



# Student Handbook

# Welcome

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Congratulations on taking the next step in your career and choosing to study with Master Builders.

As an industry leader, we're committed to providing relevant and practical courses that deliver the real-life skills and knowledge required to work safely and effectively in the building and construction sector.

This handbook has been prepared for current and potential students and offers a broad overview of our training courses, outlining your rights and responsibilities, and providing you with all the information you need to make informed decisions about undertaking training with Master Builders. For full details of the policies mentioned in this document, visit [www.mbqld.com.au/training/enrolment-information](http://www.mbqld.com.au/training/enrolment-information)

We're here to support you at every step of the learning process, providing you with the most up-to-date technical, business and management skills and knowledge you'll need to succeed in your field.

If you have any questions about the information in this handbook or any of our training courses, please call us on **1300 13 60 02** or email **[training@mbqld.com.au](mailto:training@mbqld.com.au)**.

We encourage you to keep this handbook for future reference and we look forward to working with you to expand on your skills and further your career.

For a full list of training courses, visit **[mbqld.com.au/training](http://mbqld.com.au/training)**.



**Paul Bidwell**

Deputy CEO, Master Builders Queensland

# Contents

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<b>Welcome</b> .....	<b>2</b>
<b>Code of practice</b> .....	<b>4</b>
<b>Enrolment information</b> .....	<b>5</b>
Pre-enrolment advice .....	5
When and how to enrol .....	5
Language, literacy and numeracy .....	5
Other support services .....	5
Entry requirements .....	5
<b>Safety in training</b> .....	<b>6</b>
<b>Credit transfer and Recognition of Prior Learning (RPL)</b> .....	<b>6</b>
<b>Training delivery</b> .....	<b>7</b>
Residential training courses .....	7
Photography during training delivery .....	7
Volume of learning and amount of training .....	7-8
<b>Change in circumstance?</b> .....	<b>8</b>
Need to switch dates? .....	8
Withdrawing from studies .....	8
<b>Fees and charges</b> .....	<b>8</b>
What's included .....	9
Payment of fees and charges .....	9
GST .....	9
Funding .....	9
Late Assessment Submission Fee .....	9
Replacement certificates .....	9
<b>Refunds</b> .....	<b>10</b>
<b>Access and equity</b> .....	<b>10-11</b>
<b>Student responsibilities</b> .....	<b>11</b>
Address and contact details .....	11
Attendance .....	11
Plagiarism .....	11
Referencing .....	12
Cheating .....	12
Smoking .....	12
Misconduct .....	12
Discipline policy .....	13
Behaviour/dress code .....	13
<b>Privacy</b> .....	<b>13-14</b>
Unique Student Identifier .....	14
Unique Student Identifier Privacy Notice .....	14-15
<b>Accessing your records</b> .....	<b>15</b>
<b>Copyright</b> .....	<b>15</b>
<b>Student feedback</b> .....	<b>16</b>
<b>Records management and certificate issue</b> .....	<b>16</b>
Records management .....	15
Personal details .....	16
Assessment records .....	16
Certification procedures .....	17
<b>Complaints and appeals</b> .....	<b>17</b>
Policy outline .....	17
Complaints: informal stage .....	18
Complaints: formal stage .....	18
Complaints procedure .....	18
Appeals procedure .....	19
<b>Student Support Services</b> .....	<b>19-20</b>

# Code of practice

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## Master Builders is focused on:

- Delivering training and assessment services through industry experts
- Ensuring training is in tune with current industry needs and promotes industry best practice
- Producing ethical and effective marketing and advertising
- Keeping students in the loop by providing information before they enrol, including a thorough breakdown on fees and charges
- Providing a clearly documented refund policy, including administration fees, charges and refund conditions, which is easily accessible on our website
- Keeping accurate and complete records and retention of academic, financial and other student records and students' right to access this information
- Making confidentiality a priority, unless otherwise authorised by students or under law
- Ensuring the protection and privacy of personal information
- Making staff and students aware of their obligations to protect their own and others' health, safety and welfare in a positive environment, free of discrimination or harassment
- Keeping an eye on training and assessment progress to ensure that students receive all reasonable assistance to successfully complete their course once accepted for enrolment
- Ensuring complaints and grievance procedures are clearly explained and displayed on our website, including the complaints, appeals process and independent arbitration, to ensure agreed resolution of complaints
- Training and assessment strategies and assessments are developed through consultation, engagement and feedback from industry representatives and facilitators. This ensures students meet the required skills, knowledge and standard of performance required in the workplace
- Continuously improving services and products, and seeking feedback from students and staff through surveys and continuous improvement action requests
- Operations that comply with the state training legislation and the Standards for Registered Training Organisations (RTOs) 2015
- Assisting students with gaining recognition for existing skills and knowledge through a skills assessment
- Providing credit to students who have completed relevant, equivalent and current units of competency
- Keeping students updated with any changes to the agreed services.

