

Training and Assessment 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.



Training and Assessment Statement

At PICAC and its partner RTOs (Fire Industry Training, The Service Trades College Australia, and CEPUTEC), we are committed to delivering high-quality training and assessment that meets national standards, supports students, and reflects current industry needs

Our Commitment to Students

- **Nationally Recognised Training:** All qualifications and skill sets are delivered in line with nationally endorsed Training Packages and the Australian Qualifications Framework.
- **Fair and Equitable Assessment:** All assessments are valid, reliable, fair, and flexible. Students have clear information about assessment requirements, and feedback is provided in a timely and constructive way.
- **Support and Inclusion:** We provide reasonable adjustments to support students with disability or special learning needs, ensuring equal access while maintaining competency requirements.
- **Recognition of Prior Learning (RPL) and Credit Transfer:** Students can apply for recognition of previously gained skills, knowledge, or completed units to reduce duplication of learning.
- **Pathways:** Clear training pathways are available, from pre-apprenticeship through to advanced qualifications, supporting career progression.

Continuous Improvement

We actively seek feedback from students, trainers, employers, and industry representatives to ensure our courses remain relevant and effective. All feedback is reviewed and used to improve training delivery, resources, and assessment practices.

Child Safety

We are committed to creating safe, inclusive, and age-appropriate learning environments for students under 18, supported by our Child and Youth Safe Policy.

Student Rights

- You are entitled to fair treatment and respect in all training and assessment activities.
- You may request access to your records, appeal assessment decisions, and raise complaints through our Complaints and Appeals Policy.
- You will be informed about any changes to your course, training package updates, or pathways available to you.

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.