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Department of Industry,
Science and Resources

**National
Measurement
Institute**

Participant handbook

National Measurement Institute

Training and Technology Transfer section

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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 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](#). These training courses are non-accredited.

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 e-learning
- online, via video-calling (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), regulated by the [Australian Skills Quality Authority](#) (ASQA). A list of the qualifications we award, and the units of competency (UoC) we are able to assess, is available from the [training.gov.au](#).

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 or qualification (please provide your full name, date of birth and proof of identity).

3.1. Existing qualifications or statements of attainment

Under the [Australian Qualifications Framework](#) (AQF), competencies may be attained in a number of ways. These can include:

- formal courses/training programs that a person has undertaken in the past, which may or may not have been completed
- industry-based training programs
- learning results from life experience
- an overseas qualification.

To recognise existing qualifications, your assessor must be confident that you are currently competent against the currently endorsed industry or enterprise competency standards or outcomes specified in AQF-accredited courses. This may mean partial or complete re-assessment is required.

All assessments of existing testamurs are reviewed by assessors who are qualified to conduct the assessment.

3.1.1. Credit transfer (CT)

NMI recognises the credentials issued by any other RTO based in any state or territory of Australia. This includes statements of attainment or USI transcripts for specific UoC and any qualifications issued under the AQF.

3.1.2. Recognition of prior learning (RPL) and/or recognition of current competency (RCC)

RPL & RCC is the recognition of your current competency, which may have been gained through prior learning, on the job or through life experience.

NMI believes that it is vital that a participant can demonstrate current competency (rather than, say, demonstrating what they have learned in the past). Evidence to show competency may include documentation of existing knowledge and experience. However, many competencies also require demonstration of practical skills and problem solving.

3.1.3. Acceptable evidence

Evidence to show CT, RCC or RPL may include:

- copies of pay slips, resumes, performance appraisals, or other employment-related documentation
- samples of completed work
- references from current and prior employers, supervisors and colleagues
- testimonials as to capabilities from persons holding relevant qualifications in the area being assessed
- copies of either qualifications or statements of attainment issued by another RTO.

3.1.4. Where CT, RCC or RPL can't be granted

There are instances where it is not possible to grant CT, RCC or RPL. Examples are:

- the unit or qualification previously completed has been superseded and no equivalent unit exists
- another body doesn't allow RPL (an example of this is the NSW Blue Card, where RPL is not granted for the equivalent unit in the Transport and Distribution training package)
- where industry and/or employer requirements to complete the qualification/unit of competency exceed the requirements of the training package, for example, renewal of competency on a regular basis.

Your assessor will assist in explaining any instance where CT, RCC or RPL can't be granted.

3.1.5. Recognition of overseas certifications

We support life-long learning for all students. In cases where credit is being sought for qualifications that are not issued in Australia, or by organisations not recognised by the AQF, we will evaluate and offer credit arrangements on a case-by-case basis.

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.

Successful completion of an appropriate recognition kit demonstrates competence for specific instrument type/s relevant to the unit/s of competency. Applicants who demonstrate they are competent are issued a nationally recognised statement, or statements of attainment.

Refer to the [Recognition kit instructions](#) for more details. The 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 of competency are only available to them. They 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. Rights and responsibilities

4.1. Participants

The participant's rights and responsibilities are outlined in this handbook and are designed to ensure all participants receive maximum benefit while receiving equal opportunities. Participants have the right to:

- receive clear, detailed information about the organisation's services and policies, so that they can make an informed choice about their participation in the program
- a quality service which is appropriate to the agreed program, flexible in response to any special requirements, such as language and literacy, and sensitive to and appropriate for their cultural, language, identified gender, sexual orientation and religious backgrounds
- not be discriminated against on the grounds of gender, race, culture, language, religion, marital status, physical or intellectual disability, illness, sexual orientation, psychiatric diagnoses, physical characteristics
- not be harassed or bullied
- confidentiality of personal information and choice about disclosure of information (within legal and ethical constraints)
- access records containing personal information about themselves
- express their complaints and appeals without fear of repercussions, and have them dealt with in a fair and consistent manner.

4.2. Disciplinary actions

The following behaviours may result in disciplinary action:

- 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.
- Continued absence at required times.

Where a participant disrupts the learning of others, they may be asked to leave the course. They will then have the right to make an appeal.

4.3. Staff

Where a staff member is not completing their job role to a satisfactory standard, they are dealt with through the department's policies and procedures on under-performance.

5. Fees, guarantees, cancellations, and refunds

NMI does not charge fees to employees. The following clauses relate to external delivery.

Details relating to the payment policy are contained in the training and assessment [terms and conditions](#) and this handbook, both of which are required to be read before we enrol any participant.

5.1. Fees

Any enrolment without payment will only be regarded as tentative until payment has been confirmed. If payment has not been confirmed, then the participant will not be allowed to undertake training or assessment.

5.2. Guarantees

All training courses are delivered as advertised, provided the minimum numbers of participants enrol.

