



Master Builders Association of SA

47 South Terrace,
Adelaide, South Australia 5000

(08) 8211 7466

training@mbasa.com.au

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1 Introduction

Welcome to the Master Builders Association of SA. Our training team is committed to making your training experience both informative and enjoyable. As the peak body for the building and construction industry, the Master Builders Association is well placed to ensure that the training we provide is relevant and up-to-date.

Whilst the information contained in this Handbook is applicable across all our training, site specific information relates only to our Head Office training at 47 South Terrace Adelaide, South Australia.

1.1 Mission Statement

“To offer quality training for the building and construction industry by providing a professional and comprehensive curriculum dedicated to servicing the industry in non-accredited training.”

1.2 Visionary Training in the Building Industry

Master Builders Association of SA is a provider of training that facilitates the up-skilling of participants in the construction industry. We promote a service culture of honesty, integrity and responsiveness and apply access and equity principles in delivering training and assessment to all participants.

Our goal is to ensure all participants receive a valuable, time efficient and professional training service culminating in successful vocational outcomes.

1.3 Training Department Information

Trading Names	Master Builders Association (SA) Incorporated Master Builders College Master Builders College - International School of Building Studies
Location of Training	Level 1, 47 South Terrace ADELAIDE SA 5000
Car parking	Spaces for 45 vehicles via entry off Willcox Street (mobility-impaired space in the south-eastern corner)
Contact Information	t: (08) 8211 7466 e: training@mbasa.com.au w: www.mbasa.com.au
Postal Address	PO Box 10014 Adelaide Business Centre ADELAIDE SA 5000
Operation Hours	Business Hours: 8.30am to 5.30pm Training: day and evening courses as per website

