

# TRAINING CALENDAR

JANUARY - DECEMBER 2016



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## Master Builders Locations

### Perth Metro

Level 3, 35-37 Havelock Street,  
West Perth

Tel: (08) 9441 8000

Fax: (08) 9476 9881

Email: [training@mbawa.com](mailto:training@mbawa.com)



### Great Southern

30 Graham Street, Albany

Tel: (08) 9841 6232

Fax: (08) 9841 6522

Email: [albany@mbawa.com](mailto:albany@mbawa.com)



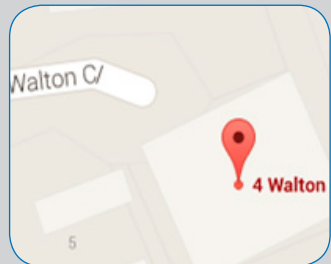
### North West

4 Walton Close, Geraldton

Tel: (08) 9921 5061

Fax: (08) 9965 5025

Email: [geraldton@mbawa.com](mailto:geraldton@mbawa.com)



### South West

16 Clifford Street, Bunbury

Tel: (08) 9726 0939

Fax: (08) 9726 0949

Email: [southwest@mbawa.com](mailto:southwest@mbawa.com)



## Educating our industry

Master Builders has put together our best ever training calendar for members in 2016. There are relevant training courses for everyone engaged in all sectors of our industry - in both metropolitan and regional areas.

The diversity of courses we are offering stems directly from member feedback for you and your staff.

I encourage members to take advantage of the range of courses we have organized for you. The topics are relevant and the trainers are first class.

Please feel free to pass on our Training Calendar to your colleagues and contractors. They should appreciate your interest in their prosperity.

Should you wish to customize any of our training courses for your business, please contact our Training Director, Neil Du Rand on 9441 8000 to discuss your requirements.

Members are also able to access the range of training courses provided by MBAV's Building Leadership Simulation Centre in Melbourne. For details go to [www.blsc.com.au](http://www.blsc.com.au).

Training is a critical element in keeping your workforce informed, updated, motivated & equipped with the skills to meet your regulatory obligations and provide professional expertise to your clients.

Should you require a training course that is not in our Training Calendar, please let us know. We would also welcome your feedback on any course you attend as a means of helping us plan our next Training Calendar.

A properly trained workforce will always contribute to a safer and more productive business.

**Michael McLean**

Executive Director

Master Builders Association of Western Australia

Master Builders Training is proud to offer quality training that is provided by qualified trainers that have relevant industry experience. Through our bulk billing agreement with the Construction Training Fund we have reduced the paperwork and continue to provide affordable training.

We are currently undertaking a review of the services in line with our strategic purpose and have lodged an application with the Training Regulator to increase our Registered Training Organisations scope of qualifications on offer. We will continue to increase the training on offer in order to meet the needs of our members as well as others.

**“The strategic purpose of training is to deliver relevant, quality training that is efficient, affordable and sustainable to increase the skills and knowledge in the building and construction industry in WA.”**

As a business unit of Master Builders, our aim is to be the provider of choice for our members.

We remain flexible for customised training, onsite training or current training on dates other than those listed in this calendar or on our website. We have conducted a survey and continue to discuss training needs to better tailor our training.

Please feel free to discuss your needs with myself or my staff on 9441 8000 or via email to [training@mbawa.com](mailto:training@mbawa.com).

Master Builders offer a full range of safety services such as safety training courses, safety management plans, site safety audits, safety awards for both residential and commercial construction and safety advice.

Annually in November, Master Builders hold Apprentice Awards where we recognise the builders and apprentices in a number of construction trades. During these prestigious awards we showcase some of the best apprentices in Western Australia. Nominations are free and employers are encouraged to nominate their construction trade apprentices.

Thank you

**Neil Du Rand**

Training Director

Master Builders Association of Western Australia

## CONSTRUCTION SKILLS - Perth Metro

### ATTACH CORD AND PLUGS TO ELECTRICAL EQUIPMENT FOR CONNECTION TO A SINGLE PHASE 230V SUPPLY.

UEENEEP024A



(The registered Training Organisation Frontline Safety and Training 50791 will be the RTO issuing this qualification).