# Enrolment information

## Pre-enrolment advice

Want to know more about the training programs we offer? Visit [mbqld.com.au/training](https://mbqld.com.au/training) or call us on **1300 13 60 02**

Heads up, some programs require candidates to be physically able to successfully complete the program, so keep this in mind when enrolling.

## When and how to enrol

Training programs are offered on a rotating calendar basis, with regular commencement dates.

Check out our website to enrol or get in contact with us to find out when your chosen training program is running next.

## Language, literacy and numeracy

We're committed to providing equity and eliminating discrimination against students in vocational education and training.

People with language, literacy and numeracy challenges, English language or physical disabilities are encouraged to pursue their training goals through participation in a range of courses we offer. If you require external learning support, any fees incurred will be at your own expense.

If you have a disability or special needs, it is important to let us know early so we have time to connect with the appropriate learning support service to help you achieve your goals.

The list of external learning support groups below are recommendations only. You will need to mention that you have been provided with a recommendation from Master Builders when contacting these groups.

## Other support services

Agency	Contact
Speech & reading services	Tyquin Group: 07 3399 8028   <a href="http://www.tyquinspeechpathology.com.au">www.tyquinspeechpathology.com.au</a>
Blindness & low vision services	Learning Partnerships: 07 4728 1555   <a href="http://www.learningpartnerships.com.au">www.learningpartnerships.com.au</a>
Vocational Literacy Adult Literacy Services	1800 337 141   <a href="http://www.vocationalliteracy.com.au">www.vocationalliteracy.com.au</a>
Reading and Writing Hotline	1300 655 506   <a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>

Where students require additional tutorials or mentoring during their enrolment Master Builders will organise these, where possible, with no additional cost to you, with the support of a qualified trainer.

## Entry requirements

Once you've supplied all of your relevant enrolment documentation (including a LLN assessment) and fees are paid, we can commence the acceptance process.

Some courses have specific entry requirements. We will advise of these requirements prior to finalising your enrolment. Find out more on the Master Builders website.

Enrolling into formal study can be a long and complicated process, particularly if accessing funding. Don't worry, we will coach you along the journey.

# Safety in training

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Master Builders is committed to ensuring the health, safety and welfare of its staff, contractors and students while working for or participating in training and assessment courses.

All students have a responsibility to:

- Look out for their own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by Master Builders in the interest of health, safety or welfare
- Cooperate with health and safety directives given by staff
- Ensure that they are not, by the consumption of drugs and/or alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

If you have a health condition that may become acute while attending a training course, please let us know before you enrol. All information will be treated in confidence and will only be used for support or treatment in an emergency situation.

If you're involved in an accident during training that results in personal injury and/or damage to equipment or facilities, please let the facilitator know immediately.

Master Builders takes safety very seriously. As a general rule, if it is not acceptable on a worksite, then it is not acceptable in training. Students who break these guidelines may be immediately excluded from class for the remainder of the session and may also face disciplinary action which could result in a cancellation of enrolment.

# Credit transfer and recognition of prior learning

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Make sure you get the credit you deserve and let us know about any nationally recognised courses you've already completed, prior to enrolling with us.

## **Credit transfer**

If you have previously completed training with Master Builders (or another training provider), and were found competent in units that form part of a training course you now wish to undertake, you may be eligible for a credit transfer.

To be eligible, the units must be equivalent and current. A credit transfer application needs to be lodged as part of your enrolment, along with supporting documentation that provides evidence of successful completion (such as a Statement of Attainment). We'll also get in contact with the training provider who issued the certificate to verify it was awarded to you.

## **Recognition of Prior Learning (RPL)**

Get recognition for relevant experience gained from work and formal and informal training that you may have had on-the-job through RPL.

If you believe that you have skills, abilities and experience from previous work that align with the competencies of a training course, contact us before you enrol.

# Training delivery

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You get to choose how you want to study with Master Builders – we deliver courses face-to-face, via interactive livestream, or you can undertake a skills assessment.

Our training courses are founded on the principle of competency-based learning, which means what you learn about has been specifically designed for you.

Competency-based training is focused on specific outcomes that reflect what students need to achieve in their workplaces. It identifies what a person can do in the workplace as a result of completing training, and it is concerned with training to specific standards rather than an individual's achievement relative to others in a group.

Competency-based assessment is defined as the process of collecting evidence and making judgements against specific standards. It can take place at any time provided that the person is ready for the assessment and a facilitator is available.

Other key features include:

- Criteria-based, rather than a comparison between students
- More objective and less subjective than other forms of assessment
- Incorporates skills recognition through challenge assessments and other forms of RPL
- Participatory.

