Give training organisations permission to access or update your records.
- Download a Record of Results for employment or further study.
- Keep track of all your training achievements in one secure account.

International, offshore, or overseas students should visit usi.gov.au for additional information.

Enrolment and USI Process

1. Complete your enrolment form, including your USI.
 2. The RTO will verify the USI before enrolment is processed.
 3. If you do not have a USI, you must create one before enrolment, or the RTO can apply on your behalf with your consent via the USI Privacy Notice.
 4. Your student record, including qualifications and statements of attainment, will be stored in the Student Management System for 30 years.
- Once recorded in the USI system, no additional records are required, as your achievements are linked nationally.

Security of Your USI

MPL Training ensures that your USI and personal information are kept secure:

- Only authorised staff have access to personal information.
- Hard copy records are stored in locked cabinets.
- Electronic records are protected with strong passwords and secure cloud-based backups.
- Any personal information collected for USI creation is destroyed securely after processing.

Who Needs a USI?

You need a USI if you:

- Are enrolling in nationally recognised training for the first time.
- Are a school student completing nationally recognised training.
- Are a continuing student who started a course prior to 1 January 2015 and is continuing after this date.

Privacy Notice

Students without a USI who wish the RTO to apply on their behalf will be issued a USI Privacy Notice.

Students must sign this form before the RTO creates a USI for them.



Create your USI
A USI is your free lifelong education number. **You only need to create it once.**

Issuance of Qualifications and Statements of Attainment

A nationally recognised qualification or statement of attainment will only be issued once a verified USI has been provided. This includes:

- Full Qualification Certificates
- Statements of Attainment

Once issued, your records will automatically link to your USI account, allowing you to access them online at any time.



Language, Literacy, Numeracy and Digital (LLND) Support

MPL Training Centre provides Language, Literacy, Numeracy and Digital (LLND) support to help students successfully complete their training. Students who may need assistance should be identified during enrolment. Trainers and RTO staff are available to support students throughout their learning journey.

LLND Skills Requirements

Students are expected to have basic skills in:

- Counting, checking, and recording accurately
- Reading and interpreting information
- Estimating, calculating, and measuring
- These skills are generally integrated into the training programs and accredited course requirements.

LLND Assessment Requirement

All students are required to complete an LLND assessment unless:

- They already hold a Certificate III qualification or higher, or
- They can demonstrate equivalent industry experience.



Assessment Issued

All students receive an LLND assessment before course commencement.

Student Completion

Students return the completed assessment prior to starting the course.

Evaluation of Results

Determine if the student can complete tasks with minimal difficulty:

Yes:

Student proceeds with enrolment.

No:

Identify if there is an LLND limitation, such as:

- Inability to answer all questions
- Limited understanding of questions
- Requirement for assistance to complete tasks
- Recommend the student undertake an LLND course to improve skills.
- Once the student has successfully completed the additional training, they may return to enrol in the course.



Employer Information

This section provides employers with key information on supporting employees through their training, including Theory, Practical Experience, and Assessment. Employers are responsible for supervision, providing access to resources, monitoring progress, and completing workplace supervisor declarations as required.

Employer Responsibilities

- Student information will not be shared with third parties unless a General Consent to Exchange Information and Authority to Act on Behalf of Student Form has been completed.
- Employers are bound by the Terms and Conditions of Enrolment when enrolling and paying course fees for employees.
- If suitable supervision and a proper work environment cannot be provided, students must attend MPL Practical Workshops (additional fees apply).

Workplace Supervisor

The Workplace Supervisor acts as a mentor, role model, and coach. Supervisors are required to:

- Hold a current license appropriate to the course:
 - Pest Management Technician License for General Pest Management Training.
 - Timber & Termite Management Technician License for Timber & Termite Pest Management Training.
- Complete the Workplace Supervisor Declaration.
- Provide direct supervision during practical activities.
- Give guidance on on-the-job learning.
- Ensure students have access to sites, tools, and materials needed to complete practical requirements.

Work placement activities help MPL Training collect assessment evidence, including:

- Skills and knowledge applied consistently in a real work environment.
- Logbook documentation and, where applicable, video recordings.
- Submission of all assessments prior to course completion.

Important Notes:

- Student information will not be disclosed to any third party unless a General Consent to Exchange Information and Authority to Act on Behalf of Student Form has been completed.
- Terms and Conditions of Enrolment apply when enrolling and paying course fees on behalf of an employee.
- If the employer cannot provide suitable supervision or a practical environment, students must attend MPL Practical Workshops (fees apply).