This unit covers attaching flexible cords and plugs to electrical equipment for connection to supplies up to 230v a.c. It encompasses working safely, identifying plug configurations, selecting and using testing and measuring devices, terminating and connecting cords/plugs and conductors, safety testing and reporting.

**PRE REQUISITE:** You must have successfully completed after January 2013 the Portable electrical testing and tagging course UEENEEP026A & UEENEEE101A with Frontline Safety & Training before you can attend Attach cord & plugs to electrical equipment for connection to a single phase 230v supply course.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Frontline Safety and Training for UEENEEP024A Attach cord and plugs to electrical equipment for connection to a single phase 230v supply.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 21 April, Wednesday 13 July.

### SCAFFOLD REQUIREMENTS

This course provides a supervisor with everything you need to know in order to ensure that scaffolding on-site is in accordance with the requirements.

Covering requirements for: -

- Access to working platforms
- Bracing
- Edge protection
- Inspections and handover certificates
- Hazard Identification and control
- Licensing requirements for scaffolding
- Mobile scaffolds
- Prefabricated scaffolds
- Ties
- Types of scaffolding

### CONDUCT IN-SERVICE SAFETY TESTING OF ELECTRICAL CORD CONNECTED EQUIPMENT AND CORD ASSEMBLIES

UEENEEP026A



(The registered Training Organisation Frontline Safety and Training 50791 will be the RTO issuing this qualification).

Amendments were made to the OSH Regulations to allow a competent person to test and tag portable electrical equipment for use on a construction and/or demolition site. As required by the Occupational Safety and Health Act and Regulations, the course provides participants with the knowledge and skills required to test and tag portable electrical equipment on demolition, construction and mine sites.

**PRE REQUISITE:** It is required that you have obtained the Work safely in the construction industry CPCCOHS1001A (white card) obtained after October 2009, and to provide a copy of your Statement of Attainment together with your registration form

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Frontline Safety and Training for UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies and UEENEEE101A Apply occupational health and safety regulations, codes and practices in the workplace.

**DURATION:** 6 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 24 March, Friday 20 May & Friday 16 September.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 7 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Friday 15 May, Wednesday 6 July & Wednesday 2 November.

## INDUSTRY SKILLS - Perth Metro

### BASIC CONTRACT ADMINISTRATION

Is your building business suffering a breakdown in the management of the building contracts? Is it due to site information not being passed on to the right people?

Topics covered in the course include:

- Understanding the contract
- The BIG three: Variations, Delays and Defects.
- Communication and Dispute Resolution

Participants are encouraged to bring the contracts they use to the course. This will provide them with a greater understanding of the documents they use and where to find relevant provisions.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 19 May, Wednesday 20 July & Thursday 13 October.

### BCA BRICKWORK REQUIREMENTS

This course looks at the Building Code and Australian Standard requirements for brickwork including:

- Accessories
- Reinforced and unreinforced masonry including internal and external walls and piers
- Exposure factors
- Chasing brickwork for services
- Weatherproofing of brickwork including flashing requirements for brickwork
- Maintaining continuous and minimum cavity

At the completion of the course the participants will have a better understanding of brickwork requirements of the BCA and Australian Standard. The workshop will be interactive and participants are encouraged to be involved with the situations that will arise.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 3 February, Tuesday 10 May & Monday 19 September

### BCA WATER-PROOFING OF WET AREAS

This course looks at the requirements of water-proofing of wet areas in residential buildings. Common problem areas encountered by builders in the installation of water-proofing will also be discussed.

Topics include:

- Minimum shower construction requirements
- Bath installation
- Waterproofing of domestic wet areas to AS3740 including falls and joints
- Floor wastes and other penetrations

At the completion of the course the participants will have a better understanding of the minimum water-proofing requirements of the BCA and Australian Standards for residential buildings.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 21 January, Friday 15 April, Friday 22 July & Friday 7 October.

### CONTRACT MANAGEMENT

The contract provides the basis for the scope of work, getting paid, managing time and quality issues, documenting project management and resolving disputes.

This course offers an overview of every area of contract management for those who need to know a little about everything.

- Contract formation and interpretation
- The claims process
- Variations, EoT's and delay costs
- Management teams
- Dispute resolution

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 7 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 4 February, Tuesday 22 March, Thursday 2 June, Thursday 11 August & Wednesday 9 November.

