

Student Handbook 2018

Master Builders Association of Victoria



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IS YOUR BUILDER A MASTER BUILDER?



Welcome to Master Builders Association of Victoria



Dear Students in Master Builders Association of Victoria:

The Student Handbook is designed to provide you information and resources to the life at Master Builders as a student. You will find information on the options available to you and the resources that can help you find advice and make choices. It also clarifies the commitment we hold and our expectations of you in your conduct as a student at Master Builders.

At Master Builders, we strongly believe in the power of education and training. It can open a world of possibilities for you and your career. Regardless of your reasons for studying, Master Builders staff are committed to ensuring you are on the right track with your training. We care about our clients, and have a passion for the building industry. Life as a student can be confusing but remember that our staff is always available to help you. We also have learning support services available to students that may need additional assistance in completing their assessment requirements. Our goal is to assist you in becoming the best that you can be.

For those who have not studied for some time, commencing a new course can be a daunting experience. You can be assured that our role as a quality vocational education provider is to help you acquire the knowledge and develop the skills you need in order to succeed. Naturally, much of the outcome of your training rests with you and your commitment to achieve but we promise to give you the best opportunity to gain the qualifications and skills that you desire.

I applaud your commitment to pursuing your study, course and career options and commend you to our excellent trainers and training staff who will assist you.

All the very best to you as you commence or continue your learning journey.

Radley de Silva

CEO

Master Builders Association of Victoria

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Abbreviations and Acronyms

AQF	Australian Qualifications Framework
ASQA	Australian Standards and Quality Authority
LLN	Language, Literacy and Numeracy
Master Builders	Master Builders Association of Victoria
NCVER	National Centre for Vocational Education Research
NVR	National VET Regulator
RTO	Registered Training Organisation
SMS	Student Management System
TAC	Training Assessment Coordinator
TP	Training Packages
VET	Vocational Education and Training
ACPET	Australian Council for Private Education and Training

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Our Vision, Mission and Values

Vision:

Master Builders – leading our industry!

Mission:

- Representing employer's interest
- Providing superior member services
- Motivating employees to achieve the highest standard of performance

Our Values:

- We deliver what we promise
- We are open and honest
- We go the extra mile for our members
- We respect each other and value team work

1 Code of Practice

Master Builders Association of Victoria (hereafter referred to as *Master Builders*) as a Registered Training Organisation (RTO no 3935) operates within its conditions of registration as set out by its Vocational Education and Training (VET) regulator, the Australian Skills and Quality Authority (ASQA). It is governed by *National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations (RTO) 2015*. This Student Handbook outlines broad principles of practice that the management and staff commit themselves to in the daily activities of Master Builders.

2 Compliance with Legislations and Guidelines

Master Builders complies with the requirements of, and pays all fees and bears all costs connected with all applicable laws and regulations, including without limitation all relevant privacy, anti-discrimination and equal opportunity legislation.

Master Builders will comply with all relevant legislative requirements of the Commonwealth and State Government, including but not limited to:

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- Standards for RTOs 2015 under subsection of the National Vocational Education and Training Regulator Act 2011
- Occupational Health and Safety Act 2004 and related legislation
- Copyright Act 1968
- Privacy Act 1998
- Human Rights and Equal Opportunity Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Relations Act 1996
- Disability Act 2006
- Working With Children Act 2005
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Australian Consumer Law - Schedule 2 of the Competition and Consumer Act 2010
- Child Wellbeing and Safety Act 2005 (Victoria)

Further to the above, all information you provide to us at enrolment will be entered into our database for the purpose of providing our regulatory obligation to the VET Regulator and our registering body – the Australian Skills Quality Authority (ASQA) - and all associated regulatory and research bodies.

According to the Standards for Registered Training Organisations (RTOs) 2015, we, as a Registered Training Organization (RTO) are obligated to provide data on our students and courses.

The data we collect at enrolment meets the data specifications of the “Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) VET Provider Collection specifications: Release 7.0”. For more information visit www.ncver.gov.au.

As a student of Master Builders you may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a Department-endorsed project, audit or review.

3 Our Policies & Procedures

Master Builders is committed to providing a friendly, educational environment for all staff and students and therefore have a series of Policies to comply with the above legislation and regulatory requirements which are relevant to its operations.

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Our Policies are available for students to access on our website www.mbavtraining.com.au for student's access.

Our Policies include:

- Access and Equity
- Pre-Application, Application, Selection and Enrolment
- Assessment
- Complaints, Concerns and Appeals
- Fees, Charges and Refunds
- Recognition of Prior Learning
- National Recognition and Credit Transfer
- Occupational Health and Safety
- Plagiarism and Cheating
- Privacy
- Issuance of AQF Certification Document
- Unique Student Identifier
- Learner Support

4 Management and Administration

Master Builders has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until a student's course and assessment are complete.

Master Builders has a Fees, Charges and Refund Policy that is fair and equitable. For more information refer to section 14. *Course fees, charges and cancellations*.

Student records are managed securely and confidentially in our SMS, and are available to students upon request. For more information refer to section 20 *Access to student records*

Master Builders has adequate insurance policies including public liability to ensure students' wellbeing in the event that Master Builders is no longer able to provide the training services students are enrolled into.

5 Internal and External Audits

Master Builders participates in external monitoring and audit processes as required by our VET regulator ASQA and this includes:

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- quality audits as deemed appropriate by ASQA;
- audit following complaint; and/or
- audit for the purposes of renewal of registration.

Master Builders also conducts annual internal audits of its management systems, policies and processes and operational functions to ensure that it is consistently measured as compliant to the requirements of the *Standards for RTOs 2015*.

6 Marketing and Advertising

Master Builders markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. This means that Master Builders will ensure that in the provision of information, no false or misleading information will be provided on its marketing material – electronic or otherwise – ie. the Master Builders website and the Training Directory.

Master Builders will also seek students' consent for the use and disclosure of any information collected from the student for marketing purposes – eg. Student testimonials.

7 Continuous Improvement

Master Builders is committed to providing quality assurance in training function including the processes for managing, monitoring and continuous improvement of all training and support operations and for reviewing student/client satisfaction.

We value your feedback so we endeavor to collect this from both students and employers by issuing the Learner Engagement & Employer Satisfaction surveys at the end of each course. Students will be asked to provide feedback on course content and delivery, their facilitators, the course materials and the assessment process.

We also ask students to complete a Course Progression Survey at the end of every unit or unit cluster.

Where appropriate, the student's employer will also be asked to submit an **Employer Questionnaire**.

This information is collated for the basis of systematically evaluating our services and uses the outcomes of the evaluations to continually improve our training and assessment strategies and practices.

8 Quality Trainers and Assessors

Master Builders employs personnel with appropriate qualifications and experience to deliver training and facilitate the assessment relevant to the training products offered.

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All of our trainers/assessors have the appropriate qualifications (TAE40110 Certificate IV in Training and Assessment) and a wealth of knowledge, skills and expertise in the building and construction industry, so as to deliver the training and assess students' skills and competencies.

Our trainers and assessors maintain industry currency in their field by exposure to the building and construction industry and ongoing participation in professional development workshops, seminars, industry committees etc.