5.3. Cancellations and refunds

5.3.1. Training Courses

Where a cancellation is notified to NMI in writing (via email to training@measurement.gov.au) more than 14 days prior to the commencement of a course, NMI will provide a refund of the course fees paid, less a cancellation fee of \$175 (plus GST).

Where a cancellation is notified to NMI in writing (via email to training@measurement.gov.au) less than 14 days prior to the commencement of a course, the entire course cost will be forfeited to NMI.

To avoid cancellation fees and/or loss of course fees, a substitute participant may be nominated in writing to training@measurement.gov.au. An enrolled participant can only be substituted once.

Where NMI cancels a course, we will provide a full refund of course fees paid, or transfer enrolled participants to a subsequent delivery of the course. The participant will advise if they wish to receive a full refund or be transferred to another date.

5.3.2. Assessment (Recognition kits)

Where a recognition kit has been submitted by a participant, and fees have been paid, we will only provide a refund of fees paid (less the cancellation fee of \$175 plus GST) where we have not commenced assessing the recognition kit. Where we have commenced assessing the submitted recognition kit, no refunds are available on cancellation. Cancellation of assessment is notified to NMI in writing (via NMIAdministrator@measurement.gov.au).

To avoid cancellation fees and/or loss of assessment fees, a substitute applicant may be nominated in writing to NMIAdministrator@measurement.gov.au. An enrolled assessment applicant can only be substituted once.

There is currently no charge for observation assessment.

5.3.3. Cancellation for failure to submit

We may cancel a participant's enrolment if they have not submitted all required evidence within six months of their enrolment. In this instance, no refund of fees will be paid. NMI will provide participants with one month's notice of their intention to cancel the enrolment in writing, to the email address provided by the participant on their enrolment form.

All refunds are authorised by the manager, TTT.

6. Unique Student Identifier

To undertake a nationally recognised training course or assessment with NMI you must provide us with a Unique Student Identifier (USI).

USI are issued by the Student Identifiers Registrar (the Registrar) under the *Student Identifiers Act 2014* (Cth). If you do not already have a USI, you can obtain one by going to the [USI website](#). If you require NMI to apply for a Unique Student Identifier on your behalf, you must ask us to do this in writing and tell us you have read the privacy statement on the USI website.

Please note that USIs are subject to separate [terms and conditions](#) and NMI takes no responsibility for any information provided to the Registrar or the actions or inactions of the Registrar.

By providing your USI you grant NMI permission to access your USI and confirm its authenticity.

7. Access and equity

NMI integrates access and equity principles within all our policies and all the services that we provide to our participants. NMI staff recognise the rights of participants and provide information, advice and support that is consistent with government policies and our code of practice.

NMI operates within the legal requirements of state and territory anti-discrimination/equal opportunity acts and the Commonwealth *Age Discrimination Act 2004*, *Disability Discrimination Act 1992*, *Australian Human Rights Commission Act 1986*, *Racial Discrimination Act 1975* and *Sex Discrimination Act 1984*.

This means that NMI does not discriminate on the basis of characteristics such as:

- age
- medical records/health status
- criminal record
- impairment
- marital status
- religious beliefs
- mental or intellectual disability
- psychiatric diagnosis
- nationality
- physical disability (including disfigurement and illness)
- sexual preference
- trade union activity
- gender identity
- carer responsibilities.

NMI also recognises that cultural, communication, language, social, sexuality, intellectual, physical or other issues/diversity should not be barriers to:

- participation in the assessment process
- being offered, or receiving, high quality, appropriate services
- being treated fairly and equitably
- consistent application of policies and procedures
- provision of goods, services, facilities and information
- employment in the organisation
- training and professional development
- being valued and respected
- participation on any committees and in decision making
- participation in any consultations and reviews.

NMI is committed to identifying such barriers and finding solutions to overcome them wherever reasonable and viable.

8. 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 \(SEE\) Program](#).

For those currently in employment, LLN support can be found through the [Reading Writing Hotline](#).

9. 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](#).

10. 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, or over the phone.

For assessment:

Email - NMIAdministrator@measurement.gov.au

Phone – +61 (2) 8467 3789 or +61 476 813 266

For training:

Email – training@measurement.gov.au

Phone – +61 (2) 8467 3796

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.

11. Complaints, disputes and appeals

Any participant or client, potential participant or client, or third party may lodge a complaint with the NMI RTO with the reasonable expectation that all matters and issues will be treated with integrity and privacy. They will also and be handled systematically, objectively and appropriately, in accordance with the principles of natural justice and procedural fairness.

A complaint may be lodged in respect of the conduct of:

- the NMI RTO, its trainers, assessors or other staff
- a third party providing RTO services on behalf of NMI, its trainers, assessors or other staff
- another NMI participant.

In respect of dissatisfaction with an assessment result, please refer to the [Appeals policy](#) detailed below.

All complaint claims and actions are free of charge.

11.1. Complaints

11.1.1. How to submit a complaint

Please email any complaint directly to NMIAdministrator@measurement.gov.au. Please ensure you include the following information:

- Date of incident.
- Names of those directly involved in incident.
- Names of those indirectly involved in the incident.
- Your name.
- Your contact details.
- A detailed description of the incident.