## INDUSTRY SKILLS - Perth Metro

### CUSTOMER SERVICE

Imagine a culture of "service entrepreneurship", where each staff member enthusiastically takes responsibility for ensuring your customers have an experience they'll want to share with everyone they meet! It's no longer good enough to give "excellent" customer service. To get customers coming back to you time and again, to get customers giving you rave reviews, your service has to be nothing short of "extraordinary".

In today's price-sensitive economy, everyone on your team needs to be willing to do whatever it takes to "wow" your customers – it's the only way to stand apart from your competitors and win the business.

- Identify the qualities of good and bad customer service
- What makes service outstanding?
- The 9 key attributes of an outstanding customer service provider
- Outstanding service is up to you
- It's the little things that make the biggest impact – what service memory can you create?
- Important first impressions – grooming and deportment
- Greeting the customer – what to do and what not to do!
- Showing you care – practical ways to be helpful and service oriented
- Exceeding customer expectations – under promise and over deliver

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 12 April & Tuesday 13 September.



### DIY DEBT COLLECTION

Owed money? Don't want to spend good money chasing bad? You don't have to. You can simply do your own debt collection, using the tools that your contract and legal system offer. NO EXPENSIVE LEGAL BILLS!

Topics covered in this 4 hour course: -

- The Contract
- Dispute Resolution Options
- Application for Adjudication
- Magistrates Court
- Building Disputes Legislation

You can DIY ! Come and find out how on this course

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 7 June & Friday 18 November.

### EFFECTIVE BUSINESS WRITING SKILLS

This course will look at the purpose of different communications, the medium to use to transmit it, the language to use and the ways in which you can be misunderstood.

- Emails, memos and other informal communications;
- Diaries, journals, site reports and other records of information;
- Minutes of meetings; and
- Formal correspondence such as letters, contractual notices and claims.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 2 March & Tuesday 5 July.



## INDUSTRY SKILLS - Perth Metro

### LAWS AND RULES SPECIFIC TO REGISTERED HOME BUILDERS

The registered home builder faces great challenges! Home building is more emotionally charged and more heavily regulated than the rest of the construction industry.

This course covers the extra rules that apply to Home Building Contracts under \$500,000 and the best ways of managing these contracts. It also looks at the consumer protection laws that apply uniquely to this market. A must for all registered home builders!

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Monday 15 February, Wednesday 4 May & Thursday 29 September.

### NEGOTIATION SKILLS

An essential for all personnel involved in contract negotiation, contract management or dispute resolution.

Topics covered include:

- Communication skills.
- Negotiation and conflict resolution.
- Avoiding bargaining over positions.
- Separating people from the problem.
- Insisting on objective criteria.
- Getting the other side to play.
- Identifying the point at which negotiation is no longer desirable or possible.
- Best alternatives to a negotiated agreement.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 8 March & Wednesday 14 September.

### PLANNERS GUIDE TO SUBDIVISION

The subdivision process can often be confusing with the planning requirements, forms and information necessary, local and state government involvement in the process.

Topics covered in this 4 hour course:

- What to look out for when buying property for subdivision?
- Do I green title or survey strata, what's the difference?
- How do I design my subdivision and what things do I need to look out for?
- Do I build or subdivide first?
- Who can help me get my subdivision through?
- What approvals do I need and what will they be looking for?
- What are some of the cost involved in subdivision?
- What are the issues we can expect to face before and after?

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 17 March, Thursday 23 June & Wednesday 21 September.

### PLANNING APPROVAL PROCESS

This course is a must for Sales Representatives, Shire Liaison staff and Draftspersons.

Bring your applications in to resolve any issues you may have with Council.

- How to get your approval faster?
- What needs planning approval?
- What tools do they use to assess my application?
- What are the right questions to ask?
- What to include in your application?
- Who is involved?
- What to do when it goes to Council?
- What happens when it is refused?

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 9 February, Friday 3 June,  
Monday 11 July & Wednesday 26 October.

## INDUSTRY SKILLS - Perth Metro

### PLAN READING & INTERPRETATION

Plans and specifications are critical to all buildings. This course looks at the minimum standard builders should expect for plans, and references in the specification. Notations and Symbols are explained for both Architectural and Structural plans and details.