9 Training Facilities

Master Builders undertakes regular reviews of its facilities and resources to ensure that equipment is:

- typical of the type of equipment used in the industry;
- safe and serviceable; and
- fit-for-purpose.

At the start of the course, you will be briefed on the facilities that are available to you in accordance to the training venue where your course is being held.

10 Master Builders Qualifications and Courses

Master Builders offers a wide range of training programs from nationally recognised qualifications to short industry specific courses designed to help students up-skill or to enter the workforce. The nationally recognised qualifications and accredited courses currently offered by Master Builders are accessible on

www.mbvtraining.com.au

The nationally recognised qualifications offered at Master Builders are:

- CPC50308 Diploma of Building and Construction (Management) AQF Level 5
- CPC50210 Diploma of Building and Construction (Building) AQF Level 5
- CPC40110 Certificate IV in Building and Construction (Building) AQF Level 4
- CPC40308 Certificate IV in Building and Construction (Estimating) AQF Level 4
- BSB41415 Certificate IV in Work Health and Safety AQF Level 4
- BSB30715 Certificate III in Work Health and Safety AQF Level 3

The building and construction qualifications can be useful to those who are already a registered builder or those seeking to become a registered builder.

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Master Builders have training and assessment strategies and practices that are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or cluster in which they are enrolled.

Master Builders determine the amount of training to be provided with regard to the existing skills, knowledge and experience of the learner; mode of delivery and where a full qualification is not being delivered, the number of units and/or cluster will be delivered as a proportion of the full qualification.

Master Builders conducts a range of industry specific short courses (accredited and non-accredited) for those seeking to upgrade their knowledge and skills, which will assist them to advance in their career or the management of their business. Our courses and their delivery dates are listed in the training calendar that is available through the Master Builders website. <http://www.mbavtraining.com.au>.

Government funded programs

We have a wide range of nationally accredited courses designed specifically for those working in the building industry, which are funded through a Victorian Government initiative – Skills First.

Funding is available to make vocational training more accessible for people looking to build up their careers in our industry.

The Skills First program provides eligible applicants with access to Victorian government funding in vocational education and training. Skills First funding is an opportunity to gain new skills or upgrade your existing qualifications. Through this program, you can acquire new, valuable skills to get the job you want or to help your business grow and thrive.

More information on government funding can be obtained from the below link <http://www.mbavtraining.com.au/use-government-funding-to-build-up-your-career/>.

Course information sheets

Course Information Sheets provide an overview of the course including: content; structure; learning outcomes; study pathways, fees etc. These are accessible through:

- The Master Builders website - www.mbavtraining.com.au;
- Master Builders Training Department - phone 03 9411 4555 or email to training@mbav.com.au

Master Builders does not guarantee that a learner will successfully complete the course they have enrolled in and a learner will obtain a particular employment outcome where this is outside the control of Master Builders.

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11 Pre-Application, Application, Selection & Enrolment (PASE)

Entry into Master Builders VET programs is at the discretion of Master Builders. Master Builders will assess your suitability for entry into a VET program. This is typically assessed through a pre-training interview with an Enrolment Administrator & Learning Support Consultant where any support required by individual students to complete their course, will be determined. The selection criteria adopted by Master Builders are:

- The ability and commitment of the students to complete the course as per the National Training Package requirements;
- The student's Language, Literacy and Numeracy proficiency and
- The suitability of the student for the specific program

Master Builders follows a PASE process to enroll students into VET Programs. The PASE process is defined in the different stages below.

Stage 1: Pre-application; *at this stage* students are provided information in regards to courses that Master Builders offers. The information is presented on the website, in the Training Directory or in Course Information Sheets (CIS) and may include but not limited to:

- a) course overview
- b) learning outcomes
- c) possible career outcomes/pathways
- d) suitable work experience
- e) entry requirements and recommendations (such as suitable work experience)
- f) course costs
- g) Language, Literacy and Numeracy (LLN) requirements

Stage 2: Application; when a prospective student is interested in a course, they are required to complete an Application form and submit this to Master Builders' staff for selection processing.

Some students may be able to access Incolink Assistance or government funding such as Skills First subsidised training places. Students who are interested in the Skills First government funded course will need to check their eligibility by answering the questions on the *Funding Eligibility Indicator 2017* on the [Victorian Skills Gateway website](#). The link to this is available on the Master Builders Training website.

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Stage 3: Selection; a process **conducted by Master Builders**, where students are assessed on their suitability according to course requirements, LLN level and eligibility for government funding (where applicable). Suitable and Eligible students will be followed up by phone to arrange a face-to-face pre-training interview.

During the phone conversation, students will be asked to bring the following evidence to their pre-training interview:

- Their work history/reference/CV outlining previous experience in the industry, completed applicant work record;
- Evidence of their eligibility for funding (if applicable) - such as original or certified copies of evidence of citizenship and/or age, relevant referral documents (where applicable) etc.;
- Any prior qualifications they may hold that are relevant to the course they are enrolling into and
- Certified copies or originals to be verified by Master Builders delegated RTO staff, of all applicable evidence listed above.

Students who are not eligible for funding will be advised of this and will be provided with the option to undertake the course on a Fee for Service arrangement. Also students identified as having LLN difficulties, will be guided by Master Builders staff through our Learning Support services. For more information, see section 12 below.

At the Pre-Training Review stage, the Enrolment Administrator & Learning Support Consultant will go through all documentation and eligibility evidence provided by you, to ensure that all Master Builder, and where applicable Skills First, requirements are met and ensure that you are aware of your rights and responsibilities while undertaking a course with Master Builders.

You will also be provided with a link to this Student Handbook on the Master Builders website, so that you can read and refer to at any point through your course. The Student Handbook includes detailed information about the Master Builder's policies and procedures that relate to you and your studies.

Stage 4: Enrolment; once you have passed the selection process you will be notified of your acceptance into the course via email. This notification will include a tax invoice which you will need to pay prior to the commencement of your course. When payment of the invoiced amount is made, you will then be enrolled into your chosen course.

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12 Student Services

At Master Builders, our students are the most vital element of our business, and we seek to understand, anticipate and be responsive to our student needs.

We are constantly seeking different ways to assist our students and recognise that each student contact is important to forge a positive and ongoing relationship and is recorded in our Student Management System (SMS). We ensure that student complaints/concerns are dealt with in an efficient, effective and friendly manner. We strive to resolve complaints/concerns with the best possible outcomes for all concerned parties. For more information refer to section 23. – *Complaints, Concerns and Appeals*.

We have sound management practices to ensure effective student service provision from enrolment to the completion of your course. We want you to make an informed choice before enrolling with us, so we take every opportunity to provide you with important information such as: course content; Recognition of Prior Learning (RPL) or Credit Transfer opportunities; information on fees and charges, assessment processes and vocational outcomes. We disseminate this information in various ways such as through:

- The Master Builders website www.mbavtraining.com.au;
- The Master Builders Course Information Sheets;
- Our prompt response to your enquiries on the phone or face-to-face;
- The provision of relevant course information in our Training Directory; or at
- Master Builders events.

Learning support services

We understand that each student has different levels of learning skills and some students may require assistance to meet the requirements of their course. Master Builders offers a range of learning support services to students experiencing language, literacy, digital literacy and numeracy difficulties.