Fees, Refunds, and Transfers

Payment Responsibility:

Employers who pay course fees on behalf of students must understand:

- Once a student has commenced the course (face-to-face or correspondence), fees cannot be transferred or refunded under any circumstances.

If a student resigns before the course starts, employers may request a transfer of fees to another student starting the same course.

Refunds: Refunds are only available if:

- Written notice is given within the 10-day cooling-off period and training has not commenced.
- RPL assessment confirms the course is not required.
- The student cannot attend due to illness, hospitalisation, pregnancy, or childbirth (Doctor's Certificate required).
- MPL cancels the course due to insufficient enrolments.

Transfers: Employers may request a transfer if:

- At least 2 business days' notice is provided before the course/workshop.
- Transfer can include date changes, delivery mode, or transferring enrolment to another student (fees apply).
- Fees are held in credit for up to 12 months.
- A \$350 transfer fee applies where relevant



Assessment Information

Mode of Delivery

All units are assessed holistically via the online portal and include:

- **Theory Assessment:** Multiple-choice, short answer, case studies, and scenario-based assignments.
- **Direct Observation:** Onsite practical assessment at MPL training facilities.
- **Logbooks:** Completion of practical activities under a licensed technician's supervision.
- **Practical Video Portfolio:** Recorded demonstrations of skills and knowledge across live sites.

Principles of Assessment & Rules of Evidence

Assessments follow the Principles of Assessment:

- **Fairness:** Consider individual needs and provide reasonable adjustments.
- **Flexibility:** Recognise competencies regardless of how, where, or when they are acquired.
- **Validity:** Assessment decisions must be justified and based on appropriate evidence.
- **Reliability:** Ensure assessment results are accurate, consistent, and repeatable.

Rules of Evidence ensure assessments are:

- **Valid:** Evidence directly relates to unit/module specifications.
- **Sufficient:** Adequate quantity and quality of evidence for competency.
- **Authentic:** Work is the student's own.
- **Current:** Evidence demonstrates current competence.

All assessment tasks are validated to meet workplace requirements and ensure reliability and flexibility.

Training Evaluation and Feedback

The **Training Evaluation Form** collects feedback on:

- Training delivery, facilities, and resources
- Trainer skills and knowledge
- Overall student satisfaction

Forms are collected at mid-point and completion of each program. Feedback is reviewed by the Training Manager during monthly Quality and Compliance Meetings. Any issues are logged in the Opportunity for Improvement Register and actions are tracked.

Validation and Improvement

- All assessment tasks must be validated for workplace relevance and reliability.
- Training Evaluation Forms are collected mid-way and at course completion to gather feedback on training, trainers, and resources.
- Feedback is summarised and reviewed at Quality & Compliance Meetings.
- Any issues are recorded in an Opportunity for Improvement Form for action and ongoing monitoring.



Recognition of Prior Learning

All students are eligible to apply for Recognition of Prior Learning (RPL). This information is provided on the back of the Enrolment Agreement Form and within course flyers.

RPL is the process of assessing a student's existing skills and knowledge—gained through informal training, work experience, or life experience—against the requirements of specific Units of Competency. Evidence supplied must meet the performance standards outlined in each unit.

Preparing for RPL

Students should notify the RTO of their intention to apply for RPL as early as possible after induction. In consultation with their trainer/assessor, students must:

- Nominate the units they wish to have recognised.
- Provide an Evidence Portfolio aligned with the agreed evidence plan.
- Provide third-party or workplace evidence where appropriate.
- Be prepared to demonstrate, explain, and apply their skills and knowledge.

Types of RPL Evidence

Evidence may include:

- Direct demonstration or skills testing
- Workplace observation
- Oral presentations
- Portfolio, logbook, task book, projects, or assignments
- Written responses
- Interview questions
- Simulations
- Verified videos or photographs
- Competency conversations

Students are assessed against the performance criteria and critical aspects of evidence in each unit.

Evidence must be:

- Valid
- Sufficient
- Authentic
- Current
- RPL applicants must provide enough detail for assessors to make a clear judgement of competence.

RPL Kit Process

Students applying for RPL must complete the RPL Assessment Kit, which outlines evidence requirements.