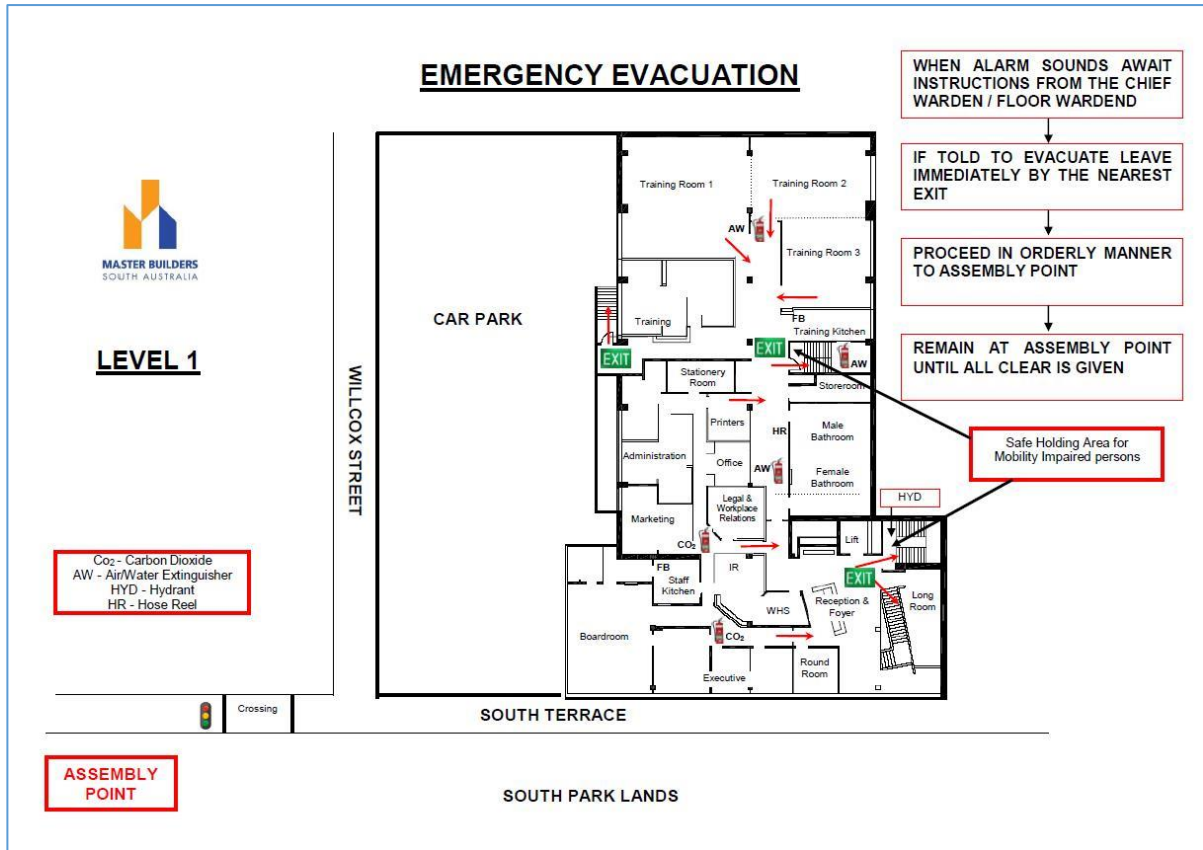


Figure 1 – Layout of Training Department – Level 1

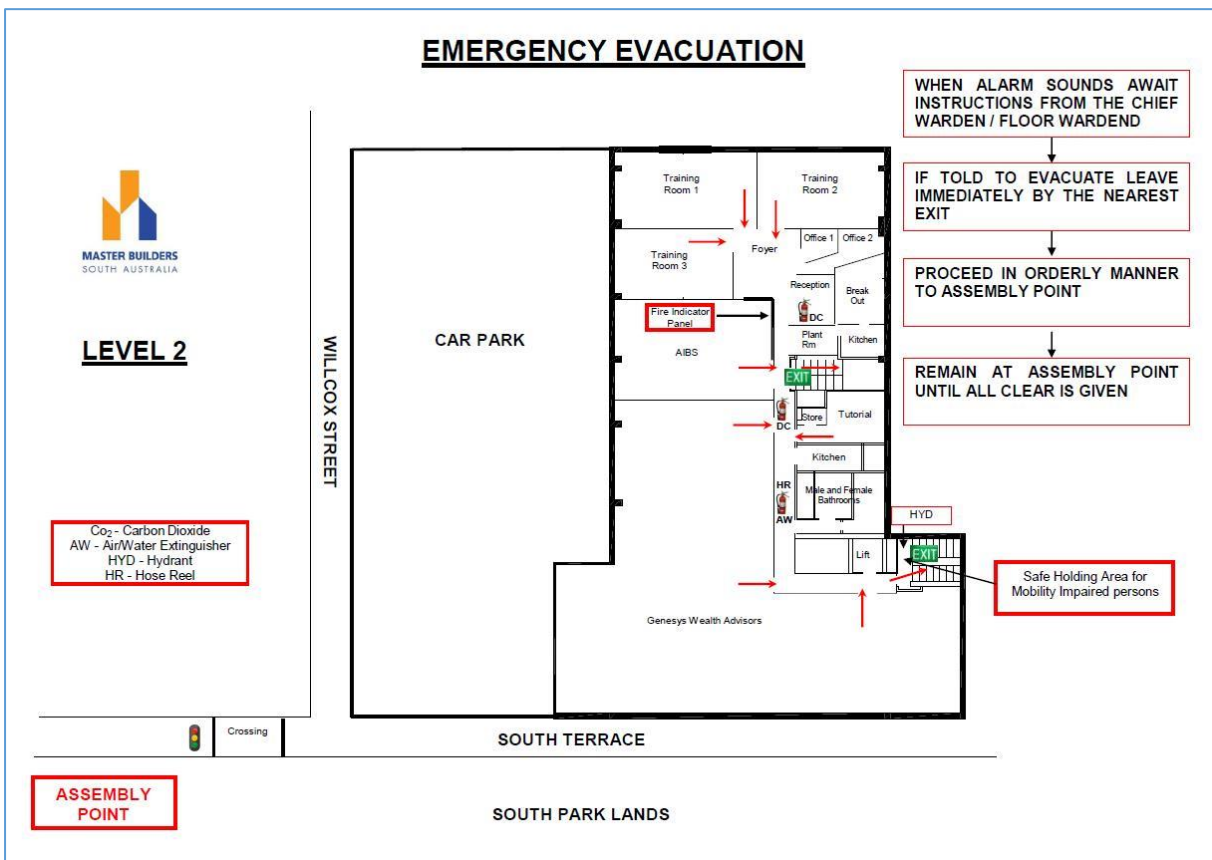


Figure 2 – Layout of Training Department – Level 2

Senior First Aid Officer

Senior First Aid Officers are onsite at Master Builders Association (SA) training rooms for day-time delivery.

1.4 Industry Consultation

Master Builders Association (SA) Inc is the peak member association for the building and construction industry. With over 2,500 members ranging from large organisations to sole business owners, Master Builders represents all sectors including commercial builders, civil contractors, residential builders and specialist contractors as well as industry suppliers and manufacturers.

As the voice for the building & construction industry Master Builders Association SA represents members in areas such as:

- industrial relations
- lobbying federal, state and local governments
- legal and contractual advice
- training
- insurance
- business marketing
- return to work and health welfare and safety matters

Master Builders Association (SA) also manage 8 sector committees made up of Master Builder's members that meet on a regular basis (usually monthly) to discuss current and pressing issues facing their sectors. The committees include:

- building consultants group
- commercial contractors
- contracts/documentation
- housing sector
- industrial relations
- subcontractors
- technical group
- work health and safety

Consultation with Master Builders Association SA committees including feedback from students, trainers, employers and Master Builders Association SA staff ensuring the training department continues to provide relevant and up-to-date learning resources. Other feedback from students and employers provides valuable information on how courses are delivered.

Master Builders Association SA approved trainers are current, practicing industry experts where their primary role is their own business within the building and construction industry and lecturing at Master Builders secondary. The experiences and information they share when designing their delivery, resources and assessment tasks in close consultation with Master Builders is very relevant to the current industry as they are aware of changes and trends and impart this knowledge and

experience to the students. Master Builders (SA) strongly encourages professional development amongst its approved trainers.

2 Information for Participants

**** Please read the contents of this handbook carefully**

2.1 Location of training

All training including workshops will be conducted at the Master Builders premises, Level 1/47 South Terrace, Adelaide unless stated otherwise. Training at other locations is available to organisational groups on request. Contact the Training Department on (08) 8211 7466 to discuss this further.

2.2 Participant Responsibility

Participants are expected to take responsibility for their learning and acquiring the necessary skills and knowledge to achieve their chosen course of instruction. Any difficulties should be proactively discussed with your trainer or a member of the training team.

2.3 Participant Selection

Anti-Discrimination Legislation, both State and Federal, requires that applicants for courses are not discriminated against on the grounds of race, age, disability, marital status, pregnancy, status as a parent, status as a carer, lawful sexual activity, physical features, religious beliefs, political belief or activity. As such, Master Builders will not refuse entrance to any course on this basis. In the case of nationally accredited training, a pre-enrolment process including information about the services provided by Master Builders, participant's rights and obligations, and an assessment of the suitability of the participant to the course they are interested in is undertaken to make sure the participant is fully informed prior to enrolment.

2.4 Client Courtesy

The Training Department services those who are participants in, or persons wishing to enter the building and construction industry. Our participants are dependent on the Master Builders Training Department to provide a professional and essential service to assist them to acquire new skills or up-grade their existing skills.

We draw our participants from a cross-section of the industry including sole trading sub-contractors e.g., bricklayers etc., to principals of the largest commercial industrial construction contractors.

Our first priority is the welfare of our participants and ensuring our service levels are of the highest professional standard. Our participants require very prescriptive and pragmatic outcomes from training and our staff's compliance to our Code of Practice affords our participants every opportunity to achieve a successful learning outcome from the training undertaken.

We aim to keep you coming back and hence we provide facilities and a service approach of an exceptionally high standard. Further, we have a very flexible schedule of programming to respond to your needs.

We encourage participants to conduct themselves in an appropriate, professional manner and respect the needs of others at all times.

Although we offer differing levels of professional development, none is less important than another and our training staff will treat all participants with the same level of respect and dedication.

Our training staff are committed to satisfying the needs of each participant or potential participant with whom they come into contact and assist them with solving any problem they may have to ensure a successful learning outcome.

