



# STUDENT INFORMATION HANDBOOK

Workshop



**Master  
Builders**

# A MESSAGE FROM MASTER BUILDERS

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Master Builders is a Registered Training Organisation (RTO) that operates under the auspices of the Australian Quality Training Framework (AQTF) and abides by Federal and State legislative requirements. The Queensland Department of Education and Training is the registering body that monitors Master Builders RTO.

Master Builders is committed to providing practical training which has been developed specifically for the building and construction industry. This training relates to the real life, day to day reality of working in the industry.

It is the aim of management and staff to provide you (the student) with the very best opportunity to achieve competency. The programs at Master Builders emphasises the practical application of knowledge and skills. You will be provided with support to assist you in developing your own skills and abilities.

# CONTENTS

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<b>Responsibilities.....</b>	<b>2</b>
Training & Licensing Code of Practice .....	2
Student address and contact details .....	2
Absence/illness .....	2
Behaviour.....	2
Provision of information .....	3
Obligations.....	3
Support services.....	3
Accessing your records .....	4
Replacement certificates .....	4
<b>Fees.....</b>	<b>4</b>
Refund policy .....	4
<b>Access and equity .....</b>	<b>5</b>
<b>Assessments and monitoring .....</b>	<b>6</b>
Plagiarism/intellectual property .....	6
<b>Privacy .....</b>	<b>6</b>
<b>Copyright .....</b>	<b>7</b>
<b>Feedback, complaints and appeals .....</b>	<b>7</b>
<b>How to contact Master Builders .....</b>	<b>8</b>

# RESPONSIBILITIES

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## **Training & Licensing Code of Practice**

Master Builders has a Training & Licensing Code of Practice which is the way it agrees to operate as a registered training organisation. This Code tells you what standards Master Builders agrees to meet for its training, marketing, management, refunds, student services, appeals and complaints, and where you can go to for assistance if you feel Master Builders has not kept any of its commitments to you.

The Training & Licensing Code of Practice can be located on the website [www.masterbuilders.asn.au](http://www.masterbuilders.asn.au).

## **Student address and contact details**

It is your responsibility to provide accurate information of current address and contact details and to notify Master Builders of any changes as soon as possible.

## **Absence/illness**

It is your responsibility to advise the relevant Master Builders office of any absence from classes so that your trainer can be informed.

## **Behaviour**

You are expected to behave respectfully towards all persons, and you are expected to maintain an acceptable standard of behaviour and dress while attending any courses with Master Builders.

Behaviour, which may be seen to be 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 course.

## **Provision of information**

Master Builders ensures that all fees and charges are disclosed to students before enrolment, that course content and assessment procedures (if applicable) are explained and that vocational outcomes are outlined.

You can expect:

- Approachable, experienced and knowledgeable staff who focus on your individual learning needs.
- Training and assessment tasks that are relevant to industry needs and your working environment.
- Consistency of assessment and decisions on competency.
- Impartial and fair complaint resolution.
- Commitment by staff and assessors supporting you to a successful outcome.

## **Obligations**

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

- Commit to ensuring payment of fees and charges are made prior to commencement of any course.
- Inform Master Builders of any special access requirements prior to commencement of any course.
- Submit the required items of assessment by the due date.

## **Support services**

You are encouraged to contact Master Builders prior to enrolment and/or prior to the commencement of any course to discuss any support services that may be required during the training and assessment process.

If a matter is beyond the scope of Master Builders staff, then you will be given appropriate contact details for external assistance.

## Accessing your records

Master Builders has a systematic approach to maintaining your records to ensure their currency and accuracy.

Your record of participation and progress are managed securely and confidentially and are available for your perusal on request. Should you wish to obtain your records please contact Master Builders on 07 3225 6530. All requests must be made in writing with identification supplied.

## Replacement certificates

If you have previously received a Certificate of attendance (or similar) from Master Builders, replacement certificates can be reissued to you for a \$25 processing fee. All requests must be made in writing with identification supplied.

## FEES

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You are required to ensure all applicable fees are paid prior to commencement of any training and/or assessment.

Master Builders agrees, that once enrolment and payment for training and/or assessment are accepted, that all services will be delivered. In the unlikely event Master Builders is unable to deliver the agreed training and/or assessment services, arrangements will be made for you to complete the training at another nearby RTO with minimal disruption to you.

## Refund policy

Master Builders has incorporated into all training and assessment fees, a non-refundable administration fee of \$25.

Master Builders will refund all fees paid by clients where a training course and/or assessment service has been cancelled by Master Builders. All clients are given the opportunity to transfer to another course date or receive a full refund.

Where a client withdraws or cancels from training and/or assessment

five (5) business days prior to any training and/or assessment commencing, a full refund less the non-refundable administration fee, will be granted.

