



Certified Storage Meter Installer & Validator Code of Conduct

Certification for Storage Meter Installers and Validators is a recent addition to Irrigation Australia's certification program. Certification is a license earned by a person to certify that they are qualified to perform a job. Certification indicates that the individual has a minimum level of knowledge, skills and abilities in the view of the certifying body to perform their job to the satisfaction of industry, regulators and customers.

Certified Storage Meter Installers and Validators (CSVs) in NSW are referred to as Duly Qualified Persons (DQP) however in this document DQP and CSV have the same meaning.

A CSV is a person that has met the requirements of the training, provided proof of relevant experience and been certified by Irrigation Australia. Only a CSV is granted the authority to install and validate storage measurement Meters used to measure storage levels and extractions.

A CSV must be capable of installing, troubleshooting, upgrading or maintaining water storage Meters and/or engaging suitably qualified third-party professionals and will validate systems to ensure that they are fully compliant with regulations in each jurisdiction.

Current CSVs will be listed on the Irrigation Australia website.

Certification is renewed every two years and renewal requires the certified person to:

- Provide Irrigation Australia with evidence of Continuing Professional Development points (CPD) in accordance with the policy as determined by the Certification Board
- Undertake and pass an online exam, if required, by Irrigation Australia
- Pay the appropriate fee as determined by Irrigation Australia on a biennial basis

State & territory jurisdictions have or may introduce regulations on the conditions that should apply in the installation and/or validation of storage measurement meters and these regulations and policies must be strictly adhered to by CSVs on every occasion. Irrigation Australia has adopted the following minimum standards for the installation and validation of water storage meters:

1.0 Approved Meters

- (a) Storage measurement meters must comply with the regulations/policy in the applicable state or territory jurisdiction.
- (b) Storage measurement meters must be installed in accordance with the manufacturer's installation specifications and the storage installation and validation training.
- (c) CSVs should not validate a storage meter that they know, or suspect, is not accurately measuring water or is faulty or not working and should inform the owner of the storage the reasons why the meter cannot be validated.

3.0 Validation certificates

- a) CSVs are required to complete all required forms and certificates in accordance with the requirements in each jurisdiction
- b) CSVs are required to ensure that all relevant fields are fully completed
- c) All records should be retained by CSVs for 5 years and be made available to the regulator and/or Irrigation Australia upon formal request.

4.0 Tamper Evident seals

- a) CSVs are required to apply tamper evident seals to all meters to provide evidence of any future tampering, in accordance with Irrigation Australia Guidelines for the use of tamper evident seals.
- b) All seal numbers are to be recorded on validation certificates.

5.0 CSVs agree to implement the following principles:

- a) Conduct fair, honest and ethical business practices at all times
- b) Properly disclose and manage any conflicts of interest
- c) Undertake all activities in a competent and professional manner
- d) Accurately represent your personal competencies, capabilities, qualifications and experience.
- e) Maintain a current knowledge of best practice in the irrigation industry including:
 - (i) Carry out your duties in accordance with the current laws and regulations in the state(s) that you operate in

- (ii) Keep up to date and if requested, attend refresher training courses regarding available and emerging technologies, for example, data logging and telemetry
 - (iii) Participate in the Irrigation Australia Continuing Professional Development (CPD) program by providing the required CPD evidence in accordance with the Irrigation Australia policy, before renewal
 - (iv) If requested undertake the online exam relevant to the state(s) in which you operate.
- f) Ensure that you do not represent yourself as a CSV unless your CSV registration remains active and current
 - g) Allow your name and CSV number as endorsement as an Irrigation Australia Certified Storage Meter Installer & Validator to be used only in relation to those projects in which you have been personally and directly involved, and as such take responsibility for any work or service covered by your CSV certification
 - h) Comply with requests for information from Irrigation Australia's Governance Officer – Metering
 - i) Unless permitted in the applicable state or territory regulations/policy, do not install or validate any storage meter on your own property
 - j) In accordance with your professional obligations as a CSV, report any observed improper conduct or non-compliance with the correct installation or validation of storage meters including evidence of tampering or broken or missing seals to the appropriate authority and Irrigation Australia Governance Officer - Metering.

6.0 General matters:

1) Interact Professionally with Customers and the Public

- a) Follow ethical business practices at all times
- b) Treat members of the public and customers with respect, courtesy, honesty and fairness
- c) Clearly and formally disclose to customers the expected performance outcomes from work undertaken.

2) Comply with Legislation, Regulations and Irrigation Australia endorsed Standards

- a) Comply with relevant laws and regulations in the jurisdiction within which the project is being undertaken
- b) Comply with and promote any Irrigation Australia published or endorsed industry standards, benchmarks and guidelines

3) Contribute to Environment Protection

Actively promote water, soil and energy conservation best practices in all projects to which you allow your name and endorsement as an Irrigation Australia Storage Meter Installer & Validator to be used.

4) **Maintain Records for Auditing under the Certification Framework**

- a) Maintain legible records for a minimum of five years after completion of all installations, maintenance and validations undertaken in your capacity as an Irrigation Australia Certified Storage Meter Installer and Validator, including at a minimum the following records for each project:
 - (i) Customer name;
 - (ii) Project location;
 - (iii) Dates, or period of time in which project work was undertaken;
 - (iv) Copies of all relevant drawings, photographs, seal numbers and notes, and
 - (v) any formal disclosure of expected irrigation performance outcomes provided to the customer.
- b) Make records, required as part of this Code of Conduct, available on request to any relevant regulatory authority, Irrigation Australia’s Governance Officer, Irrigation Australia’s Certification Board, or its appointed auditor, for the purpose of auditing compliance with this Code of Conduct.

5) **Non-Compliance with Code**

Non-compliance with this code, or as a result of a complaint received by a regulatory authority may result in action being taken as described in the Certified Storage Meter Installer and Validator **Formal Complaints Procedure** and may result in temporary suspension or permanent revocation of certification.

In my capacity as a Certified Storage Meter Installer and Validator (CSV & DQP) I agree with this Code of Conduct:

Name: _____ Date: _____

Certification number: _____
(if known) _____

Phone: _____

Email: _____

Signature _____

Please return this form to Irrigation Australia via:
E. info@irrigation.org.au | Fax: (07) 3517 4010
Post: PO Box 13 Cannon Hill, QLD 4172