2.5 Master Builders Trainers

The role of our trainers is to offer course participants:

- relevant underpinning knowledge in their chosen training
- guidance and facilitate learning opportunities for the group
- a fair and transparent assessment process.

Master Builders Trainers are industry experts actively working in the building and construction industry. Their knowledge, experience, expertise and formal qualifications ensure the information they pass on to students is current and relevant.

2.6 Attendance and Punctuality

To ensure that you are recorded for attendance for the days training, punctuality is essential. Further, it is an act of courtesy to your fellow participants and your trainer.

As a matter of courtesy if you cannot attend a session, we request that you ring the Training Department on (08) 8211 7466 before the start time. This also assists us meet fire safety requirements. Please also refer to the Transfer and Cancellation Policy for terms and conditions surrounding this (policy available on the Master Builders SA website).

2.7 Critical Incident and Fire Safety Evacuation

It is important that you know what to do in case of a critical incident, fire or any other emergency where there is a need to evacuate the building. Detailed evacuation notices and plans indicating all exit points are placed in strategic places around the Master Builders Association SA building and it is important that you read these notices to be aware of your nearest exit. They are included for your perusal and observance, should a scenario arise, on pages 5 and 6 of this handbook.

When you are informed of a possible critical incident, a fire or if you discover a fire that has started in the building you must:

- let all other people in the area know;
- notify a staff member;
- evacuate to the designated evacuation or assembly point;

- stay in your evacuation point until all people are accounted for;
- not re-enter the building until authorised by the Fire Department, or fire wardens.

In case of fire, there are 'fire isolated staircase' entrances in the central foyer on each floor of the building that leads to the western car park and in the southern first floor foyer of Master Builders House that leads to South Terrace.

For a Critical Incident, where the building needs to be evacuated, the assembly point is across South Terrace from the main entrance and on the edge of the parklands (see figure 3). The fire evacuation assembly point is the car park directly alongside the Master Builders Association building (see figure 1 & 2). You are reminded that it is an offence under law to interfere with equipment relating to firefighting equipment.

Further general restrictions apply to all participants and staff as follows:

- no smoking in the Master Builders Association building (smoking balcony provided on first floor opposite entrance door);
- no obstruction in any walkway, entrance or exit doors;
- no drugs or alcohol to be administered in the building (prescription drugs permitted)

2.8 General Access and Egress

Participants can park in the western car park at Master Builders House at 47 South Terrace (access is via Willcox Street entrance) and enter by way of the automated front doors located off South Terrace. For weekend training, participants may enter via the special Training Department external staircase which leads to the Training Reception on level 1.

The trainer will induct participants into access and egress, any security issues and about the use of facilities in the Master Builders Association of SA at the commencement of every course.

Emergency exits are clearly marked and illuminated. In the case of an emergency follow the green exit signs to the western staircase and proceed to the western car park (see 2.9 Critical Incident and Fire Safety).

The training administration office, general training rooms, kitchen and toilets are easily accessed from the central foyer.

2.9 Mobility-impaired Access and Egress

A mobility-impaired parking space is available at the south-eastern end of the car park and building access is serviced by the lift in the foyer of Master Builders southern ground floor entrance. Please inform Master Builders Training Department if you require any extra access assistance.

In case of an emergency evacuation, there is a safe holding area inside the 'fire isolated staircase' for mobility-impaired persons. Assistance may be required to use the fire-isolated staircases that lead to the exterior of the building (see 2.9 Critical Incident and Fire Safety).

Other egress is via the lift in foyer of Level 1 of Master Builders House to the ground floor southern entrance. If exiting the building from the southern foyer after 6 pm there is a door opening facility by pushing the white button on the central column in the foyer. Exiting to the western car park from the southern ground floor foyer is by pushing a white button on the southern wall close to the door.

2.10 Mobility-impaired Toilets

Mobility-impaired toilets are available at Master Builders House and are located on the third floor accessed via the lift (see map for lift on Pages 5 -7).

2.11 Equal Opportunity / Access & Equity

The Master Builders Association SA is firmly committed to achieving best practice in the provision of building and construction related training in South Australia.

We acknowledge that this is dependent on non-discriminatory access to courses and services by all groups in society and recognises that groups of people in society may have experienced disadvantages and unequal training opportunities.

These may include groups related to:

- long term unemployed
- people of non-English speaking backgrounds
- Aboriginal and Torres Strait Islanders
- gender

We acknowledge their legal obligations under State and Federal equal opportunity law and the Work Health and Safety Act (SA) 2012 to ensure that our administrative and training practices are fair and equitable and our working and learning environment non-discriminatory.

The Acts that Master Builders Association (SA) adheres to are the following:

- Equal Opportunity Act, 1984 (South Australia),
- Racial Discrimination Act, 1975
- Sex Discrimination Act, 1984
- Disability Discrimination Act, 1992

Please note: copies of these Acts can be found on the government website at:

<http://www.legislation.sa.gov.au/index.aspx>

The afore-mentioned Acts makes discrimination and harassment in the provision of training, employment and the provision of goods and services unlawful. The Equal Opportunity Act makes it unlawful for anyone to be treated unfairly or discriminated against on the grounds of

- gender
- sexual preference,
- race
- physical or intellectual impairment
- age
- marital status
- religious/political persuasion

- union membership/industrial activity
- personal association

Master Builders Association SA will not discriminate against any participants, staff, contracted service providers or members by:

- sexual preference
- race
- nationality
- religious/political persuasion
- marital status
- physical or mental impairment
- age
- gender
- union membership/industrial activity

Likewise, course participants must abide by these equal opportunity ideals or face disciplinary action as described in the Disciplinary Procedures section of this handbook (refer to Support Services Item 3).

We are committed to providing a non-discriminatory environment to ensure everyone has the opportunity to successfully gain skills knowledge and experience through their training programs.

To access full policy please click here:

Equal Opportunities Commission

Level 10, 30 Currie Street, Adelaide SA 5000
ph. 8207 1977
<http://www.eoc.sa.gov.au/>

2.12 Sexual Harassment

Sexual harassment means any unwelcome conduct of a sexual nature, where it is reasonable to expect that the other person would be offended, afraid or humiliated.