## **Residential training courses**

Some courses require students to attend 'live-in' workshops, where you'll need to stay in accommodation booked by Master Builders. If this is the case for the course you're enrolling in, you'll be expected to attend all workshops. If you don't show up, you'll still be invoiced for the price of the accommodation that was booked for you.

Students will sleep in separate rooms, all with bathroom facilities.

## **Photography during training delivery**

By registering for Master Builders training and agreeing to be photographed or interviewed you grant permission for Master Builders or its agents to use any photographs/comments/film footage of you in print, broadcast, online and social media for Master Builders' promotional and/or commercial purposes, including, but not limited to, on our website, the Master Builder magazine, social media, eNewsletters, and other print and digital publications. You agree that filmed material may be reproduced for these purposes as film, audio or written quotation. You also agree that you are not entitled to inspect or approve the finished product or receive remuneration, residuals, royalties or any other payment from Master Builders in respect of the images/footage.

The photographs and footage will be used by Master Builders only and will not be released to any external parties, except for production or promotional purposes. You accept the risk that photographs and/or film footage of you may be downloaded from Master Builders' website, or taken from a brochure or other publication, and reproduced in social media or other websites or elsewhere, or otherwise communicated or made available to the public or sections of the public.

You also authorise the right to use your name in conjunction with the creative use of the photograph/footage/comments.

## **Volume of learning and amount of training**

When we're developing our training and assessment strategies we always consider student cohorts and ensure they demonstrate an understanding of and have experience in the construction industry. We'll also make it clear from the start (prior to enrolment) the training delivery duration and amount of personal study time it's recommended students undertake.

The strategies also outline the level of skill, knowledge and workplace experience students are expected to have prior to enrolling. Depending on this, the amount of training may be reduced, but we'll still cross-check that students have fully absorbed the breadth of the skills and knowledge required.

The amount of training will enable our students to:

- Meet the requirements of the training course, and
- Gain the skills and knowledge specified in the relevant area of study.

The amount of training we set comprises the formal learning activities provided to students. These formal activities will include a mixture of face-to-face classes or interactive livestream with personal study time, tutorials (if required), group discussions and practical observations and, in some cases, workplace learning with mentor support.

Don't worry, before you enrol we'll get you across exactly what you need to do. To find out more visit [mbqld.com.au](http://mbqld.com.au)

## Change in circumstance?

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If you're moving house or changing your email address, don't forget to update your details in your student profile.

### **Need to switch dates?**

If a student is enrolled in a short course (two days or less) and needs to switch to a later date you can do so without financial penalty so long as you give a minimum of five working days' notice (in the case of extenuating circumstances such as sickness – no notice period is required).

### **Withdrawing from studies**

Course not for you? If you withdraw from your studies you are required to complete the Master Builders Cancellation/Withdrawal/Refund Form. Once lodged, we'll let you know of the outcome within seven working days. Refer to the Refund Policy for information on eligibility of applying for a refund. If you want to re-enrol at a later time, to complete the studies that you withdrew from, a re-enrolment fee of \$250 (inc GST) will be payable along with the necessary enrolment documentation.

## Fees and charges

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All relevant paperwork must be submitted and the required fees paid before we can confirm your enrolment.

Once enrolment has been confirmed, we will complete the agreed training and/or assessment service. In the rare event the minimum number of students needed to run the course hasn't been reached, Master Builders may reschedule at a later date. If the new date is not acceptable for the student, a full refund is available.

In the very unlikely event we are unable to deliver the agreed training and/or assessment services, students will be issued with a refund.

Master Builders members may be eligible for fee reductions.



## **What's included**

Tuition and/or assessment fees, materials, learning resources and, in some instances, light refreshments are included in your course fees.

## **Payment of fees and charges**

### **Credit Card**

We accept Visa and MasterCard.

### **GST**

Some of Master Builders training courses are GST free. Where GST is applicable this will be displayed in the course details.

### **Funding**

Funding opportunities are available for some Master Builders training courses, and we'll run through all the eligibility requirements with you before you enrol.

If you secure funding, you will be expected to complete your selected training course within the agreed timeframes. Failure to do this will result in the funding being forfeited and you will be invoiced for the remaining training fees, being the difference between the funded amount and full price of the training course, if you wish to continue your studies.

In some instances, you may be contacted by the funding provider to discuss your training experiences, and we encourage you to make yourself available to them.

### **Late Assessment Submission Fee**

Throughout the enrolment process students will be advised of the due dates for assessment submission. Students who fail to submit their assessment by these due dates will incur a late assessment submission fee. The assessment late submission fee is \$250 per assessment unit.