RPL process:

1. Student contacts the RTO to request RPL using the RPL Kit.
2. RTO provides the kit and explains the RPL process.
3. An assessor is assigned and contacts the student to clarify evidence requirements.
4. Student submits the completed RPL Kit along with all supporting evidence.
5. Assessor reviews evidence and determines competence for each unit.
6. If approved, the completed kit is forwarded to the RTO for Certificate issuance.



Cheating and Plagiarism

MPL Training Centre Pty Ltd does not tolerate cheating or plagiarism. All trainers and assessors must actively manage and prevent academic dishonesty and comply with the RTO's Cheating & Plagiarism Policy.

Definition of Cheating

Cheating is any attempt to gain an unfair advantage. Examples include:

- Using notes, devices or unauthorised materials during assessments
- Submitting another person's work as your own
- Copying or duplicating assignments
- Allowing others to submit your work
- Taking or using another student's work without their knowledge
- Stealing an assessment or answer guide
- Using any part of another person's work without acknowledgement

Penalties for Cheating/ Plagiarism

If cheating or plagiarism (including inappropriate use of AI) is suspected:

1. The Trainer/Assessor investigates and collects evidence.
2. Concerns are reported to the Training Manager and communicated to the student in writing.
3. A meeting is arranged for the student to respond.

Possible Outcomes

Minor or unintentional breach:

- Student completes an alternative assessment task (e.g., oral questioning).
- The lowest pass/competency level may be awarded.

Serious breach:

- Student fails the module.
- Repeated offences may result in further penalties, including notation on the student file.

All penalties are confirmed in writing.

Definition of Plagiarism

Plagiarism occurs when someone uses another person's ideas or work without proper reference.

Examples include:

- Submitting work created fully or partially by someone else
- Failing to credit the original source of information
- Copying wording without quotation marks and referencing
- Rewriting or paraphrasing large sections of text without citation
- Using another person's images, data, programs, or projects without acknowledgement

Plagiarism does not include:

- Discussing assignments to clarify understanding
- Submitting your own work with minor spelling/grammar proofreading
- Asking trainers or assessors for help understanding course content

Use of Artificial Intelligence (AI)

Students may use AI tools (such as ChatGPT, Grammarly, translation tools, etc.) **to support learning only**, such as researching topics, improving grammar, or clarifying information. AI must not be used to generate assessment answers. Submitting AI-written responses, copying AI output, or using AI to complete knowledge questions, case studies, or practical tasks is considered cheating or plagiarism.

All assessment must reflect the student's own knowledge and skills, and students must be able to explain the work they submit.

If unsure whether AI use is appropriate, students should check with their Trainer/Assessor before submitting work.



Complaints and Appeals

MPL Training Centre Pty Ltd provides students, staff, and other stakeholders the right to raise complaints or appeal decisions regarding RTO processes, services, staff, or other students. This policy ensures complaints are addressed fairly, promptly, and in accordance with regulatory requirements.

Who Can Lodge a Complaint

- Students against other students, staff, or the RTO
- Staff against other staff, students, or third parties
- Employers or third parties regarding RTO services

Appealing a Decision

Students may lodge a written appeal within one week if they believe a cheating or plagiarism decision is incorrect.

Appeals may relate to:

- The decision
- The process
- The penalty

The appeal will be reviewed and a written outcome provided within one week.

Students experiencing difficulty are encouraged to seek support from their Trainer/Assessor.



Informal Resolution

Where possible, concerns should first be discussed with the relevant Trainer, Assessor, or Senior Management to resolve the matter informally.

Assessment Appeals

Students have the right to appeal an assessment result if they believe it is unfair or unjustified.

Grounds for appeal include:

- Disagreement with assessment results
- Request for reassessment or review by another assessor
- Perceived bias, unfair treatment, or discrimination

Assessment Appeals Procedure:

1. Discuss concerns with your Trainer/Assessor.
2. If unresolved, submit a **Complaints and Appeals Form** within **7 days**.
3. A new assessor is assigned to review the assessment.
4. If still unsatisfied, an external RTO assessor may arbitrate and reassess.
5. Students may have a **support person** involved throughout the appeal process.
6. Results of reassessment communicated within **10 business days**.

All appeals recorded in the **Complaints and Appeals Register** and reviewed monthly.

External Complaints

If the internal process does not resolve the matter, complaints may be directed to:

- **National Training Complaints Hotline:** 13 38 73 | [Email Complaints](#)
- **Australian Skills Quality Authority (ASQA):** [Complaints](#)
- **Office of Fair Trading:** [NSW Fair Trading](#)
- **Consumer and Business Services SA:** [CBS SA](#)

No cost is involved in lodging a complaint.