Both men and women can sexually harass and be harassed by either sex.

Sexual harassment is determined from the point of view of the person feeling harassed. It does not matter how the behaviour was intended. What matters is its effect on the other person.

Sexual harassment can be:

- unwelcome touching or kissing;
- commenting on a person's appearance;
- comments, jokes or name-calling;
- leering or staring;
- sexual pictures, objects, emails, text messages or literature;
- direct or implied propositions, or requests for dates;
- asking about a person's sexual history or sexual activities.

Mutual attraction or friendship with consent is not sexual harassment.

The Master Builders Association of SA is committed to creating an environment that is free from any harassment of any kind.

If you experience harassment or discrimination either from a Master Builders SA staff member or another participant, please inform your trainer or the Training Department. If you would like to make a formal complaint, there is a Complaints & Appeals claim form provided at the rear of this handbook.

2.13 Consumer Protection

It is important that our participant's rights as consumers are protected. It is unlawful to make false or misleading representations about goods or services when supplying, offering to supply or promoting those goods or services. Master Builders SA will inform you of any changes to ownership of the business and any changes to or a new third party arrangement that Master Builders SA puts in place that affects the delivery of services to those learners involved.

It is also unlawful to act unconscionably. As a prospective course participant with Master Builders SA you have rights in accordance with the state laws. For more information about your rights please contact:

Consumer and Business Services - Consumer Advice and Scam Alert

Level 4, Chesser House, 91-97 Grenfell Street, Adelaide SA 5000

ph. 131 882

<http://www.cbs.sa.gov.au>

2.14 Child Safe Environment

In order to keep children safe when they are accessing services in the community, the Children and Young People (Safety) Act (2017) requires that organisations providing certain services to children create and maintain a child safe environment. In this context, a child safe environment is one which protects children from abuse and harm.

All organisations providing health, education, welfare, sporting and recreational, child care, or residential services wholly or partly for children must ensure that they have a child safe environments policy in place to promote the safety and well-being of children.

To access full policy please click this link below:

www.mbas.com.au/training/policies-and-procedures

Department for Communities and Social Inclusion

Level 7, 108 North Terrace, Adelaide SA 5000

ph. 8124 4185 <http://www.dfc.sa.gov.au>

3 Code of Practice

The Master Builders Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by the Master Builders Association of SA.

For the purposes of this Code:

“participant” refers to any person enrolled in training delivered by Master Builders SA.

“client” is a person or organisation who may enter into a contract with Master Builders SA for the delivery of education and training services.

3.1 Access to Information

Master Builders training staff are committed to servicing the needs of our participants and are available to answer your questions concerning any aspect of the selected training course.

Information is also available from:

- Master Builders website - training section at www.mbasacom.au
- Master Builder Trainers
- SA Builder magazine

To access full policy please click this link below:

www.mbasacom.au/training/policies-and-procedures

3.2 Fees / charges

For current, accurate information on course fees please refer to www.mbasacom.au.

3.3 Enrolment Policy

All enrolments for training programmes offered by the Master builders Association will be acknowledged within seven (7) days of receipt and confirmation will be sent to the contact person nominated on the enrolment form (providing enrolment received at least 9 days prior to commencement of training).

To access full policy please click this link below:

www.mbasacom.au/training/policies-and-procedures

3.4 Transfer and Cancellation Policy

1. All transfers/cancellations must be received in writing by Master Builders SA's Training Department, via email to training@mbasacom.au, or in person by visiting Master Builders SA reception and providing written request for a transfer or cancellation. It is the responsibility of the participant to confirm that their written transfer/cancellation has been received by the Master Builders SA Training Department.

2. Enrolments transferred/cancelled more than five (5) working days prior to the commencement of the training may receive a full refund of the invoiced fee or be transferred to the next available course on written request.
3. Enrolments transferred/cancelled between five (5) and three (3) working days prior to the commencement of training, may be refunded 50% of the invoiced fee or be transferred to the next available course on written request.
4. Where an enrolment is transferred/cancelled two (2) working days or less prior to commencement of a course (without medical evidence), the full fee, at the appropriate Member/Non-member, CITB eligible/ineligible fee as detailed in the current course calendar, is charged. Transfers will be re-enrolled to the next available course date and will remain liable for the appropriate Member/Non-member, CITB eligible/ineligible fee as detailed in the current course calendar.
5. Where an enrolment is transferred/cancelled after the commencement of a course, or a participant does not complete the course for any reason, no refund of the course fee will be provided. Where there is a genuine reason for the cancellation or non-completion of a course (i.e. medical grounds), Master Builders SA may agree to refund a percentage of the course fee at its own discretion, having regard to the available evidence (i.e. medical evidence).
6. An enrolment under points 2, 3 and 5 may be transferred or substituted once only. Subsequent transfers/substitutions will incur a \$30 administration fee.
7. Participants who do not transfer or cancel their enrolment and/or fail to attend the course for which they are enrolled will remain liable for the appropriate Member/Non-member, CITB eligible/ineligible fee as per the cost listed on the website at the time of enrolment.
8. Master Builders SA reserves the right to cancel any course or postpone it to an alternative date. All registered participants affected by such postponement will receive a full refund or be offered the opportunity to transfer to the next available course.
9. Certificates, including results, will only be issued on receipt of the full invoiced fee and the condition the Master Builders SA member has no outstanding debt with the Association that is greater than 30 days.
10. Where a participant is enrolled under their company's Master Builders SA association membership, responsibility for any cancellation penalties remains with the Master Builders SA member.
11. This policy and other relevant training information is available on the Master Builders SA website. Refer to www.mbasas.com.au/training/policies-and-procedures.

3.5 Entry Requirements

Please refer to the Master Builders SA website for entry requirements to training courses. However, members of the training team should be consulted prior to registering for a course to ensure appropriate outcomes are obtained through the correct sequencing of courses.

To access full policy and procedure for selection please click on this link below:

www.mbasas.com.au/training/policies-and-procedures

3.6 Time Commitment

The total time commitment to complete any training course can vary across participants depending on different levels of existing knowledge, learning methods, retention rates and other influencing factors. Participants are expected to attend all contact sessions scheduled for the given course/s as class participation forms part of the overall assessment.