### **Replacement certificates**

Replacement certificates and cards can be re-issued upon written request and if appropriate identification supplied. The fees are as follows:

General Safety Induction (blue/white card) .....	\$50 inc gst
Replacement certificate (Qualification) .....	\$50 inc gst
Replacement certificate (Statement of Attainment / Completion) .....	\$50 inc gst
All other replacement cards (e.g. Asbestos) .....	\$50 inc gst

Master Builders may use its discretion to revoke a Statement of Attainment and/or Certificate at any time after it has been issued. In the unlikely event of this occurring, Master Builders will notify you in writing and provide an explanation of the reason for its decision.

# Refunds

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**If Master Builders cancels the training course** and/or assessment service you're enrolled in, you'll be given the opportunity to **transfer to another course date (once only), or receive a full refund.**

For a short course (2 days or less) **if you withdraw from training** and cancel your enrolment from training and/or assessment at least **five business days prior to commencement**, a full refund **will be granted.**

For all other courses (course in excess of 2 days) **if you withdraw from training** and cancel your enrolment from training and/or assessment at least **ten business days prior to commencement**, a full refund **will be granted.**

**If you withdraw from training** and cancel your enrolment from training and/or assessment **after the stipulated course cancellation deadline** (for short courses this is 5 business days, and for other courses this is 10 business days before the date of commencement), or **fail to turn up on the day**, a refund **will not be granted unless there are extenuating circumstances.** In extenuating circumstances, a request for a refund can be made to Master Builders in writing and will be considered on a case-by-case basis. Evidence such as a doctor's certificate may be requested.

**Once a student has commenced training and or/assessment with Master Builders, no refund will be granted.**

*For short courses (courses that run for 4 days or less), students wishing to re-enrol in the same course at a future date, will be offered a 50% discount off the full course fee.*

## **To apply for a refund**

To apply for a refund, please call our friendly team on 1300 13 60 02 first.

We will assess if you're eligible for a refund and communicate with you the outcome within seven (7) days.

This refund policy is guided by the Australian Consumer Laws (ACL) and more information on the ACL can be found at: <https://www.accc.gov.au/consumers/buying-products-and-services/consumer-rights-and-guarantees>

# Access and equity

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Master Builders ensures that no barriers or obstacles are in place for anyone trying to access any of our training courses or services. However some pre-enrolment requirements are mandatory, such as the ability to efficiently communicate in English.

Some courses require students undertake a form of Language, Literacy & Numeracy (LLN) assessment through the enrolment process. This will ensure you have the basic skills to complete the course.

Students with special learning needs (such as Dyslexia) are required to declare their needs prior to enrolment. Having a learning need does not automatically exclude you from training. This is to ensure we can give you the support you need.

We make every effort to accommodate differences without compromising the integrity of the outcomes or impacting other students.

## **Master Builders:**

- Is committed to providing high-quality courses and services designed to meet individual needs and the needs of those involved.
- Acknowledges and complies with relevant state or territory laws, commonwealth or state/territory legislation relating to health and safety, workplace harassment, victimisation and bullying, anti-discrimination (including equal opportunity, racial vilification and disability discrimination).

- Acknowledges and respects the accumulated knowledge and skills of all its students.
- Ensures that, where there are mandatory prerequisites for participation in training and assessment, students are notified prior to enrolment.
- Ensures that, where there is a practical component to training and assessment, students are notified prior to enrolment of any physical requirements. This will vary depending on the training you are enrolling in.
- Ensures equitable principles are embedded into all training and assessment services.

## ***Student responsibilities***

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As a student enrolling with Master Builders, you are required to:

- Pay fees and charges on time
- Keep in touch with Master Builders on your progress
- Keep copies of all assessment items prior to submission to Master Builders and keep in a safe place for future reference
- Submit assessment items on time (as outlined in your training plan)
- Engage in class discussion and sharing of ideas, experience and opinions. In many instances the demonstration of communication skills is a performance criteria of the course, and will require students to interact in group discussion and role play activities during their classes and assessment activities.
- Respect and be considerate toward all Master Builders staff, facilitators and other students.
- For some courses students will be required to have access to a modern laptop (preferably windows based) with microsoft programs and Adobe Reader, and the internet that can be used to complete assessment activities.
- Must submit assessment answers in their own words (i.e. no plagiarism)
- Must reference answers that include wording derived from the Learner Guide or any website (see section on plagiarism and referencing).

### ***Address and contact details***

It's your responsibility to provide accurate address and contact details and to notify Master Builders of any changes as soon as practical.

### ***Attendance***

Students will be notified of the attendance requirements for classes or workshops, prior to enrolment. Attendance at class is mandatory and non-attendance may result in not being able to complete the required assessments.

All students are required to sign an attendance sheet. It is your responsibility to advise us of any absence from classes so that your facilitator can be informed.