Our *Learning Support Consultant* will individually assess the student's level of language, literacy, digital and numeracy abilities at the pre-training interview (selection stage) to establish if the student meets the criteria to access the support services available by Master Builders.

Students with Language or Literacy (including computer literacy) difficulties may require assistance for researching information and understanding the requirements of assessment tasks. A student's learning support is monitored and tracked through a Learning Support Contact Log and is managed by the *Learning Support Consultant*.

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It is important for students requiring support to attend their training support sessions at the times scheduled for them. If unable to attend, students need to provide at least three (3) days notification for cancellation or rescheduling.

All students are welcome to access this service by requesting a meeting with our *Learning Support Consultant* via email: training@mbav.com.au or by calling us on (03) 9411 4555.

Support for students with disability will be provided on a case-by-case basis, after the assessment of the individual student needs. Master Builders will make every attempt to assist students with disabilities to meet their course requirements and reach their personal educational goals. This includes where appropriate, reasonable adjustment to the assessment processes according to the individual student needs.

Important Note: Students will not be able to access the Support Service:

- if they do not have language, literacy, digital, numeracy learning difficulties, or a disability;
- after the course has closed. Students will be informed of this date on their assessment timetable;
- when a student has missed training sessions;
- when the allocated timeframe outlined in the training support agreement/plan is used up;
- if the student has overdue assessments (if this is the case, students will need to contact the *Assessment Administrator*);
- on the due date of the assessment submission date – as per the assessment timetable.

13 Recognition of Prior Learning (RPL) and Credit Transfer

Master Builders recognises the AQF qualifications and Statements of Attainment issued to our students by other RTOs in Australia or attained through prior learning that relates to qualifications and Units of Competency on Master Builders Scope of Registration. There are two ways of recognising prior learning and/or experience and this is through Recognition of Prior Learning (RPL) or Credit Transfer. Both are defined below:

Recognition of prior learning is the process of recognising an individual's current skills and competencies, which were attained through prior experience and/or learning. This includes:

- previous study of either a formal or informal nature;
- work experience;
- general life experience and/or
- any combination of the above.

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Credit Transfer is the process by which a registered training organisation accepts and provides credit to learners for units of competency where these are evidenced by:

- A certificate issued by another RTO or AQF authorised issuing organisation, OR
- Authenticated VET transcripts issued by the Registrar

An application for RPL or Credit Transfer can either be submitted prior to the commencement of a course, or after these processes are discussed on induction day. Timelines for the application and how it will affect attendance of classes while application is in progress will be determined between the applicant and the RPL Administrator.

Information on RPL fees is available upon request from the Training Department. Fees for RPL will vary depending on the program and the units claimed. All RPL applications are subject to a preliminary assessment. Note that, Skills First funding does not apply to units attained through RPL. Master Builders is not on the Skills First approved RPL provider listing.

For more information regarding the application process, visit the Master Builders' website and check our *Recognition of Prior Learning policy* or our *National Recognition and Credit Transfer Policy* at <http://www.mbavtraining.com.au/content/policies-and-procedures/>.

14 Course Fees, Cancellations and Refunds

Prior to enrolment, Master Builders will provide all students with a Statement of Fees, which itemises all fees and materials required for the course.

The current Statement of Fees for all Master Builders qualifications and courses is available from:

- Master Builders Training Directory;
- Master Builders website; and
- Master Builders administration staff.

Course fees and charges can be different depending on the course of study, and the level and type of funding available. Funding can change from one period to another; therefore fees and charges will also be subject to change. This means that a fee quoted to students at the time of enrolment may differ from that in the relevant marketing material.

This is why all marketing materials will include the following caveat: 'The student tuition fees as published are subject to change given individual circumstances at enrolment'.

Master Builders will endeavor to provide the most recent and correct fees and charges to students in a transparent and open manner prior to their enrolment in a course.

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It is the student's responsibility to ensure that they have read and understood the information provided by Master Builders regarding fees, payments, refunds and guarantees prior to enrolling in a course. If the information is difficult to understand, intending students should seek advice and explanation from the Master Builders training department team.

Fees for RPL will vary depending on the program and the units claimed. Master Builders will not charge a fee for Credit Transfers.

Master Builders reserves the right to withhold any Statement of Attainment or Testamur until all outstanding course fees have been paid in full.

Payment of course fees

Master Builders requires upfront payment of all course fees.

To protect student fees paid in advance and in case Master Builders is unable to provide any part of the course a student is enrolled in, Master Builders holds membership of a **Student Tuition Assurance Scheme** with **ACPET**. This insurance scheme ensures that any students displaced from a course, due to Master Builders' inability to provide the course are relocated efficiently and with minimal disruption, to a comparable course with another member of ACPET or another approved provider. Master Builders will also ensure that the student is placed into an equivalent course such that:

- the new location is geographically close to where the learner had been enrolled; and
- the learner receives the full services for which they have prepaid at no additional cost to the student; or
- if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount

Cost for additional tutorials

Master Builders provides our students with free learning support through our Learning Support Services.

In some cases however, students may require additional technical support and additional tutorials directly from our trainers and assessors. Upon such request, Master Builders will contact the relevant trainer for their availability and inform the student of the time and date for the tutorials. These tutorials will also run according to demand and will be free of charge for the first (1) hour, but any subsequent hour will carry a charge of \$140 per hour.

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Transfers and rescheduling

All requests for change of dates are to be made in writing by completing and submitting a *Rescheduling Application Form* to the Training Department. This form can be accessed through the Master Builders Training website, or by contacting Master Builders Training Department.

Written notification must be received no less than 5 business days prior to course start date to avoid a transfer fee. Transfer fee is \$50 per unit/cluster depending on the structure of the course.

A maximum of 2 transfers per session is allowed. If you are still unable to attend the course after the second transfer and want to re-attend study, you will be required to pay the full course fees. No refunds are allowed after the course has been transferred from the initial enrolment date.

If no written notification is received, the full course fee may be applicable upon rescheduling. For further information on course transfers, refer to the Fees, Charges and Refunds policy which can be found on the Master Builders training website.

Cancellations and refunds

All cancellations, requests for changes or refunds must be made in writing and sent via email to training@mbav.com.au or via fax on (03) 9415 7084.

Course fees may be refunded or reallocated under the following circumstances:

- **Scenario 1:** If Master Builders cancels the course for whatever reason, the student will either receive a full refund (or pro-rata adjusted refund) of any fees paid, or offered to transfer to another course – where one is available in the future. If the student chooses to transfer to another course they will be required to do that within three (3) months of the Master Builders notification. Administration fees for transfer of course in this case, will not apply.
- **Scenario 2:** If a refund is requested more than 5 business days before course commencement, a full refund, less the enrolment fee (this will vary depending on the course) will be provided.
- **Scenario 3:** If a place is not offered in the course, the student will receive a full refund including the enrolment fee
- **Scenario 4:** If the student wishes to change their enrolment into another course at Master Builders the course fees that have been paid will be transferred to the new course. An administration fee for transfer of course in this case, will apply.