Classes will generally run from 9.00am to 4.00pm or 5.30pm to 8.30pm.

Participants should discuss external assignment time requirements with a member of the training team.

Please note: External assignment work is a usual and in some cases mandatory requirement of the courses conducted by the Master Builders Association SA however these may vary depending on the topic and the trainer. Master Builders Association SA encourages students not to enrol in more than two courses at one time to decrease the demands of out-of-class work and support the student's need for a work/life/study balance. Participants wanting to enrol in more than two (2) courses running simultaneously will be discussed with the Enrolments Coordinator and considered on an individual basis.

3.7 Delivery Structure

The delivery structure depends on the course being undertaken. Please refer to the current Master Builders SA website for details of the duration and number of contact sessions, which comprise your course/s.

4 Support Services

4.1 Participant Support

If participants are experiencing any difficulty with any aspect of their training they are encouraged in the first instance to discuss these with their Trainer. Further advice can also be sought from the Master Builders Association of SA Enrolments Coordinator or Chief Operating Officer if required. Master Builders also have a dedicated SQE Consultant and a Development and Technical Manager to discuss non-training related matters.

4.2 Language, Literacy and Numeracy (LLN)

Our courses are designed to reflect the language, literacy and numeracy (LLN) skill level required for the performance of the tasks in the workplace and will not exceed these expectations. Hence, care is taken not to employ assessment strategies that rely on numeracy and literacy skills where they are not intrinsically required.

Identifying LLN skills in students enrolling in this training

Students are required to have sufficient skills in reading and writing to successfully complete their training program and where required, learning needs are assessed prior to the participant's enrolment in a course. Observing students performing LLN skills on the job is the best way to get a sense of a participant's LLN ability. However, this is not always possible or practical.

Some strategies may include the referral to external agencies and could include but are not limited to:

Thebarton Senior College, Ashley Street, Thebarton

Australian Core Skills Courses -These courses provide a structured bridging program for people who have limited English language, literacy or numeracy skills. There are three levels of performance and students demonstrate their competence at each level by meeting performance criteria. Students receive increasing levels of teacher support at lower levels of competency.

Australian Government LLN Program suppliers

Mission Australia Employment

Mission Australia's Language, Literacy and Numeracy Program provides training to increase skills in speaking, listening, reading, writing and maths. The length of training depends on the student's needs. Training is delivered in 200 hour blocks and students can choose to attend for 10 to 20 hours per week. All Mission Australia courses are available at no cost (Centrelink eligible).

Status Employment Services

Training centres at Marion, Modbury and Noarlunga

The Language, Literacy and Numeracy Program is a Commonwealth government initiative for adult learners improving reading, writing, numeracy and basic computing skills. Eligible jobseekers, determined by Centrelink, can access free LNN training.

The Specific Learning Difficulties Association of South Australia (SPELD SA)

<http://www.speld-sa.org.au/>

Master Builders Association of SA is also able to offer course assistance in specific English language training through external providers. Please discuss your requirements with one of the membership or training team or at training reception desk. Options include but are not limited to:

- **The English College of Adelaide (ECA)**

This is a National ELT Accreditation Scheme (NEAS) accredited English Language Intensive Courses for Overseas Students (ELICOS) college located in Level 5, 118 King William Street, Adelaide. Established in 1991, ECA is a college which caters for students determined to acquire the English skills needed to succeed in social, business and academic life.

- **South Australian College of English**

Located at Woodards House, 47 Waymouth Street, Adelaide, this college course aims to expand and develop students existing English skills to enable them to achieve success in academic study and to develop and practice independent learning.

4.3 Disciplinary Procedure

Participants who engage in disruptive, anti-social or discriminatory actions while on Master Builders Association premises will be counselled by their Trainer or a training staff member to ascertain the nature of the issue. Disciplinary action consistent with the seriousness of the behaviour displayed by the course participant will then be decided upon, usually through the Master Builders Association (SA) Chief Operating Officer. Behaviour which threatens the safety of others may be dealt with by immediately dismissing the participant from the training course.

To read the full procedure please click on this link below:

www.mbas.com.au/training/policies-and-procedures

4.4 Flexible Delivery

It may be possible to complete or partially complete some courses offered by the Master Builders Association of SA through distance training. Please contact the Enrolment Coordinator to discuss your requirements.

4.5 Delivery Modes

The methods of delivery in our courses will convey knowledge and skills required to complete competencies in your training and may include the following modes of delivery:

- face to face
- audio presentation
- work based activities
- practical sessions (on-site)

4.6 Certificates

Master Builders Association of SA will, upon successful completion, issue the following:

- Certificate of Attendance
- Certificate of Completion

Proviso: provided payment of fees has been received and CITB eligibility criteria (where applicable) is approved. Certificates will also be issued on the proviso company accounts have been settled without any outstanding debt.

4.7 Definition of Competency

“Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.”

Competency includes all aspect of the work performance criteria:

- performance at an acceptable level of your skill
- the transfer of those skills and knowledge to any new situation

- organising oneself (time management)
- responding and acting appropriately to the unexpected, that may happen in the workforce from time to time

You may be required to provide the evidence to your assessor upon completion of the training course to show that you have reached a thorough understanding of the training content.

Please note: Your trainer will explain this in further detail at the beginning of your course.