### ***Plagiarism***

Students are required to submit their own work for assessment. The presentation of someone else's work, words or ideas as one's own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from (Referencing). Various forms of plagiarism as follows:

- Downloading or copying any materials/ideas, or part of it, from an online source and submitting it as your own work without acknowledgement.
- Buying, stealing or borrowing any materials/ideas and submitting it as your own work.

## **Referencing**

For all Certificate IV, Diploma and Advanced Diploma courses, referencing should be provided when quoting answers that include information obtained from another source.

Referencing is used to provide your trainer with information on where you obtained the information provided in your answer. Some examples of acceptable referencing are:

- Class discussion
- Learner Guide: you can copy and paste the reference from the base of the page, for example, 'REF: CPCBC4009 – Learner Guide v1.0 Page | 30'.
- Reliable website: copy the address line, for example, 'REF: <https://acumen.architecture.com.au/queensland>'. (Please do not use unreliable sources such as Wikipedia)
- Textbooks/journals: title, author name and initial, and page reference, e.g. 'Management Theory and Practice Cole, K pg 26-29'.

## **Cheating**

'Cheating' is to act dishonestly or unfairly to gain advantage. It can also be defined as completing an assessment without a student's own effort and getting someone else to do the work. This is not an acceptable practice and will affect the progression of the course.

## **Smoking**

Smoking is banned at all Master Builders facilities and within 5 metres of the building. All students and members of the public must comply with this condition as set by Queensland Health (<https://www.health.qld.gov.au/public-health/topics/atod/tobacco-laws>). Note that on-the-spot fines will apply.

## **Misconduct**

Student misconduct in a training context is any behaviour which:

- Disrupts the learning of others
- Prevents facilitators from performing their duties
- Endangers the health and safety of our facilitators or other students
- Interferes with the conduct of Master Builders' operations.

Examples of misconduct include:

- Defacing training equipment or venues
- Stealing whilst on a course
- Refusing to meet a safety instruction from the course facilitator
- Cheating on an assessment and plagiarising another person's work
- Verbally or physically abusing another student or facilitator
- Carrying a weapon
- Drinking alcohol or being under the influence of illegal substances
- Taking longer than allocated breaks without notifying the trainer.

Misconduct by students will lead to them being asked to leave the course.

Serious misconduct will be referred to the QLD Police Service.

## **Discipline policy**

Any breaches of discipline will result in the matter being dealt with under the following guidelines:

- Initial action – verbal warning
- Subsequent action – exclusion from training session
- Additional action – exclusion from the full learning course.

In instances where a safety instruction/policy/procedure has been breached in the first initial action, students may be excluded from taking any further part in the training session. If an additional incident occurs, a student will be excluded from the full course.

Once a student has been excluded from a training session, they will be required to justify why they should be allowed to continue to participate.

The relevant training coordinator will provide advice to Master Builders' Manager – Training on the future participation of that student.

It is at the discretion of the Manager – Training to allow the student to continue. Only the Manager – Training or the Executive Director can exclude a student from their studies.

Students can appeal a decision in writing to Master Builders' Senior Leadership Team within seven days from the date they were advised of their exclusion.

Refunds will be processed in line with Master Builders' Refund Policy.

Once a student has been excluded from a learning course, any future enrolments in other Master Builders courses will be at the discretion of the Manager – Training.

## **Behaviour/dress code**

You are expected to behave respectfully towards all persons, and maintain an acceptable standard of behaviour and dress code at all times while attending a training course at Master Builders.

Behaviour that's harassing or discriminatory in nature will not be tolerated and may result in disciplinary action being taken, in the form of temporary or permanent suspension from a training course.

Students must present themselves in clothing and footwear that is clean and in good repair. The following are not acceptable:

- Bare feet
- Singlets, t-shirts bearing offensive messages, images or symbols

# **Privacy**

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Master Builders Queensland has adopted the Australian Privacy Principles published by the office of the Australian Information Commissioner and operates in accordance with those principles.

The information you (and/or your parent or guardian) provide to Master Builders is protected by legislation.

Legislation requires Master Builders to provide non-identifying information about students for statistical collections and to share certain information with the current registering body.

Master Builders does not otherwise provide any information about you, without written consent. All student information regarding payment plans, personal details and results are kept confidential at all times and will not be discussed with other students or persons.

If you are eligible to receive funding to subsidise your training fees we are legally obliged to provide your information to that organisation.

That organisation may contact you and discuss your training experiences and we encourage you to make yourself available when they contact you.

By training with Master Builders, you are agreeing to receive regular communication and consent to Master Builders contacting you via phone, direct mail, email or SMS for the purposes of marketing Master Builders' products and services, including market research to identify the ongoing needs of Master Builders' members and registrants.