Continuous Improvement

Complaints and appeals feed into the **Opportunities for Improvement (OFI)** process. All staff and students are encouraged to submit an **OFI Form** to suggest improvements to:

- Training and Assessment
- Client Services
- Management Systems

OFIs are reviewed monthly at **Quality & Compliance Meetings** and actioned according to RTO policies.



Customer Complaint Handling Process

MPL Training Centre follows a 4-step process when handling customer complaints. We will keep you informed throughout each step.



1. Receive & Acknowledge

- We receive the complaint and, if needed, request a completed Complaints & Appeals Form.
- We send a written acknowledgement within 5 business days.

2. Review & Discuss

- The RTO Manager reviews the complaint.
- All relevant parties are consulted to understand the issue.
- Confidentiality is maintained at all times.

3. Investigate & Decide

- An initial meeting is held within 10 business days.
- If further investigation is required, it is completed within 60 days.
- A written outcome, including reasons for the decision, is provided.

4. Resolve or Escalate

- If resolved, the matter is closed and recorded in the Complaints Register.
- If unresolved, it is escalated to senior management or an independent reviewer.
- If the process exceeds 60 days, we update the complainant in writing.

Fee Protection Policy

MPL Training Centre protects all students who pay fees in advance. Prepaid fees include any amount paid prior to training or assessment being delivered. These requirements apply to individual learners and prospective students, not employers engaging MPL Training to deliver training to their staff.

Prepaid fees may include:

- Enrolment or administration fees
- Tuition fees
- Fees for materials, resources or textbooks
- Any other mandatory fees required to complete the course

All course fees are clearly outlined and transparent on the relevant course flyers.

Threshold Prepaid Fee

MPL Training requires full course payment prior to course commencement.

(Refer to individual course flyers for fee details.)

To protect students who prepay fees above the national \$1,500 tuition limit, MPL Training Centre has the following measures in place:

1. If MPL Training cannot deliver services paid for in advance, we will place the student into an equivalent course where:

- The location is suitable for the student, and
- The student receives all prepaid services at no additional cost.

2. If an equivalent course cannot be provided, MPL Training will refund any prepaid fees for services not yet delivered above the \$1,500 threshold.

Insurance

MPL Training Centre maintains appropriate insurance coverage at all times, including:

- **Public Liability Insurance** (generally set at \$10,000,000)
- **Professional Indemnity Insurance**
- **Workers Compensation (as required)**
- **Building and contents insurance**, where relevant

The CEO is responsible for ensuring insurance cover remains adequate for the scope and operations of the RTO.

Legislative and Regulatory Requirements

Students participating in training or work placement must comply with all relevant State and Federal legislation, including:

- Workplace Health and Safety (WHS)
- Equal Rights and Equal Opportunity
- Anti-Discrimination laws

Students are also required to follow all RTO policies and procedures as outlined in this Handbook.

Hazard Identification & WHS Responsibilities

Creating a safe environment is a shared responsibility. All individuals involved with MPL Training—including staff, trainers, contractors and students—must actively identify and report hazards.

If you identify a hazard or unsafe practice, you must:

1. Report it to your Training Manager or the Administration Office.
2. Complete the appropriate WHS form (Hazard Identification Form or Injury Report Form).

Any injury must be reported immediately by completing a **WHS Injury Report Form**, available in the Trainers Folder or Administration Office.

Staff and students should raise any WHS concerns promptly so corrective action can be taken to maintain a safe learning and working environment

Support Services

MPL Training Centre supports the diverse learning needs of all students. Students are encouraged to discuss their learning needs at any stage—from enrolment through to course completion. We are committed to providing additional support, advice and assistance to help students succeed. Students should first speak with their trainer; if further support is needed, an appointment can be arranged with the Training Manager.

Available Support Services

- Learning support
- Assistance with RPL or Credit Transfer
- Access to specialist support personnel or equipment (if required)
- Identification of reasonable adjustments
- Assessment briefings (written or verbal; verbal briefings will be recorded in writing)
- Additional tutorials (fees may apply and will be advised)
- Technology support
- Referral for LLN support



Students experiencing genuine difficulty completing their course within the allocated timeframe must notify the Training Manager as early as possible.