Where a client withdraws or cancels from training and/or assessment less than five (5) business days from the date of commencement of training and/or assessment, a refund will not automatically be granted. Where extenuating circumstances apply and contribute to a client having to withdraw or cancel, a request for a refund must be made to Master Builders in writing which will be considered on a case by case basis.

It is a clients' obligation to notify Master Builders of the inability to attend a training course prior to its commencement. Failure to do so will result in no refund being granted.

Once a client has commenced training and/or assessment with Master Builders, no refund is granted.

A guarantee is given to clients that upon commencement of any training and/or assessment, Master Builders will complete the agreed training and/or assessment service. In the unlikely event of Master Builders being unable to deliver the agreed training and/or assessment service a refund for the proportion of services not delivered will be granted.

## ACCESS AND EQUITY

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Our Access and Equity Policy ensures compliance with equal opportunity legislation.

Master Builders ensures that its philosophy and approach to learning and training identify, support and comply with Commonwealth and Queensland laws.

The Training & Licensing Access and Equity Policy can be located on the website at [www.masterbuilders.asn.au](http://www.masterbuilders.asn.au).

# ASSESSMENTS AND MONITORING

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All assessment requirements will be outlined by the trainer at the commencement of each course.

If you require explanation of the requirements of any assessment, in the first instance you should refer to the trainer. If still unsure, you can contact Master Builders on (07) 3225 6530.

You will be provided with a second opportunity to complete assessments if the first attempt was unsatisfactory.

## **Plagiarism/intellectual property**

Plagiarism occurs when any work is copied from someone else and is presented as being the students own work, and is not acknowledged by referring to the original author of the work.

Plagiarism is a form of cheating, and is viewed very seriously by Master Builders. All matters of cheating/plagiarism are referred to the Training & Licensing Manager.

# PRIVACY

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The information you (and/or your parent/guardian) provides to Master Builders is protected by legislation. We are required to provide data (non identifying information) for statistical collections and we are required by legislation to share certain information with the state registering body under the *Vocational Education, Training and Employment Act 2000*. We do not otherwise provide any information about you unless required by law.

## COPYRIGHT

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No part of any work may be reproduced, transcribed, or used in any form or by any means (graphic, electronic, or mechanical, including photocopying, recording, taping, web distribution, or information storage and retrieval systems) without the prior written permission from Master Builders.

At no time are resources, materials, documents and/or any paperwork provided to you by Master Builders to be used by another RTO for assessment and/or any other purpose.

Master Builders reserves the right to cancel any enrolment and withhold fees paid should the resources, materials, documents and/or any paperwork be used without written consent from Master Builders.

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## FEEDBACK, COMPLAINTS AND APPEALS

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You are invited to provide feedback on training, for consideration in Master Builders future program planning.

If you wish to make a complaint about any aspect of the service you have received or appeal any decisions on the result of any assessment you are encouraged to contact Master Builders on (07) 3225 6530.

The Master Builders Training Complaints & Appeals Policy can be located on the website at [www.masterbuilders.asn.au](http://www.masterbuilders.asn.au).

# HOW TO CONTACT MASTER BUILDERS

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All enquiries regarding Master Builders programs should be directed in writing to:

## **Training Administration**

Master Builders

417 Wickham Terrace

Brisbane QLD 4000

**Ph (07) 3225 6530**

Fax (07) 3225 6544



# MASTER BUILDERS OFFICE LOCATIONS

Telephone (07) 3225 6530 Facsimile (07) 3225 6544

## Master Builders Head Office

417 Wickham Terrace  
Brisbane Queensland 4000  
ask@masterbuilders.asn.au

## Master Builders Burnett Wide Bay

162 Boat Harbour Drive  
(PO Box 358)  
Hervey Bay Queensland 4655  
bwb@masterbuilders.asn.au

## Master Builders Central Queensland

35 Derby Street  
(PO Box 631)  
Rockhampton Queensland 4700  
cq@masterbuilders.asn.au

## Master Builders Downs & Western

166 Hume Street  
Toowoomba Queensland 4350  
d&w@masterbuilders.asn.au

## Master Builders Far North Queensland

310-314 Gatton Street,  
Manunda Queensland 4870  
PO Box 806  
Earlville Queensland 4870  
fnq@masterbuilders.asn.au

## Master Builders Gold Coast

18 Central Park Avenue  
Ashmore Queensland 4214  
gc@masterbuilders.asn.au

## Master Builders Mackay & Whitsunday

Suite 2, 40 Evans Avenue  
(PO Box 3188)  
North Mackay Queensland 4740  
m&w@masterbuilders.asn.au

## Master Builders North Queensland

Master Builders House  
Unit 1, 316 Sturt Street  
(PO Box 5801)  
Townsville Queensland 4810  
nq@masterbuilders.asn.au

## Master Builders Sunshine Coast

Level 1, 91 King Street  
(PO Box 1458)  
Buderim Queensland 4556  
ssc@masterbuilders.asn.au

[www.masterbuilders.asn.au](http://www.masterbuilders.asn.au)