Don't want to receive direct marketing communications from us? You can opt out at any time by writing to:

The Privacy Officer, Master Builders, 417 Wickham Terrace, Brisbane Qld 4000 or email [training@mbqld.com.au](mailto:training@mbqld.com.au)

A copy of Master Builders' privacy policy can be found at [mbqld.com.au/privacy](http://mbqld.com.au/privacy)

### **Unique Student Identifier**

Since 1 January 2015, everyone who undertakes nationally recognised training delivered by a Registered Training Organisation needs to have a Unique Student Identifier (USI).

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards, which gives you easy access to your training records and results throughout your life.

Your USI account is free and easy to set up online, and we can even help you out if you need it. You must have at least one form of ID ready when completing the online USI application, like a driver's licence, passport or Medicare card.

For other forms of ID, visit [usi.gov.au](http://usi.gov.au)

No USI number = no statement of attainment or qualification until it has been provided, so make sure you're on top of it.

### **Unique Student Identifier Privacy Notice**

The personal information about you that you provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

The personal information you provide to the Registrar in connection with your application for a USI:

- Is collected by the Registrar for the purposes of:
  - Applying for, verifying and giving a USI
  - Resolving problems with a USI and
  - Creating authenticated vocational education and training (VET) transcripts.
- May be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies.
  - Performing functions relating to VET for:
    - The purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs
    - Education-related policy and research purposes and
    - To assist in determining eligibility for training subsidies.
  - VET Regulators to enable them to perform their VET regulatory functions
  - VET Admission bodies for the purposes of administering VET and VET programs

- Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
  - Schools for the purposes of delivering VET courses to the individual and reporting on these courses
  - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
  - Researchers for education and training-related research purposes
  - Any other person or agency that may be authorised or required by law to access the information
  - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system.
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

For further information on the USI privacy policies and complaints visit [www.usi.gov.au](http://www.usi.gov.au)

For information about how Master Builders collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Master Builders' Privacy Policy at [mbqld.com.au/privacy](http://mbqld.com.au/privacy)

## Accessing your records

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Master Builders has a systematic approach to maintaining records confidentially and accurately.

Your records of participation and progress are managed securely and are available for your perusal.

If students have studied with Master Builders Queensland from 2020 onwards, they can access their own records on the student portal using their log on details that were provided at course enrolment. If the student can't remember their log on details, they can call Master Builders training department. Any student enrolled prior to 2020 would need to contact Master Builders to request access to their records.

These records can be in any format, including electronic documents, hardcopy files, emails, training plans and agreements.

All student records concerning academic, financial and administrative requirements are recorded and stored in a student management system. Information is stored securely and backed up daily, with records retained for a period of no less than 30 years.

If you wish to gain access to your records, please contact Master Builders on 1300 13 60 02.

All requests must be made in writing with identification supplied.

## Copyright

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All textual material printed and issued by Master Builders is covered by copyright. Written permission from Master Builders is required prior to photocopying materials for purposes other than individual educational purposes.

# Student feedback

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At the end of each course, you'll be asked to complete a course evaluation via an online survey, which helps us to continuously improve our training courses and processes.

If you have a concern or grievance that doesn't relate to a particular course please advise the program facilitator or put it in writing to:

**Training Manager**  
417 Wickham Terrace, Brisbane Queensland 4000  
Email: [training@mbqld.com.au](mailto:training@mbqld.com.au)

All complaints are documented in the complaints register and investigated by the Training Manager.

We're committed to responding to complaints within seven days of receipt and will endeavour to investigate and resolve complaints within 30 days of our written response to the complaint.

## Records management and certificate issue

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Master Builders has policies in place to ensure systems for recording personal details of students' enrolments, systems used for recording evidence of assessment, competencies achieved and results of assessment.

### **Records management**

Master Builders is committed to keeping accurate and confidential records about training. All records are maintained through a combination of electronic systems, designed to ensure we can provide detailed and timely information to our members and students. Only authorised personnel at Master Builders can access these.

### **Personal details**

During the enrolment process personal details of students are recorded (i.e. name and address) on an electronic database. All personal details are kept confidential.

No details provided to Master Builders are sold or otherwise released to a mailing list or other organisations without the express written permission of the individual concerned.

### **Assessment records**

Assessment records are a permanent account of achievement of performance and all records relating to courses conducted by Master Builders are maintained in accordance with VET Quality Framework requirements.

Master Builders utilises simple and user-friendly systems for recording evidence. Facilitators complete all required student assessment documents throughout the course. These records are updated as soon as practical after completion of assessment to ensure up-to-date student information is available on request

We'll keep them on file for 30 years.

Students' results will only be released for legal, regulatory, educational purposes or individual student requirements as necessary.