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No refund policy

There will be no refunding of fees in the following circumstances:

- Where a student applies for RPL and the application is unsuccessful, there will be no refund of the RPL Fees.
- Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the student may wish to return to Master Builders at a later date, this will also be approved by the Head of Training (the student must return within 1 year of enrolment date to complete the course)
- Where the student fails to comply with terms and conditions of enrolment which include, Master Builders policies and procedures as provided in the Code of Practice and this Student Handbook.
- The student provides false or misleading information.
- The student receives a Not Yet Competent grade in their course and is considered to have not successfully completed the requirements of the VET qualification.

Special circumstances

Students may find that they have to withdraw from their study program after the course commencement due to certain circumstances making it impracticable for students to complete the requirements of the units. This may include:

- Medical circumstances, for example where the students medical condition has changed to such an extent that he or she is unable to continue studying;
- Family circumstances, for example death or severe medical problems within a family or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies or
- Employment circumstances, for example where the students employment status or arrangements have changed so that the student is unable to continue his or her studies and this change is beyond the students control.

Refund of fees due to any of the above special circumstances, will be considered by Master Builders and the amount of refund will be calculated on a case-by-case basis and according to the amount of training provided at that time.

An application for a refund under special circumstances should be made in writing within 12 months of the withdrawal date. However, Master Builders in its discretion may decide to waive this requirement if it is satisfied that the application could not be made within the 12 month timeframe.

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The student's application should include any independent supporting documentation such as a letter from the student's doctor or counselor to support the student's claim. Each application will be examined and determined on its merits. Master Builder will consider the student's claim, together with any independent supporting documentary evidence that substantiates the claim.

Special circumstances do not include lack of knowledge or understanding of requirements for enrolment.

15 Course Delivery

At Master Builders we use a range of delivery methods to create a quality learning experience for our students.

Learning time may take place in:

- a classroom;
- a simulated practical environment;
- a workplace; and/or
- through research and self-study.

Master Builders may also use a range of delivery techniques or a combination of these, such as:

- face-to-face lecture;
- textbook study;
- role plays and formal presentations to peers;
- simulated case studies;
- online interaction;
- peer learning and group work; and/or
- problem-solving.

16 Course Assessment

Assessment is the process of determining a student's competency using a range of different methods and tools.

For a student to be assessed as competent the learner will:

- undertake all required tasks described in the elements of the unit ;
- demonstrate that they are capable of performing these tasks to an acceptable level and in a variety of workplace situations, or accurately simulated workplace situations;
- demonstrate their ability to do so in different contexts and environments.

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This will ensure the student has:

- The ability to perform relevant tasks;
- The understanding of what they are doing, and why, when performing tasks;
- The ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

Assessment will always be based on the performance of the individual student.

If assessment tasks are undertaken as a group, each student will be assessed on each component of the task individually.

At all times Master Builders trainers and assessors will ensure that the assessment activity is undertaken in a safe and secure environment.

Types of assessment

On your induction day, you will receive a copy of the student course manual relevant to the course/units you'll be undertaking. This manual includes all the written assessment tasks you are required to complete and submit to your trainer in the assessment wallet found at the back of every manual.

Assessment may include both formative and summative tasks.

Formative assessments may include knowledge checks, class activities, group work and quizzes. This type of assessment may or may not be marked, and is a learning tool to assist students understanding of the course content.

Summative assessments consist of individual assignments, quizzes, case studies and short answer questions.

Students will be required to spend time outside of each class to complete their assessment tasks. Time spent will depend on the student's current level of building and construction knowledge and academic experience.

All summative assessment tasks are listed towards the back of your course manual and all formative assessments are located as learner activities throughout your course manual.

Due to the timeframe required to complete assessments, it is critical that you start work on assessments early. In many cases, you will be able to start working on assessments after the first or second class. Starting early is an advantage to you as:

- you'll be completing the assessment while the information is fresh in your mind;
- you can seek clarification from the facilitator if there are components you do not understand;
- you are likely to meet assessment due dates as these are detailed in your Assessment timetable and Training Plan.

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How you will be assessed

Your trainer will explain the specific assessment requirements at the start of your course.

Summative assessment tasks are mapped to the units of competency and must be completed.

Individual assessment tasks will be marked as:

- *Satisfactory or*
- *Not Satisfactory.*

If an assessment task is *Not Satisfactory*, the facilitator will provide you with feedback, and you will need to re-submit your answers to those questions. If this happens, you must re-send the entire assessment with your resubmission.

You are allowed two resubmissions. If, after you have tried to answer the questions, you find that you are struggling to understand the material, please contact the Learning Support Team on 9411 4555.

We will discuss the issues with you, and will work with you to assist you to complete your assessment task. This may include some Language, Literacy and Numeracy (LLN) support or organising a tutorial for you (tutorials may incur additional costs). Tutorials can be offered one to one, small group tutorials, by phone and by email. When all of your assessment tasks are complete, you will receive a **final** result of either:

- *Competent*

This means that you **have** completed all assessment tasks to a satisfactory level, or

- *Not Yet Competent*

This means that you **have not** completed all assessment tasks to a satisfactory level.

The following flow chart describes the assessment process, using the example of John, who is a student with Master Builders. The components which are shaded relate to what “John”, and all other students, need to complete.