After attending this course you will have a better understanding on plan reading and interpretation as well as minimum standards expected in documentations.

- Defines what minimum details should be expected for residential buildings to explain things clearly on site.
- Shows how specification and plans are cross-referenced.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 1 March, Thursday 9 June & Wednesday 28 September.

### RESIDENTIAL DESIGN CODES OF WA

This course will provide you with an understanding of the Residential Design Codes of Western Australia and how they are used and referenced for Planning and Building Approvals.

Topics covered include: -

- General requirements of the residential design codes of Western Australia
- Detailed review of State Planning Policy
- Review of the Explanatory Guidelines
- An overview of Planning Bulletin 109
- Review of Frequently Asked Questions

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 15 March, Tuesday 17 May & Thursday 10 November.

### STRESS & WELL-BEING MANAGEMENT (workshop)

Most of us aren't prepared to admit that we're not coping. We feel like we're supposed to have a handle on all of the pressures in our lives. We feel like it would be a weakness to own up to feeling overwhelmed.

Acknowledging your feelings (and your "humanness") is not only the first step in dealing with stress, it's also displaying a strength and courage that many people shy away from.

Using interactive, experiential exercises and real-life case studies throughout the program, you'll walk away with your own well-being plan and some proven techniques for lowering stress and reducing your sense of being overwhelmed.

At this powerful half-day workshop, you will learn simple strategies and techniques that you can apply to lessen stress and improve well-being.

- What creates stress and tension?
- How to tame your thoughts and manage your emotions
- How to take control of your life and stop over-committing yourself
- How to release tension in an instant
- How to use focus and self-discipline to overcome overwhelm
- Six simple well-being strategies to manage stress

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 24 February, Wednesday 18 May & Tuesday 2 August.



## INDUSTRY SKILLS - Perth Metro

### SUCCESSFUL SELLING (workshop)

If you work anywhere where there's a complex sales environment (in other words you're not selling chewing gum in a milk-bar, or nails at Bunnings), be it as a pre-start consultant, client liaison, landscape designer or fit-out consultant, this workshop will help you sell more successfully.

By the end of this workshop, you'll have created your own personal, step-by-step sales system. You will also: -

- Learn how to ask the right questions to move the prospect on to the next stage of the journey;
- Learn what listening attentively feels like so that you can spot the buying signals as well as the objections, early;
- Create your own step-by-step sales process using a ready-made blueprint as your guide;
- Develop a successful selling attitude and mindset;
- Learn how to overcome objections and get to the truth so that you don't waste time trying.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 23 March, Tuesday 28 June & Thursday 3 November.

### TENDERING FUNDAMENTALS

This course is designed to teach you how to write a tender and how to ensure that your response to the opportunity is strategically written in order to maximise your chances of winning.

Course content and activities include:

- Understanding the tender process
- Preparing to tender
- Bid planning
- Bid management
- Tender strategy
- Preparing your tender response
- Independent peer review

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 3 March, Tuesday 19 July & Wednesday 12 October.

### THE LAW IN CONSTRUCTION

The one stop shop on all the major contractual and legal issues particular to the construction industry – a one day investment for a career-long return.

Topics covered in this course: -

- » The Tender Process;
- » Delay and Disruption;
- » Risk, Liability and Insurance ;
- » Personal Properties Security Act ;
- » Good Faith in Contracting;
- » Getting Paid; and
- » Building Services Legislation -
  - Dispute Resolution through the Building Commission and State Admin Tribunal;
  - The new builder's registration system; and
  - New procedures for building permits and certifications.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 23 February, Wednesday 25 May & Tuesday 18 October.

### TIME MANAGEMENT

We have email, instant messaging, social media, video conferencing and the smart-phone. But the price of that connectedness is overwhelm!

Important tasks get interrupted and delayed because people are not managing their activity or their projects effectively.

In this 4 hour course, the focus is on goal setting, prioritising and planning. We cannot manage time – the fact is we all get allocated the same number of hours every day – what we can manage however, is the activity we choose to fill our time with. And this is the secret to high personal productivity.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 14 April, Tuesday 12 July & Monday 24 October.