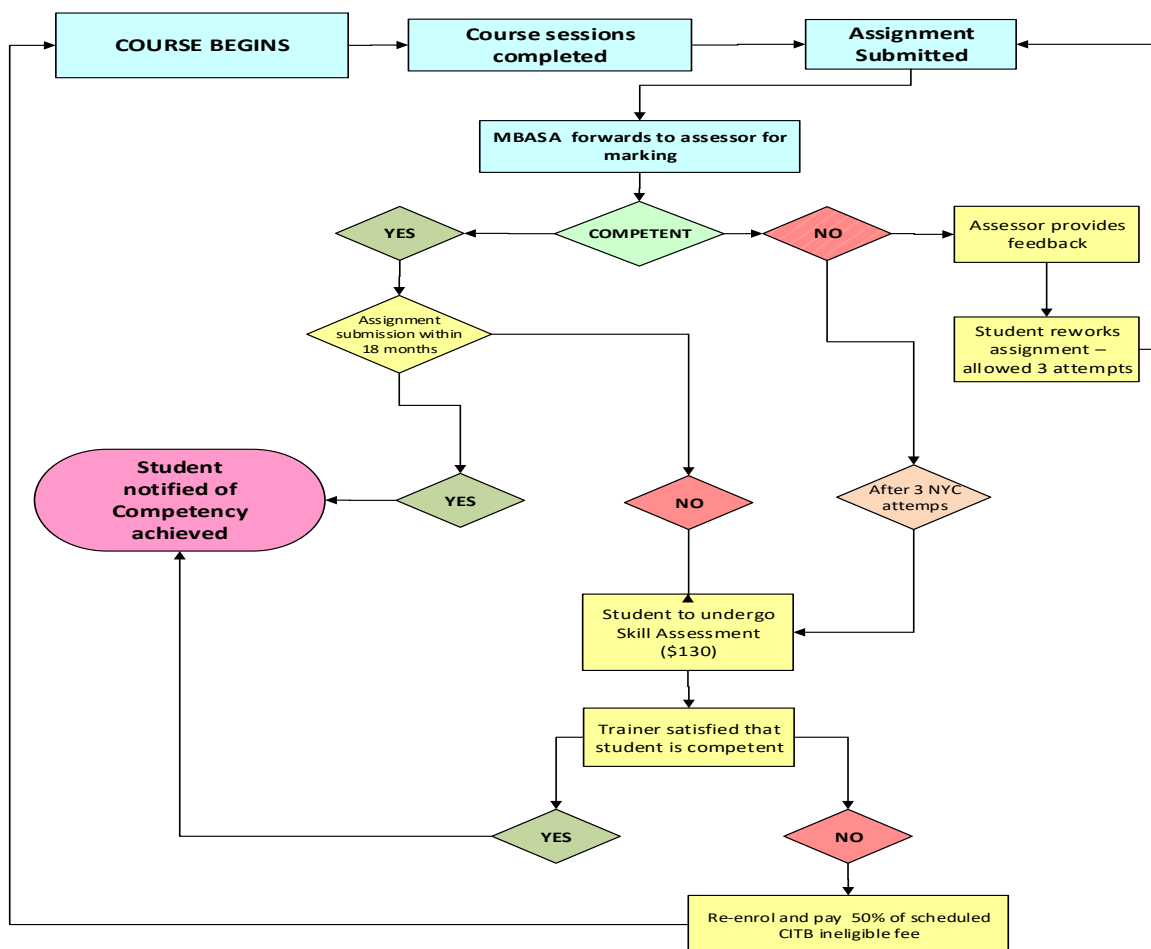
4.8 Assessment Process

This will vary depending on the course being studied and the specific details will be explained to you in more depth at the first contact session. In some cases, the assessment activities/test/exams are conducted during the contact sessions, so attendance, to enable successful course completion in these cases, is mandatory.

PLEASE NOTE – course participants are required to retain a copy of their work when it is submitted to Master Builders SA for assessment. If the checkbox labelled 'I hold a copy of all assessment tasks submitted' on the assessment coversheet is not checked and a copy has not been retained by the participant, Master Builders SA are not liable for an assessment that is unable to be located once submitted.

The flowchart on the following page outlines the general rules that apply including the normal submission process, the resubmission process, if deemed 'not yet satisfactory' and time limits that apply related to the submission of assessments.

Requests for extension of time for an assignment submission need to be in writing and addressed to the Master Builders Association (SA) Training Department (training@mbasa.com.au) who will provide written confirmation when the extension is granted. Alternatively, participants can visit Master Builders SA and make a request in person.

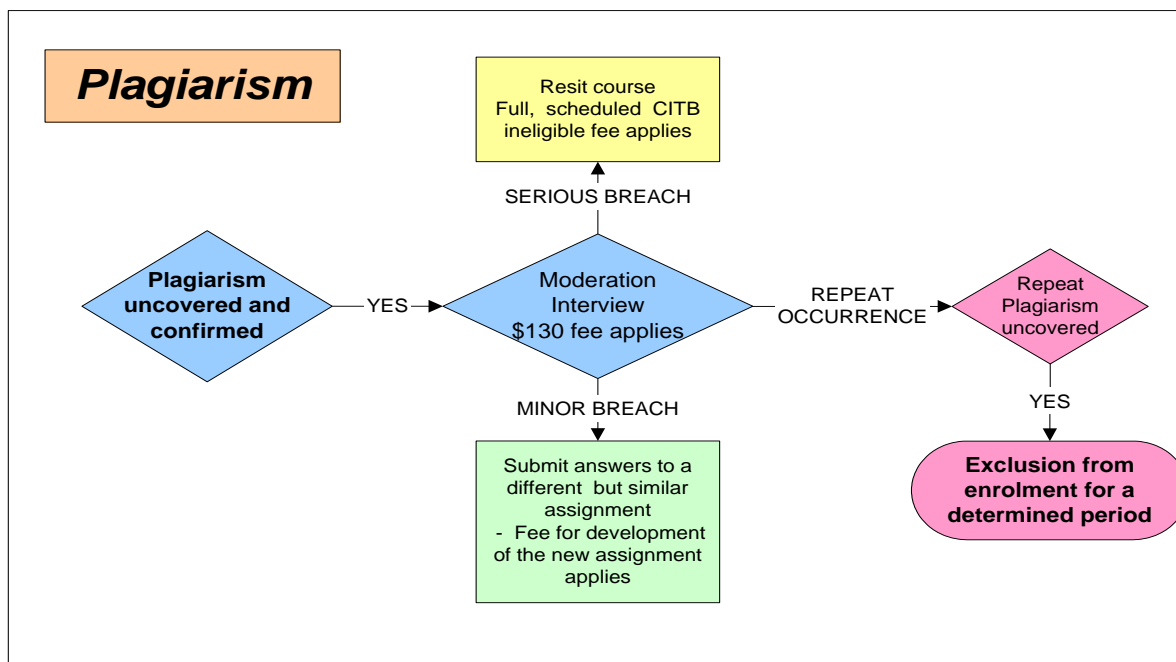


4.9 Plagiarism

Plagiarism is the presentation of the work, ideas or creation of another person as though it is the participant's own work. Words and ideas can be plagiarised from books, articles, design projects, artwork, the internet or another participant's work. It is a form of cheating and is a very serious academic offence and will not be accepted.