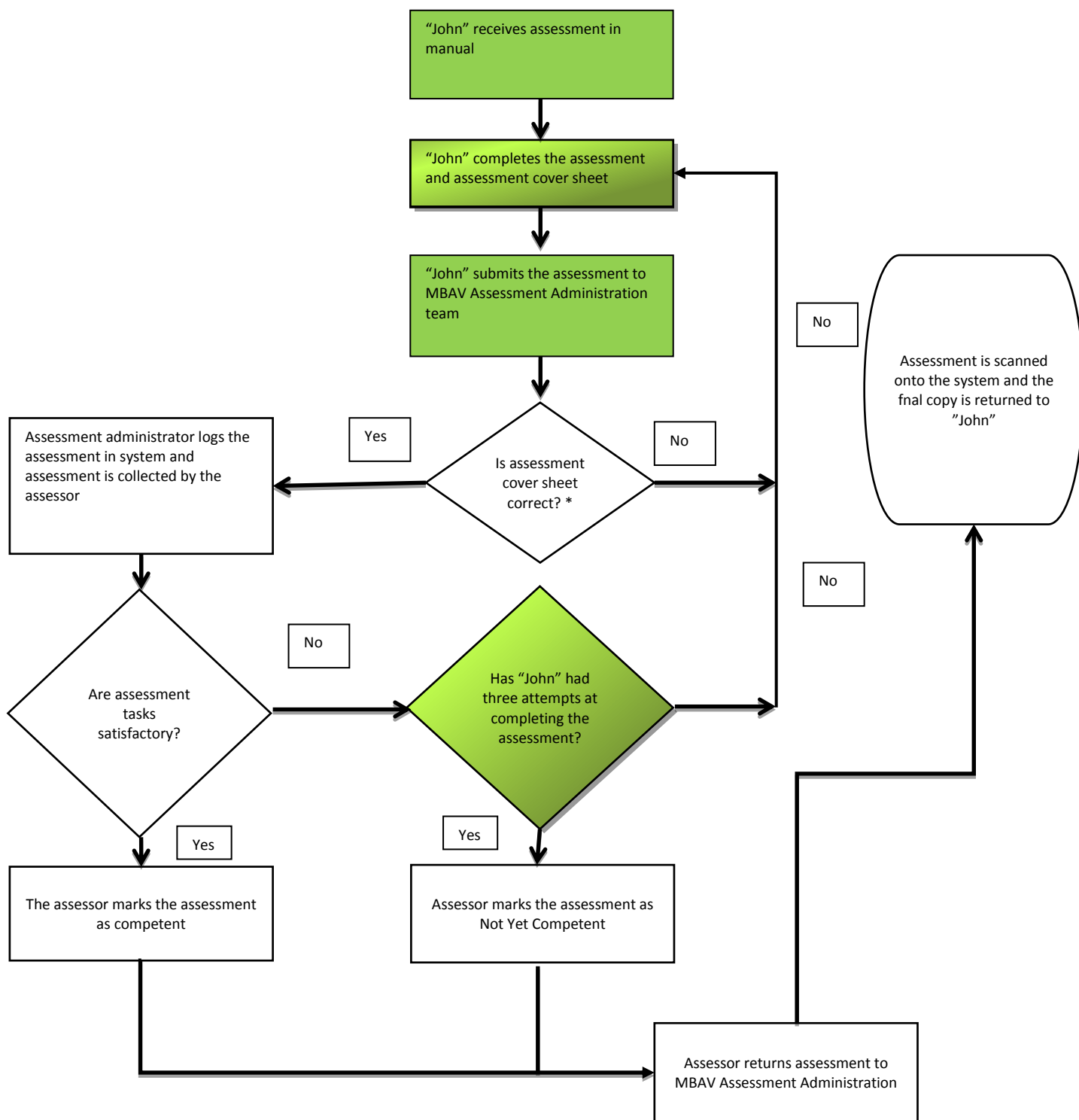
Figure 1: Assessment Submission Process

*** Important information**

To correctly complete the assessment cover sheet, please ensure that you sign it. This verifies that you have completed the assessment yourself. If this is not signed, you will be asked to attend Master Builders’ East Melbourne office to sign the cover sheet, before we can send your work to the assessor for marking. Please ensure that the cover sheet has an original copy of your signature – we cannot accept photocopied cover sheets.

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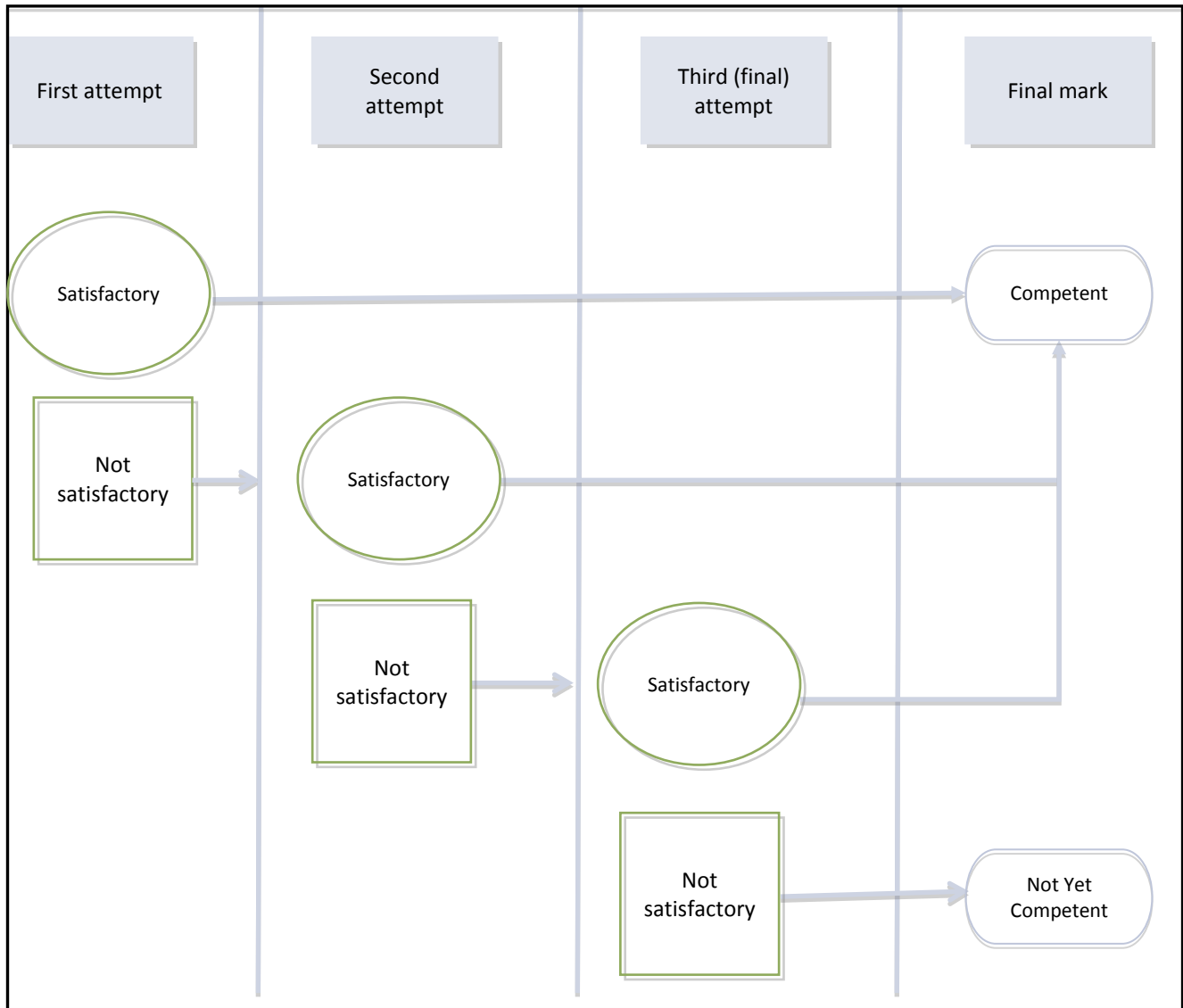


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The following flow chart explains how the marking process works.

Figure 2: Assessment Marking Process



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Assessment timetable

In some courses students are expected to submit all assessments in accordance with an assessment timetable (issued at the pre-training interview or at course induction).

It is suggested that students note these dates in their diaries and plan ahead to ensure assessments are completed and submitted by no later than the assessment submission date.

Assessment submissions

Summative Assessments must be submitted in the assessment wallets found at the back of every manual. For Certificate IV in Building and Construction (Building) Summative assessment tasks for each cluster should be submitted in a separate assessment wallet.

Students are required to **keep copies** of their assessments.

Please note: photocopied work will not be accepted for assessing.

The submission of assessment tasks must comply with the following:

- Students have fairly and practicably attempted all assessment tasks.
- Assessments that have not been fully attempted and require you to provide additional information will be returned to students for completion and re-submission. This will be counted as two (2) submissions.
- Assessments must be submitted before or on the assessment due date.
- A completed cover sheet must always be attached to the front of the assessment submission. The cover sheet is important as it provides information to the facilitator on the unit of competency or cluster you are submitting. It also allows for easier processing for the Assessment Administrator – if cover sheets are not completed correctly, it will cause a delay in the processing and marking of your assessments.
- Write assessments in pen, not pencil.
- Assessments must not be stapled or bound.

Where to submit assessments?

Option 1

Hand in your assessment at the Master Builders Reception at 332 Albert Street, East Melbourne.