Support Services Form

- The Support Services Form is used by staff to record any counselling, discussions, or referrals provided to a student. The form is available from the office or can be emailed on request.
- The form may include:
 - Concerns raised by the student (in class or individually)
 - Referrals to external support services
 - Disclosed disabilities that may require assistance
 - Discussions about training adjustments (an Adjustment Plan may be completed if needed)
 - LLN concerns and referrals to third-party support
- Once completed, the form must be submitted to the Training Manager and a meeting arranged to discuss student needs.
- All Support Services Forms are reviewed at the monthly Quality and Compliance Meeting to monitor student progress.

Support Services Process

- 1. The student identifies a disability or support need on the Enrolment Agreement Form.**
- 2. A meeting is arranged with the student before course commencement (phone or face-to-face).**
- 3. Support needs are discussed and a plan is developed.**
- 4. The Support Services List is used to identify any relevant external services.**
- 5. The Support Services Form is completed.**
- 6. The RTO follows the Support Services procedures under Standard 1.7 of the Quality & Compliance Manual.**



Support Services List

The Support Services List provides details of external support organisations, including phone numbers and websites. Students unsure about which support service they need should speak with their trainer or the Training Manager.

Organisation	Website	Phone	Support Provided
Alcoholics Anonymous (AA)	www.aa.org.au	1300 222 222	Support for clients affected by alcoholism
Adult Migrant English Program	www.education.gov.au/adult-migrant-english-program-0	1300 566 046	Assistance with LLN for migrants
Beyond Blue	www.beyondblue.org.au	1300 224 636	Anxiety & depression support
Black Dog Institute	www.blackdoginstitute.org.au	(02) 9382 2991	Depression & bipolar support
Kids Helpline	www.kidshelp.com.au	1800 551 800	Support for children or those concerned about a child
Lifeline	www.lifeline.org.au	13 11 14	Crisis & suicide prevention
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017	Sexual assault support
Suicide Helpline	www.suicideline.org.au	1300 651 251	Suicide support & guidance
Men's Helpline	https://www.mensline.org.au/	1300 78 99 78	Male health & wellbeing support
Wesley Mission	www.wesleymission.org.au	(02) 9263 5555	General community & individual support
Physical Disability Australia	http://www.pda.org.au/	(02) 6567 1500	Physical disability support
Deaf Australia TIS	http://www.deafau.org.au/	(07) 3357 8266	Interpreter support for hearing impaired
Salvo Care Line	http://salvos.org.au/salvocareline/	1300 36 36 22	Emergency & financial assistance
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Disability advocacy support
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	Support for clients with disabilities
Community Migrant Resource Centre	http://www.cmrc.com.au/	(02) 9687 9907	Migration support services
Family & Community Services	http://www.adhc.nsw.gov.au/	(02) 9377 6000	Family, ageing & disability support
Job Access	https://www.jobaccess.gov.au/	1800 464 800	Disability employment support
Dept. of Health / Mental Health	www.health.gov.au	(02) 6289 1555	Health & mental health support



LOCATIONS:



NSW

Theory - Yennora

Practical Experience -
Silverwater

Practical Assessment -
North Rocks



VIC

Theory - Port Melbourne

Practical Experience -
Lang Lang

Practical Assessment -
Nyora



QLD

Theory - Archerfield

Practical Experience -
Archerfield & Rocklea

Practical Assessment -
Archerfield & Rocklea



mpltraining.com.au



02 4322 0331

COMPANY & GROUP BOOKINGS

MPL Training Centre offers tailored training solutions for businesses and groups. Whether you're upskilling your team or organising training for multiple staff members, we can customise delivery options to suit your company's needs. Training can be delivered on-site, in our training centres, or through a blended learning model.

Contact our friendly team to discuss your group booking requirements and receive a personalised training package.



**NATIONALLY RECOGNISED
TRAINING**

STUDENT REVIEW:

"Thank you very much to all the staff at MPL. Both the trainers and admin team were fantastic throughout my Timber Pest Management course. The trainers were incredibly helpful, patient, and supportive — always taking the time to explain things clearly and in a way that made sense both in the classroom and on the job.

I really appreciated the compassion shown for my personal circumstances and the effort taken to make sure I understood the material, even if it meant going over it more than once. The training was practical, well delivered, and easily transferable to real workplace situations.

I would highly recommend MPL to anyone looking to gain this additional qualification and further their career as a Pest Management Technician." – Benjamin V