

Records and Privacy Information

Overview

The Plumbing Industry Climate Action Centre (PICAC) is a unique industry-led training organization. PICAC is a partnership supported by the Plumbing and Pipe Trades Employees Union (PPTU), Master Plumbers and Mechanical Services Association of Australia (MPMSAA), Master Plumbers Association of Queensland (MPAQ), National Fire Industry Association of Australia (NFIA) and the Air Conditioning and Mechanical Contractors Association (AMCA).

Since its establishment in 2009, PICAC has been dedicated to delivering high-quality vocational education and training (VET) to meet the evolving needs of the plumbing and fire protection industries. Our programs span the full career pathway, from apprenticeship training to advanced post-trade qualifications – equipping learners with the skills needed to thrive in a rapidly changing industry.

Across our campuses in Victoria, Queensland, and New South Wales, PICAC provides state-of-the-art training facilities that reflect current and emerging industry standards. These facilities offer safe, modern, and practical learning environments designed to drive innovation, support innovative technologies, and prepare the workforce for the future of the plumbing and fire protection sectors.

PICAC provides shared service support to the group, including facilities, administration, finance, HR, student support, and training services, through four Registered Training Organizations (RTOs):

- Plumbing Industry Climate Action Centre (PICAC) – RTO ID 22556
- CEPUTEC – RTO ID 4612
- Fire Industry Training Pty Ltd – RTO ID 22101
- The Service Trades College Australia – RTO ID 31239

All four RTOs under PICAC use the same policies and procedures. For students, this means:

- Same rules everywhere: No matter which PICAC RTO you study with, the rules and expectations are the same.
- Same quality: You will get the same level of training, assessment, and support across all RTOs.
- Fair treatment: Every student is treated fairly and equally.
- Clear and simple: One set of policies avoids confusion and makes things easier to follow.
- Trusted by industry: Policies meet national training standards, so your qualification is recognized and respected.
- Privacy protected: Your personal information and student records are managed under strict privacy and data protection requirements by the RTO in which you are enrolled, in compliance with relevant legislation.
- Certificates and awards: Qualifications and Statements of Attainment are issued by the RTO where you are enrolled. Students who successfully complete their course requirements will be awarded a nationally recognized qualification from their enrolling RTO.

All references to PICAC in this policy and procedure documentation include these four RTOs. Unless otherwise stated, any mention of PICAC should be understood to apply to all of them equally and you can expect the same high training standards and support.

Records and Privacy Statement

At PICAC and its partner RTOs (Fire Industry Training, The Service Trades College Australia, and CEPUTEC), we take the privacy and security of student records seriously.

How we manage your records

- Secure and confidential: All student information is protected from unauthorised access, loss, or misuse.
- Accurate and reliable: We maintain complete and accurate training records in line with national standards.
- Accessible: You can request a copy of your training records or qualifications at any time, free of charge.

How long we keep your records

- Qualifications and Statements of Attainment are kept for at least 30 years in accordance with the Standards for RTOs.
- Other records (such as assessment evidence, enrolment information, and complaints) are retained for the minimum periods required under legislation, contracts, or regulatory requirements.

Your privacy

- PICAC complies with the Privacy Act 1988 (Cth) and Australian Privacy Principles.
- We only collect personal information necessary for training, assessment, and regulatory compliance.
- Information is not shared with third parties unless required by law, a regulator, or with your consent.

Accessing your records

If you would like to access your records:

1. Submit a request in writing (email or letter).
2. Our administration team will provide copies within 10 business days.
3. There is no charge for accessing your records.

If PICAC ceases operations

In the unlikely event that PICAC or one of its RTOs ceases to operate, all student records will be securely transferred to the relevant regulatory authority so you can continue to access them.

Need Support?

If you'd like to talk one of our staff, Please contact us at:

Phone (all): 1300 222 727 (national)

E-mail: info@picac.edu.au

We're here to help you succeed every step of the way.