Ensure you sign the log in page, in the assessment folder found on the small bench at Reception.

Option 2

Mail to Master Builders Training Department, GPO Box 544, Melbourne, VIC, 3001

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All assessments received are logged in our Training databases.

Extensions to assessment due dates

A request for an extension to a due date must be submitted to the Assessment Administrator (not the trainer/assessor) no less than 3 days prior to the scheduled date. A request for extension is a request for special consideration.

A request for an extension will only be considered or granted under special circumstances, which may include:

- Medical circumstances, for example where the students medical condition has changed to such an extent that he or she is unable to provide the assessment task within the set timeframe;
- Family circumstances, for example death or severe medical problems within a family which prohibited the student from completing their assessment tasks within the specified timeframe.

Course closure date

All courses undertaken by students will have a nominal end date. You will be advised of the course end date at the time you sign your Training Plan and prior to your enrolment.

Your enrolment in a course remains current and open whilst the course is being undertaken. In this timeframe you are expected to attend training sessions and submit your assessments within the time periods specified in your training plan. This includes your assessment period and any re-submissions of your work.

Students may request for an extension in writing if at anytime they feel they will not be able to meet their course timelines.

If you miss any important sessions of the training, you will be expected to make up these sessions before submitting your assessments for marking.

Important: Once the course is closed a Statement of Attainment will be issued for those units of competency you have been deemed competent in.

Assessments submitted after the course has been closed off will not be accepted and will result in being marked as Not Yet Competent. If you then wish to finalise this course in the future after the closure date, you may be expected to re-enroll and pay for the cluster/s not yet completed, and/or pursue RPL (which will also incur charges).

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Assessment returns

All assessments once marked will be posted to the address listed on your Assessment Cover Sheet. If you wish for your assessments to be posted to a different address, please advise the Assessment Administrator.

For more information on Assessments and submissions of assessment, please contact the Assessment Administrator on (03) 9411 4555.

Plagiarism and cheating

Definitions

Plagiarism

Plagiarism occurs when an individual attempts to pass someone else's work off as their own i.e. Using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not common knowledge.

Cheating

Cheating occurs when an individual copies someone else's work – such as sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment.

You are required to complete and submit your own original work. Only original assessment work will be accepted (no photocopied work is to be submitted).

In most cases plagiarism occurs without intent to deceive. With adequate training and support, this should not recur.

Cheating is a different situation and is usually 'cut and dry' with no defense. The consequences of cheating may include: repeating the entire unit, suspension from course and/or cancellation of course enrolment.

If you are found to be plagiarising or cheating, the consequences of this misconduct can include, but are not limited to:

- Informal notice by a facilitator, or other staff member of the need to comply with the required standards of behavior;
- Re-assessment or re-submission of assessment activities;
- Formal meeting with Master Builders Management to discuss the misconduct;
- Formal written warning;
- Suspension from the course for a period of up to 7 days (Serious Misconduct).

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- Request to the student to provide a show cause as to why they should be allowed to continue in the course;
- If a second episode of plagiarism occurs after an initial warning, cancellation of course enrolment will ensue.

Attendance and absenteeism

To maximize the learning opportunity, it is recommended that you attend every session of the course. It is your responsibility to plan all dates well in advance, prior to commencement of the course e.g.: if holidays are planned. When this occurs, there is a better chance of being rescheduled into the next available class/intake date.

It is strongly recommended that students attend 100% of the course however a minimum of 80% attendance per unit or cluster is required before you can be assessed as competent including the successful completion of all your assessment tasks.

Incolink students who do not give the required notification for non attendance on any day of a course will:

- forfeit their non refundable booking fee
- pay the FULL non Incolink subsidised course/cluster fee, upon application for re-enrolment into the same course.

Transfers and Rescheduling Contact

All requests for changes of dates are to be made in writing through the completion of a *Rescheduling and Transferring Application Form*, which can be accessed through the Master Builders website

<http://www.mbavtraining.com.au/forms/> , by contacting the Training Department at Master Builders via email training@mbav.com.au or by calling us on (03) 9411 4555.

If no written notification is received, the full course fee may be applicable upon rescheduling. For further information on course transfers, refer to the Fees, Charges and Refunds policy and procedure which can be found at <http://www.mbavtraining.com.au/content/policies-and-procedures/>.

Lateness

Students are to arrive at least 15 minutes prior to the course commencement time (8.45 am or 5:15pm). Students who arrive later than 30 minutes for a course from the commencement time of the course may be asked to reschedule and attend another session. A \$50 transfer fee may apply upon rescheduling.

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Returning from breaks:

Students are expected to return to the class room at the time indicated by the trainer. This includes after every morning tea, lunch and afternoon tea break.

Class rolls

All students will be required to sign a class roll upon arrival and again at the conclusion of each session. If you neglect to sign in or sign out you may be deemed as not having attended.

The trainer will also keep a record of student attendance on a separate training class roll.

You must check the spelling of your legal names. If these are incorrect on the class roll, cross off the details and write in the correct details.

Reasonable adjustment to assessment processes

Adjustments to assessment processes can be negotiated with learners who may face difficulty completing their course due to a disability (either permanent or temporary) and where these adjustments will not cause unjustifiable hardship to Master Builders.

Reasonable adjustment does not mean that course standards or outcomes will be changed - learners will still need to show competency in all required skills and knowledge.

Some examples of reasonable adjustment that may be provided include:

- extra time to complete assessments
- modification of an assessment task, e.g. oral rather than written and vice versa
- rescheduling of classes or assessment due dates
- assistance from a support person, e.g. a note taker or scribe
- course material in alternate formats, e.g. electronic.

Learners can inform Master Builders of a disability at any time:

- on the enrolment form
- during the Pre-Training review
- at any stage during the course until completion, by speaking with their trainer or contacting any member of the Training Department on 03 9411 4555.

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In all cases, Learning Support staff will discuss and consult with the learner on the nature of the need and any support to be provided.

Procedure

1. Learner informs Master Builders of their disability (either permanent or temporary).
2. The Learning Support team is informed of the learner's disability.
3. The learner may be asked to provide evidence of the need, for example a medical certificate issued by a medical practitioner.
4. The Learning Support team discusses and consults with the learner to determine the type and level of any support or adjustment that Master Builders is able to reasonably provide.
5. The outcome of the discussion with the learner is documented in a Learner Access Plan and any agreed adjustments are implemented.

17 Student Code of Conduct

While attending a course at Master Builders, you are required to adhere to the following Code of Conduct.

All students have the following rights:

- to be treated with respect, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- to be free from all forms of bullying, harassment and intimidation;
- to work in a safe, clean, orderly and cooperative environment;
- to have all property protected from damage or misuse;
- to have any disputes settled in a fair and rational manner (Refer to the *Complaints, Concerns and Appeals policy* from <http://www.mbavtraining.com.au/content/policies-and-procedures/>);
- to work and learn in a supportive environment without interference from others;
- to express and share ideas and to ask questions and
- to be treated with politeness and courteousness at all times.