To read the full Plagiarism Policy please click on this link below:

www.mbasa.com.au/training/policies-and-procedures



4.10 Assessment Appeal

If participants believe an unfair or inaccurate assessment decision has been made in relation to their work, a process exists to have their assessment result/s reviewed. Participants should, in the first instance, seek feedback from the assessor as to how the decision was made.

If this fails to produce an acceptable resolution, participants will be required to:

- write to the Master Builders Association SA Chief Operating Officer outlining their reasons for disputing the assessment decision
- indicate the feedback they obtained from the assessor
- list the course which the dispute pertains to.

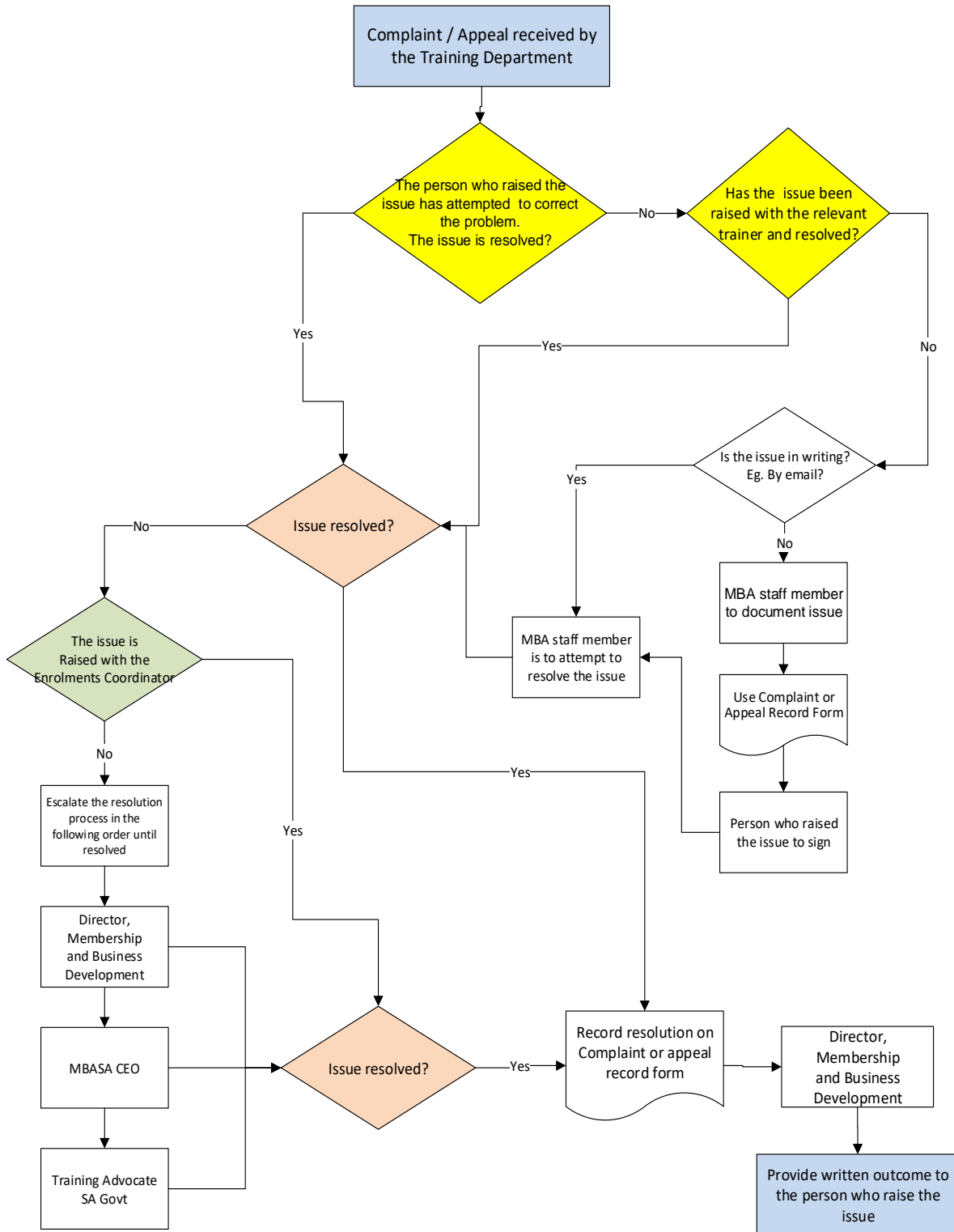
Participants should read the procedure below and utilise the 'Complaint or Appeal Claim Form' at the rear of this handbook.

4.11 Complaints/Appeals Procedure

- a) Any participant raising a complaint/appeal should try and resolve it as far as possible within the limits of their authority. If the grievance is with another person then the issue should be raised with them.
- b) If it cannot be resolved through (a), the complaint/appeal must be discussed with a Master Builders Association of SA training staff member. This can either be done verbally or in writing. A participant may request a colleague to appear with him or her.
- c) If the participant does not provide a written complaint/appeal, it should be written by a Master Builders Association of SA staff member.
- d) The Master Builders Association of SA staff member will attempt to resolve the issue and should respond back to the participant as soon as possible, but no longer than five (5) working days.
- e) The Master Builders Association of SA staff member's responsibility is to:
 - discuss the complaint/appeal with the person raising the concern
 - remain objective and collect facts where possible
 - act as a mediator if necessary
 - document all proceedings using the Complaint/Appeal Form
 - obtain a signature from the complainant on the completed Complaint/Appeal Form.
- f) If the Master Builders Association of SA staff member cannot settle the complaint/appeal then the written Complaint/Appeal Form is forwarded to the Chief Operations Officer. If a resolution is not reached, then the matter will be referred to the Master Builders Chief Executive Officer.
- g) All Complaint/Appeal Forms must be signed by the Enrolments Coordinator.
- h) Participants will be advised in writing of the outcome of their complaint/appeal.
- i) Master Builders Association (SA) will resolve to process and finalise the complaint or appeal within 60 calendar days. Where this is not possible Master Builders Association (SA) will:
 - a. Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - b. Regularly update the complainant or appellant on the progress of the matter.