11.1.2. How is a complaint handled?

- The NMI Administrator will acknowledge receipt of your complaint, in writing, within 5 days of receipt of the complaint and copy this acknowledgement to the manager, TTT.
- The manager, TTT will ensure that all parties have the opportunity to present their case.
- Any person involved in an investigation of a complaint may choose to have an advocate or support person present at any stage during the investigation process.
- The complaint will be investigated by the manager, TTT (with support from relevant RTO staff), within ten working days of acknowledging receipt of the complaint.
- The manager, TTT will address the complaint by recommending follow-up action, in writing, to all parties within 5 working days of completing investigations.
- All correspondence relating to the complaint will be filed on the participant's file.

Following the investigation, a complainant can expect a formal response to their complaint, in writing, within a maximum of 40 working days.

Throughout the process, the manager, TTT is responsible for:

- fully understanding the nature of the complaint
- exploring all options, and possible implications, for resolving the issue with the complaint or aggrieved person
- avoiding any behaviour which might reasonably be interpreted as judgemental
- finding a solution, and resolving the matter, with the least amount of disruption for all parties.
- ensuring the process is actioned and closed-out within the timeframes specified.

Throughout the process, the complainant has the right to:

- receive and respond to any documentation, as appropriate, that is submitted in connection with the complaint
- have a complaint dealt with and treated confidentially with details only disclosed with express permission
- be provided with a full explanation in writing for decisions and actions taken as part of the complaints process.

11.2. Appeals

Appeals arise when a complainant is dissatisfied with the results of their official complaint, or the result of an assessment decision (including RPL).

The essential nature of an appeal is that it is a request to reconsider a decision made by the NMI. All appeals are free of charge.

If unsatisfied with the outcome of a complaint, or an assessment decision, please email any appeal directly to NMIAdministrator@measurement.gov.au. Please ensure you include the following information:

- Date of incident.
- Names of those directly involved in incident.
- Names of those indirectly involved in the incident.
- Your name.
- Your contact details.
- A detailed description of the incident about which you are lodging your appeal.
- Date of original decision (if appealing a previously unresolved complaint).

11.2.1. How is an appeal handled?

- The NMI Administrator will acknowledge receipt of the appeal, in writing, within 5 days of receipt of the appeal and copy this acknowledgement to the manager, TTT.
- The manager, TTT will ensure that all parties have the opportunity to present their case.
- Any person involved in an investigation of an appeal may choose to have an advocate or support person present at any stage during the investigation process.
- The appeal will be investigated by the manager, TTT with support from relevant RTO staff, within ten working days of acknowledging receipt of the appeal.
- The manager, TTT will address the appeal by recommending follow-up action, in writing, to all parties within 5 working days of completing investigations.
- All correspondence relating to the appeal will be filed on the participant's file.

Following the procedure above, an appellant will receive a formal response to their appeal in writing within a maximum of 40 working days.

11.3. Further options

If, having gone through the complaints and appeals process, there is still dissatisfaction with the result for any person involved in the complaint and appeal process, a request in writing must be made to the RTO (NMIAdministrator@measurement.gov.au) requesting referral of the matter to an independent consultant.

NMI uses an external, independent consultant for this purpose and will refer any outstanding matters to the independent consultant for resolution.

The independent consultant is Gabrielle Deschamps of Roubaix Consulting Pty Limited.

There is a cost payable for the referral of a matter to the independent consultant. This cost is \$2,200 per day (plus GST), which is payable by the person requesting the referral to the independent consultant. There will be a minimum charge of one day for this service, and the fee may increase, dependent upon the time required for the independent consultant to review the complaint, appeal and possible investigation of the initial complaint. The decision of the independent consultant will be final.

12. Copyright and intellectual property

We grant participants a non-assignable, royalty-free, non-exclusive licence to use the training and assessment material provided for private study purposes only. However, we retain copyright for all training and assessment material, and intellectual property rights and ownership in any information disclosed in these materials.

13. Indemnity

You indemnify and hold harmless NMI from all claims, demands, suits, actions, loss, damage, costs and expenses that may arise as a consequence of loss, damage or injury that the participant may suffer whilst either attending the premises at which training is being held or undertaking the assessment process.

14. Staff

NMI's Training and Technology Transfer section consists of:

- the Manager TTT
- training specialists
- the NMI Administrator
- the Training support officer
- a Senior assessment 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, in addition to the industry certifications they hold.

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.

15. Contact details

For any enquiries, or to lodge an appeal, please contact the NMI Administrator:

Telephone: +61 (2) 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.

Date	Amendment outcome
June 2020	4.4 Updates to links to new Industry website and general review
July 2020	4.5 Update to information regarding LLN; Accessibility changes.
October 2021	5.0 Updated rights, responsibilities, access and equity, and complaints, disputes and appeals sections to mirror the Training Staff Handbook
January 2023	7.0 Updated logo. Corrected some errors, updated links