All students are expected to adhere to the following:

- Students are to wear neat, casual and appropriate clothing that does not cause offense and meets OH&S requirements. Please do not wear thongs or singlets to class;

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- Students are expected to keep the training rooms neat and tidy by throwing away their rubbish at the end of each session and pushing chairs under tables;
- Students are expected to respect all property within the Training Department and the Master Builders;
- Students are asked to wait in the break-out area before class rather than near reception;
- For those students who are smokers, a courtyard is provided for use on the ground floor next to the break-out area. Please do not smoke outside the front entrance of the building;
- Please make use of the courtyard, break-out area or park across the road during scheduled breaks;
- Students are to utilise the allocated toilets. Men are not to utilise the women's toilets at any time.

Behaviour standards and Expectations (including bullying and harassment)

Students are also expected to adhere to Master Builders' set of Behaviour Standards which defines various forms of misconduct and the consequences of such offence. These are explained below.

Note: One or more of the following three areas of misconduct may be applicable in cases of Harassment, Discrimination or Sexual Harassment. Master Builders will apply disciplinary penalties for any of the behaviours in Table 1.

Category	Type	Simple Misconduct	Serious Misconduct
Behavioural Academic	<ul style="list-style-type: none"> • Acting in a manner that is threatening, intimidating, disrespectful or unprofessional towards any teacher, trainer, workplace supervisor or other staff member, student or any other persons associated with Master Builders / the Master Builders community; 		X
	<ul style="list-style-type: none"> • Causing any member of the Master Builders community to hold reasonable fear for their safety or physical or psychological well-being; 		X
	<ul style="list-style-type: none"> • Committing an act or making an omission that has the capacity to endanger the safety or health of any member of the Master Builders community; 		X
	<ul style="list-style-type: none"> • Assaulting any member of the Master Builders community; 	X	

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Category	Type	Simple Misconduct	Serious Misconduct
	<ul style="list-style-type: none"> Any act or omission that disrupts the peace and good order of the Master Builders community; 	X	
	<ul style="list-style-type: none"> Any of the incidents in the Behaviour Standards committed with a circumstance of aggravation; 		X
	<ul style="list-style-type: none"> Impeding the ability of any member of the Master Builders community to study or participate in any Master Builders activity; 	X	
	<ul style="list-style-type: none"> Fraudulent representation of grades, results or awards for prior learning including through the unauthorised use of any Master Builders name, seal or trademarks; 		X
	<ul style="list-style-type: none"> Any act or omission by a student that attempts to circumvent or pervert Master Builders assessment process; 	X	
	<ul style="list-style-type: none"> Cheating in an Examination or test including speaking or communicating with other candidates, bringing unauthorised material into the examination room including a mechanical or electronic device, or consulting any person or materials outside the confines of the examination room without permission to do so, reading or attempting to read other students' answers, leaving examination or test answer papers exposed to other student's view; 		X
	<ul style="list-style-type: none"> Plagiarism, including the purchase, in full or in part, of material capable of circumventing the requirements of the assessment; 		X
	<ul style="list-style-type: none"> Collusion in the preparation of a response to a piece of assessment; 		X
	<ul style="list-style-type: none"> Tampering with examination or assessment materials; 		X
Legislative	<ul style="list-style-type: none"> Breaching any state or Commonwealth laws or any Master Builders policies on privacy, Internet and computer use and 		X

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Category	Type	Simple Misconduct	Serious Misconduct
	copyright;		
	<ul style="list-style-type: none"> Tampering with and/or making a fraudulent representation involving any medical certificate where the original certificate was tampered with, stolen or not issued in favour of the student; 		X
	<ul style="list-style-type: none"> Any other type of fraudulent documentation provided to Master Builders in order to favour the student; 		X
Behavioural Academic & Legislative	<ul style="list-style-type: none"> Sexually harassing, discriminating against, and/or racially vilifying any member of the Master Builders community; 		X
	<ul style="list-style-type: none"> Willful damage, wrongfully dealing with or interference with property of any member of the Master Builders community with a replacement or repair value of less than \$500; 		X
	<ul style="list-style-type: none"> Any other types of misconduct as deemed by Master Builders Management to be Serious Misconduct from time to time. 		

Consequences of misconduct

The consequences of misconduct will vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include, but is not limited to:

Simple Misconduct

- Informal notice by a teacher, trainer, assessor or other staff member of the need to comply with the required standards of behavior;
- Re-assessment or re-submission of assessment activities;
- Formal meeting with Master Builders Management to discuss the misconduct;
- Formal written warning;
- Request to the student to provide a show cause as to why they should be allowed to continue in the course;
- Suspension from the course from 1 to 7 days (depending on the misconduct)
 - A 24-hour suspension for circumstances that require an immediate cooling off period. In these

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circumstances a 24 hour suspension does not presume any individual is at fault, rather it is a strategy to prevent escalation of a situation or circumstance.

- The following Master Builders staff have the authority for a maximum 24 hour suspension:
 - Head of Training or Acting Head of Training
 - Program Manager
- Any suspension of more than 24 hours, or cancellation of course enrolment, can only be approved by the Head of Training.

Serious Misconduct

In addition to the above Misconduct processes the following may occur depending on the severity of the misconduct:

- Cancellation of enrolment;
- Banned from any future enrolment with Master Builders and/or
- Legal action

Lodging a complaint due to misconduct

If you feel you are being bullied, sexually harassed or discriminated against you should seek help immediately. Do not ignore discrimination, bullying or sexual harassment thinking that it will go away – often discrimination will get worse and your silence may give the impression that these actions are acceptable.

Refer to *Master Builders Access and Equity (including Discrimination, Bullying and Sexual Harassment) Policy* and the *Complaints, Concerns and Appeals Policy*.

All Master Builders policies can be accessed through Master Builders' website

<http://www.mbavtraining.com.au/content/policies-and-procedures/>

Equipment and property

Mobiles

Mobile phones must be switched to silent during class. Students are not to leave the room to make phone calls during training sessions as this disrupts the learning of others. Phone calls can be made at any time during the scheduled break times, either in the break out area or in the courtyard. Please refrain from making phone calls in the reception area.

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Security cameras

Students are advised that Master Builders and all training rooms are monitored by security cameras at all times.

Training equipment

Students are to respect all equipment and property in the Master Builders buildings. Students will be responsible for any damage they cause.

Weekend/Weeknight training

Students who are undertaking training during the evening or on the weekend should be aware that due to security reasons, building access may be restricted.

18 Unique Student Identifier (USI)

What is it?

The USI is a mandatory reference number that is made up of numbers and letters and is unique for each individual student. It is a legal requirement that all nationally recognised training that is completed from 1 January 2015 is recorded against a student's USI. It doesn't cost anything to obtain a USI, and once you have it, it will stay with you for life.

The advantage for you is that you can electronically access your results for any training you've completed (after 1 January 2015) anywhere, anytime.

How do I know if I have a USI?

All students who train with a Registered Training Organisation after 1 January 2015 will need to obtain a USI. We can assist you with this process at your pre-training interview, or you may want to do this yourself by logging into www.usi.gov.au

If you cannot obtain your number on your own, or you have any enquiries about this, please contact the Learning Support Team on 9411 4555.

For more information on the USI, please refer to <http://www.mbavtraining.com.au/content/unique-student-identifier-usi/>.

What happens if I don't have a USI?

If you don't have a USI or don't provide it to Master Builders, we will not legally be able to issue a certificate or a Statement of Attainment relating to the training you completed.

