

Student Support 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 new 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.



We're Here to Support Your Success

At PICAC, we know that every learner is unique. Our job is to help you succeed — whether you're just starting out, balancing work and study, or facing unexpected challenges.

When you study with PICAC, you can expect:

- **Personalised support** – If you need extra help with your studies or skills, we'll work with you to create a plan that meets your needs.
- **Progress check-ins** – Your trainers will keep an eye on how you're going and provide feedback and support to help you stay on track.
- **Safe and supportive environment** – Your safety and wellbeing come first. We follow strong child safe practices for under-18s, including parental consent and appropriate supervision.
- **Fair and respectful conduct** – Everyone at PICAC is expected to follow our Code of Conduct. If concerns arise, we deal with them fairly and transparently.
- **Financial flexibility** – If you're experiencing financial hardship, talk to us. We may be able to arrange instalment plans, extensions, or fee concessions so you can keep studying.
- **Complaints and appeals** – If something isn't right, you have the right to speak up. Complaints and appeals are handled fairly, confidentially, and without disadvantage.

Reasonable Adjustments

Learners with disability may be eligible for reasonable adjustments to ensure training and assessment are fair and accessible. Our team will work with you to find solutions that support your success while maintaining competency standards.

Our Commitment to Child Safety

PICAC is a child-safe organisation. We are committed to creating safe, inclusive learning environments where children and young people feel respected, supported, and heard.

Need Support?

If you'd like to talk about support options, progress, or financial assistance, 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.