A "Complaint/Appeal Claim Form" is included at the rear of this Handbook.

Complaint / Appeals



5 Provision of Training and Assessment Services

Master Builders Association of SA has policies and management practices which maintain high professional standards in the delivery of training and assessment services that safeguard the interests and welfare of participants. We maintain a learning environment that is conducive to the success of participants.

Master Builders Association of SA:

- provides adequate facilities
- uses methods and materials appropriate to the learning and assessment needs of participants.
- monitors and assesses the performance and progress of its participants.
- ensures that teaching staff are not only suitably qualified and well-trained but are also sensitive to the cultural and learning needs of participants.
- are committed to access and equity principles and processes in the delivery of its services.

5.1 Issuance of Certificates

Master Builders Association of SA issues certificates to participants who meet the required outcomes of a training course.

Any applicable certificate will be issued to the learner within 30 calendar days of the learner being assessed as meeting the requirements of the training course if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Master Builders Association SA have been paid.

Master Builders Association of SA has mechanisms in place to reduce fraudulent reproduction of our certification. We protect our reputation by ensuring strong measures are in place to reduce the fraudulent issue of certificates, as people hold Master Builders Association of SA issued certificates in high regards as a sign of quality training.

Our certificates includes the following security measure:

- An embossed Master Builders Association of SA company seal on Award parchments (when a physical certificate is issued at the request of a participant – this comes at a financial cost)

Re-issuing of a card or certificate

Dependant on the date of initial issue, the Master Builders Training Department can re-issue lost or stolen cards, Certificates of Attendance and Certificates of Completion on request. Participants who require this service generally must appear in person to provide proof of identity and request the replacement in person or complete *Form 48 'Application for replacement certificate or card'* available at the Training Department. There are fees associated with this service and these are listed on the rear of the *Form 48*.

5.2 Marketing of Training and Assessment Services

Master Builders:

- markets and advertises its products and services in an ethical manner
- gains written permission from a participant or client before using information about that individual or organisation in any marketing materials
- accurately represents recognised training products and services to prospective and continuing participants
- ensures participants are provided with full details of conditions in any contract arrangements with Master Builders Association of SA.
- draws no false or misleading comparisons with any training organisation.

5.3 Financial Standards

Master Builders Association of SA:

- has measures to ensure participants receive a refund of fees for services not provided, including services not provided as a result of the financial failure of Master Builders;
- has a refund policy that is fair and equitable and this policy is made available to all participants;
- ensures the contractual and financial relationship between the client and Master Builders is fully and properly documented;
- ensures copies of this documentation is made available to the trainee or client including:
 - the rights and responsibilities of participants;
 - costs of training and assessment services and issuance of any applicable certificate;
 - payment arrangement;
 - refund conditions;
 - any other matters that place obligations on participants.

5.4 Provision of Information

Master Builders Association of SA supplies accurate, relevant and up-to-date information to prospective participants covering, but not limited to, the matters listed on the Master Builders SA website.

Master Builders makes available this information to prospective or continuing participants before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.

5.5 Recruitment

Master Builders Association of SA conducts recruitment of participants at all times in an ethical and responsible manner. Offers of course placement is based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

We also ensure that the educational background of intending participants is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

5.6 Support Services

Master Builders provides adequate protection for the health, safety and welfare of participants. This includes adequate and appropriate support services in terms of academic and personal counselling. More details including the costs of the services required will be discussed with the student on a case by case basis prior to enrolment.

5.7 Privacy

All information collected by Master Builders Association SA Inc ('Master Builders') during the course of the program will be held and used in accordance with Master Builders Privacy Policy and the Australian Privacy Principles (APPs).

In line with the APPs, personal information will only be collected and used when necessary for, and relevant to, training services to the individual and may also be used for direct marketing purposes. All information collected will be kept private and confidential, with the exception of disclosures made to appropriate third parties related to training activities and/ or other statistical and registration information as required or authorised by law. Master Builders will obtain the individual's consent prior to any other use or disclosure of information that is not mentioned above.

To see the full Master Builders' Privacy Policy, visit www.mbasacom.au/privacy or make a request by contacting us. The privacy policy contains information about how you may access or correct information held about you, and how to make a privacy complaint.

5.8 Record Keeping

Master Builders Association of SA keeps complete and accurate records of the attendance and progress of participants, as well as financial records that reflect all payments, charges and the balance due. Master Builders will provide copies of these records to participants on request.

5.9 Quality Control & Continuous Improvement

Master Builders Association of SA is responsible for developing, implementing, monitoring and evaluating quality training and practices that meet course requirements. Master Builders Association of SA seeks feedback from our participants on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

5.10 Course Information

The Master Builders Association website is the official source of information for all of the details needed on the courses shown previously including the schedule of courses and times.



Master Builders SA Complaints/Appeals Claim

Please complete all sections in detail

Student Name:	
Course:	
Trainer(s):	

Student Contacts	Ph:		Email:	
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Outline the details of complaint/appeal (add additional page(s) if necessary):

Describe the nature of the complaint/appeal (please tick the relevant box)

	attendance issues		classroom issues		transfer issue	Other (give details)
	academic issues		personal issues		IT issues	

Signature of Participant:	Date	
<p>This form should be placed in an envelope (available from the Association of SA reception) and submitted to either:</p> <ul style="list-style-type: none"> Chief Operations Officer Manager, Training & Apprentices Other administration staff 	Office Use Only	
	Date received	
	Signature of receiving staff member	
	Print Name	
	Form 21-Initiated	Date Who

Glossary of Terms

Authentic	An assessor must be assured that the evidence presented for assessment is the candidate's own work
Current	Relates to the age of the evidence presented by candidates to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past
Reliable	There are five types of reliability: internal consistency; parallel forms; split-half; inter-rater; and, intra rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence
Sufficient	Relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency
Valid	There are five major types of validity: face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence. Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group

References: <https://www.comlaw.gov.au/Details/F2014L01377>