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19 Issuance of AQF Certification Documentation

Students completing assessment requirements for a **nationally accredited course/s** will receive the following AQF certification documentation:

- A complete qualification **Testamur** corresponding to the completed course will be awarded. The Testamur will be supplemented with a **Record of Results** which will list the units of competency, the results attained for each and their completion date.
- Students who complete part of an accredited qualification will be awarded a **Statement of Attainment** indicating the units of competency they have completed successfully.

Non-accredited courses will be awarded a **Statement of Attendance**.

For details of units of competency to be achieved during training visit; www.mbavtraining.com.au or contact the Training Department for a course brochure. Master Builders will not issue AQF certification documentation to a student without being in receipt of a verified Unique Student Identifier (USI) unless an exemption applies under the *Student Identifiers Act 2014*.

The AQF certification documentation will be issued within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes Master Builders have been paid and that the student has a USI. For more information, refer to the Issuance of AQF Certification Document Policy available on www.mbavtraining.com.au.

20 Student Access of Records

If you wish to access your personal records held by Master Builders you will need to complete a *Student Records Request Form* which can be downloaded from the Master Builders website

<http://www.mbavtraining.com.au/forms/> or request from the Training Department by calling 9411 4555. The completed form should be returned to:

Training Department – Assessment Administrator

332 Albert Street, East Melbourne, Vic 3002

Post: GPO Box 544, Melbourne, Vic 3001

Fax: (03) 9415 7084; or Email: training@mbav.com.au

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The student's request will be processed within 14 days of the receipt of the completed form. Students are required to bring sufficient photo identification (for e.g. driver's license, passport) to confirm their identity prior to accessing their records.

Students wanting copies of documentation in their record will incur a fee of \$0.50 per page.

21 Employability Skills

Master Builder's qualifications are based on Australian National Training Packages (TP). All TP Qualifications include Employability Skills as part of the assessment guidelines. Students are expected to be able to meet these employability skills at the completion of their qualification training and assessment.

Qualifications issued by Master Builders are recognised within the Australian Qualifications Framework (AQF). A summary of the employability skills developed through undertaking qualifications can be downloaded from

<http://www.education.vic.gov.au/Documents/school/teachers/teachingresources/careers/employabilityskills1.pdf>

22 Privacy & Confidentiality

Master Builders will treat all information gathered from its students with the strictest confidence in accordance with the requirements of the Privacy Act 1988. The information will be held in a secure environment and accessed only by authorised personnel. Student information will only be disclosed to the Australian Government and State Funding authorities, to meet our reporting requirements.

For more information in relation to how student information may be used or disclosed, please see the Privacy Policy available on our website - www.mbvtraining.com.au.

23 Complaints, Concerns and Appeals

Our Commitment

Master Builders welcomes feedback and suggestions from employers or students on our services. All complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

A student's enrolment will not be affected by suspension or cancellation while the complaints and appeals process is being conducted.

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The Complaints, Concerns and Appeals Policy provides an avenue for most complaints, concerns and appeals to be addressed.

The Complaints, Concerns and Appeals Policy is available on the Master Builders website

<http://www.mbavtraining.com.au/content/policies-and-procedures/>

Complaints process (training related matters)

Students may raise any matters of concern relating to training delivery and assessment, the quality of learning, student's amenities, discrimination, sexual harassment and other issues that may arise.

- If the concern is related to Bullying and Harassment, students are advised to contact the Head of Training or the Learning Support Consultant on 9411 4555.
- For all other complaints, the student should firstly discuss the matter with their trainer (where appropriate). If they are not satisfied, the student may request to escalate the matter to the Head of Training for consideration by calling 9411 4555 or by completing the Notice of Complaint, Concern and Appeal. This can be obtained from Master Builders' website <http://www.mbavtraining.com.au/forms/> or you can request one from the Training Department.
- The Head of Training contacts the student within 48 hours to confirm receipt of form, discusses the circumstances with the relevant personnel, and makes a decision.
- The student is contacted within 10 working days to let the student know of the decision that has been made. The student has 5 working days to respond to formal decision.
- The student may request a face to face meeting with the Head of Training to formally present his or her case in appeal of the decision of the Head of Training. Once this meeting has occurred, the Head of Training will respond in writing within 24 hours.
- A written statement of the appeal outcome, including reasons for the decision will be documented and provided to student.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, Master Builders acknowledges the need for an appropriate external and independent agent to mediate between the parties. The student may also request this.
- Master Builders will contract such a person as and when required. Master Builders shall cover the cost up to three hours of mediation.
- If the student is still dissatisfied with the outcome after Master Builders has engaged an independent agent, the student may lodge a complaint with the Australian Skills Quality Authority (ASQA) on

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Assessment appeals

If the student has been advised that they are Not Yet Competent in a unit or a course, but they believe that:

- they genuinely do have the required degree of competency; and
- that they have provided reasonable proof of this to Master Builders;

the student may query or appeal the result.

This process ensures that all students are fully satisfied with the fairness and accuracy of Master Builders assessment processes.

Note: Master Builders accepts an appeal against an assessment decision for a period of no longer than 2 weeks after the student receives notification of the assessment decision.

Students who feel they may have been unfairly treated, may follow the procedures listed below:

- Discuss the matter with the Programs Manager. If not satisfied with the outcome of this discussion, the student may then request that the matter is referred to the Head of Training for consideration.
- The student must complete the Notice of Complaint, Concern and Appeal Form and send this document to the Head of Training ensuring that sufficient details about themselves and the course are provided, including the circumstances surrounding the concern, complaint or appeal.
- The student provides an explanation of the reason/s why they feel the Not Yet Competent result is not appropriate, and also attaches a copy of the original Assessment Task. The Programs Manager seeks an independent review of the Assessment Task and contacts student with the written result within 10 working days of receipt of appeal. The student has 5 working days to respond to decision.
- The student may request a face to face meeting with the Head of Training to formally present his or her case in appeal of the decision of Programs Manager. Once this meeting has occurred, the Head of Training will respond formally within 24 hours.
- A written statement of the appeal outcome, including reasons for the decision, will be documented and provided.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, Master Builders acknowledges the need for an appropriate external and independent agent to mediate between the parties.

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Master Builders will contract such a person as and when required. Master Builders shall cover the cost up to three hours of mediation Master Builders encourages the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

If the student is still dissatisfied with the outcome after Master Builders RTO has engaged an independent agent, the student may seek external intervention or lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

24 Occupational Health & Safety (OHS Act 2004)

Master Builders regards workplace health and safety as an integral part of the day-to-day operation. The safety of the public, our students, contractors and employees is the responsibility of all levels of management and is to be demonstrated at all times.

Master Builders is totally committed to the principle that all workplace injuries can be prevented.

All Master Builders students:

- are obligated to follow safety instructions given by their trainer;
- have the responsibility that all operations under their care or control are carried out in a safe and efficient manner;
- must not deliberately put the workplace health and safety of anyone at risk, or deliberately injure them, or deliberately misuse anything provided for workplace health and safety;
- are required to comply with the standards under the Victorian Occupational Health and Safety Act 2004; and
- are not expected to attempt anything likely to cause them harm.

IS YOUR BUILDER A MASTER BUILDER?