## **Certification procedures**

Certificates and Statements of Attainment will be available to download via each student's individual online training portal within 30 days once a course or qualification is successfully completed.

If you cannot access your certificate after this time, please get in contact with our head office. You should not expect to receive your certificates any earlier than one week after completing your training course.

Students will be issued with relevant certification as follows:

- On successful completion of a nationally recognised qualification, students will be awarded with an approved Certificate and Record of Results.
- On successful completion of all enrolled units of competency (components from a nationally recognised qualification), students will be awarded with an approved Statement of Attainment.
- On successful completion of any short training courses offered by Master Builders that is not nationally recognised, students will be awarded a Certificate of Completion.

# **Complaints and appeals**

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## **Policy outline**

Master Builders Queensland is committed to providing quality education to all our students. All complaints and every appeal brought to the RTO's attention will be treated as an extremely important matter. Master Builders Queensland will ensure that all complaints and appeals are dealt with professionally and in a fair and equitable manner. Communication between Master Builders Queensland and our students is essential, and it is important that students approach us if they have any questions or concerns. Prior to lodging a complaint or appeal, students are strongly encouraged to read the appropriate policy relating to the issue or complaint they may have. Master Builders Queensland will always provide our students with an opportunity to present their cases for complaint or appeal to us at minimal or no cost to the student.

A student may feel the need to raise a complaint when they are dissatisfied with an aspect of the services provided by Master Builders Queensland. For example, a student may complain if they believe that they have been treated unfairly by a member of staff, or that their educational provider has not correctly adhered to their guidelines and codes of conduct. Further, a student may wish to lodge an appeal when they are not satisfied with a decision that has been made by Master Builders Queensland. Appeals may include, but are not limited to:

- Being refused admission to a course
- Course fees and due dates
- Assessment decisions
- Being reported for failure to meet course progress requirements; and/or
- Cancellation of enrolment.

If a student has a complaint or wishes to make an appeal, they may access the following process to address their concerns.

## **Complaints: informal stage**

At the initial stage of any complaint, the student should immediately communicate directly to the relevant Master Builders Queensland staff member. For example, if a student believes they have been treated unfairly in class, the student should first approach their Trainer to discuss their concerns. If the student is uncomfortable with discussing the issue with their Trainer, they may choose to approach the Course Coordinator who completed their enrolment.

If the student is still dissatisfied with the response of their informal complaint, they may initiate a formal complaint with the Training Manager.

## **Complaints: formal stage**

Students wishing to access the Master Builders Queensland formal complaints and appeals process must first access the informal complaints and appeals process. Should this informal process prove unable to resolve the issues at hand, the student may proceed to the formal complaint process. All formal complaints must be made in writing using the Complaints and Appeals Form. A record of any complaint will be retained and recorded by Master Builders Queensland. A copy of the [Complaints and Appeals Form](#) may be obtained from our website in the Training - Enrolment information section or from our Training Department.

The internal complaints and appeals processes may be accessed by Master Builders Queensland students free of charge.

The formal complaint or appeal will be directed to the member of Master Builders Queensland staff judged to be most suitable to manage the case. This member of staff shall also act as a point of contact for the student. This member of staff must not be involved (or have previously been involved) in the complaint or appeal at hand. The complaint or appeal will be assessed by this person together with a selected panel of staff/persons, including but not necessarily limited to:

- The Training Manager
- Members of Master Builders Queensland's teaching staff
- Members of Master Builders Queensland's training team
- An independent third party.

## **Complaints procedure**

Upon receipt of the formal complaint or appeal, the managing staff member will make all reasonable efforts to investigate, resolve and put appropriate corrective/preventive action in place within seven (7) working days from receipt of the written complaint or appeal.

If a student accesses Master Builders Queensland's complaints and appeals processes, the student will remain enrolled as a student while the complaints and appeals process is ongoing.

The student will be given an opportunity to present their case for complaint to the panel. The student may choose one person to accompany them to this meeting as a support person. If applicable, the relevant staff member involved in the complaint and appeal will also be given an opportunity to present their case to the panel. This staff member may also choose one person to accompany them to this meeting as a support person. The complaints panel will then discuss and assess the complaint in order to attempt to reach an objective and fair decision as possible and practicable. The member of staff managing the complaint will then communicate the panel's decision, in writing, to all parties within five (5) working days of making its decision. The complaints and appeals process may take up to twenty (20) working days to complete.

## **Appeals procedure**

If the student is dissatisfied with Master Builders Queensland's response to and the decision regarding their complaint, the student may appeal the decision. Again, this must be done in writing using the Complaints and Appeals Form.

Upon receipt of the appeal, the managing staff member will make all reasonable efforts to investigate, resolve and to ensure all appropriate corrective/preventive action/s are in place, within seven (7) working days from receipt of the appeal. The member of staff managing the appeal will then communicate the outcome of the student's appeal, in writing, to all parties within five (5) working days of the decision being made.

The appeals process may take up to twenty (20) working days to complete.

If at this point the student remains unsatisfied with the decisions made by Master Builders Queensland, or if the matter at hand is unable to be addressed internally, the student may initiate an appeal to the Queensland Ombudsman, [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au). Students may also contact ASQA: [www.asqa.gov.au](http://www.asqa.gov.au) or phone 1300 701 801. While Master Builders Queensland refers students to external agencies free of charge, students must personally and wholly bear the cost of any fees levied by external agencies.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, Master Builders Queensland will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Master Builders Queensland's complaints and appeals policy does not negate the right of any student to pursue legal remedies. All decisions will be communicated in writing to relevant parties, all correspondence and documentation will be kept in the student file. Student's accessing our Complaints and Appeals process are still considered a current student and must ensure that during this period that they still meet their course requirements.

# **Support Services**

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## **Aboriginal and Torres Strait Islander**

Family Wellbeing Services	1300 117 095
Crisis Support Line (13 YARN)	13 92 76
ATSI Legal Services	1800 012 225
ATSICHS Youth Services	07 3240 8900

## **LGBTIQ**

Qlife	1800 184 527
LGBTI Legal Service	07 3124 7160
LGBTI Police Services	1314 44
LGBTIQ Health Australia	02 7209 6301
Rainbow Door	1800 729 367
Open Doors Youth Service	07 3257 7660

## **Youth**

Kids Helpline	1800 551 800
Queensland Youth Services	07 4771 3648
ATSICHS Youth Services	07 3240 8900
Open Doors Youth Service (LGBTI)	07 3257 7660

## ***Mental Health and Wellbeing***

Feel down or struggling with life? You may wish to phone one of the following support services:

Lifeline Australia	13 11 44
MensLine Australia	1300 789 978
Beyond Blue	1300 224 636
MATES in Construction	1300 642 111

## ***Domestic Violence***

If you or anyone you know is experiencing trouble at home, call one of the following services for help.

1800 Respect	1800 737 732
DVC Connect Womensline	1800 811 811
DVC Connect Mensline	1800 600 636

## ***Accessibility Support***

Autism Helpline	1300 308 699
Down Syndrome Australia	1300 881 935
Local Area Coordinator (NDIS)	1800 800 110
Wesley Mission	1300 268 928
The Benevolent Society	1800 236 762

## ***Legal Support Services***

Legal Aid QLD	1800 651 188
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## ***Industry Services***

QBCC	13 93 33
Worksafe QLD	1300 362 128
Building Employees Redundancy Trust (BERT)	1300 261 114
QLeave	1300 753 283

## ***Master Builders*** 1300 30 50 10

Master Builders members can access unlimited professional advice and support for free as part of their membership subscription. Our experienced team of experts can save you hundreds of hours and thousands of dollars with advice on:

- Building, planning and development
- Contracts and disputes
- Employment and wages
- Health, safety and environment
- Licensing & training
- Members Legal
- Master Builders Insurance Services

We also provide a dispute resolution service and representation before tribunals and government committees. Not yet a member? Call us to chat about becoming a member today!

# MASTER BUILDERS OFFICE LOCATIONS

p 1300 136 002

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## Master Builders Head Office

417 Wickham Terrace  
Brisbane, QLD 4000  
ask@mbqld.com.au

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## Master Builders Central Queensland

35 Derby Street  
(PO Box 631)  
Rockhampton, QLD 4700  
cq@mbqld.com.au

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## Master Builders Downs & Western

203 Hume Street  
Toowoomba City, QLD 4350  
dw@mbqld.com.au

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## Master Builders Far North Queensland

310-314 Gatton Street, Manunda  
(PO Box 806 Earlville)  
QLD 4870  
fnq@mbqld.com.au

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## Master Builders Gold Coast

18 Central Park Avenue  
Ashmore, QLD 4214  
gc@mbqld.com.au

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## Master Builders Mackay & Whitsunday

20 Malcomson Street  
(PO Box 3188)  
North Mackay, QLD 4740  
mw@mbqld.com.au

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## Master Builders North Queensland

Level 1, 266 Ross River Road  
(PO Box 41)  
Aitkenvale, QLD 4814  
nq@mbqld.com.au

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## Master Builders Sunshine Coast

Level 1, 1 Innovation Parkway,  
Birtinya QLD 4575  
ssc@mbqld.com.au

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## Master Builders Wide Bay Burnett

162 Boat Harbour Drive  
(PO Box 358)  
Hervey Bay, QLD 4655  
wbb@mbqld.com.au

[mbqld.com.au/training](http://mbqld.com.au/training)



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