## INDUSTRY SKILLS - Perth Metro

### TIMBER FRAMING CODE

This course has been developed to provide participants with an understanding of the requirements of AS1684 for floor, wall and roof framing.

Course overview:

- Relates to the relevant provisions of the Building Codes of Australia and Australian Standards for Residential timber-framed construction (specifically non-cyclonic areas for residential buildings).
- Excludes special design considerations for cyclonic areas.
- Basic review of applicable BCA provisions, including interpretation, definitions and building classifications.
- Reviews specific BCA provisions for –
  - Part 3.1.3 Termite Risk Management
  - Part 3.4 Framing
  - Part 3.10.1 High Wind Areas
- Reviews AS 1684.2 – 2010 Residential Timber-Framed Construction Part 2 Non-Cyclonic Areas.
- Compares AS 1684.4 – 2010 Residential Timber-Framed Construction Part 4 Simplified – Non-Cyclonic Areas.
- Considers the impact of and risk management for European Borer in Western Australia.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Friday 22 April, Thursday 7 July & Tuesday 15 November.

### WORKPLACE COMMUNICATION

With a multi-cultural workforce, it is essential that managers, supervisors, team leaders and safety officers understand how to communicate effectively. People's lives, and your bottom line, depend on it.

Topics covered in this 4 hour interactive course: -

- Communicating clearly;
- Communicating effectively to a group;
- Breaking down instructions to improve comprehension;
- Perception checking ;
- Understanding your own communication style and how best to adapt to others' styles;
- The importance of non-verbal communication;
- Choosing the most appropriate channel of communication;
- Active listening skills;
- Delivering high impact messages;
- Giving constructive feedback.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 30 March, Tuesday 27 September & Tuesday 6 December.



Need help with an apprentice or trainee?

■ Apprenticeships and traineeships ■ Group Training ■ Recruitment ■ Payroll **13 6348**



## OCCUPATIONAL HEALTH & SAFETY - Perth Metro

### IDENTIFY REQUIREMENTS FOR SAFE TILT-UP WORK CPCCCM1016A



(The registered Training Organisation Frontline Safety and Training 50791 will be the RTO issuing this qualification).

Master Builders has developed a partnership for the provision of the Identify requirements for safe tilt-up work CPCCCM1016A as prescribed by WorkSafe to work with tilt-up panel construction. (previously Carry out tilt-up work safely CPCCCM2011A)

**PRE REQUISITE:** Persons wishing to attend this course must have successfully completed the Work safely in the construction industry course (CPCCOHS1001A). The 'Blue Card' (Safety Awareness Training) is not recognised as a prerequisite for this course.

You must forward a copy of your Card or Statement of Attainment for the Work safely in the construction industry course (CPCCOHS1001A) with your registration form for Identify requirements for safe tilt-up work course.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Frontline Safety and Training for CPCCCM1016A Identify requirements for safe tilt-up work.

**DURATION:** 5 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 20 January, Thursday 31 March, Thursday 12 May, Wednesday 31 August & Tuesday 8 November.

### LEADERSHIP IN WORK HEALTH & SAFETY FOR SUPERVISORS & MANAGERS

This course is applicable to all Site Supervisors, Managers, Project Managers and Administrators to improve and manage safety in their workplace.

Learning Outcomes:

- Provide information to the work group about Occupational Health and Safety policies and procedures.
- Implement and monitor the participative arrangements for the management of Occupational Health and Safety.
- Implement and monitor the organisation's procedures for providing Occupational Health and Safety.

### JOB SAFETY ANALYSIS (JSA)

The JSA training course intends to educate all parties in the development of a Job Safety Analysis for a work task in the building and construction industry.

At the end of the course participants will be able to:

- Define duty of care responsibilities of employers, main contractors, self employed and employees
- Identify, assess and control hazards associated with construction and building work tasks.
- Identify when a JSA is required under the legislation.
- Identify hazards at work and to take positive action to reduce or eliminate those hazards, using the preferred order of control.
- Develop a safe system of work through the preparation of a Job Safety Analysis, for a job task, in consultation with persons involved in the task.
- Review a Job Safety Analysis for compliance with the minimum requirements of the OSH legislation.
- Understand the importance to work together to secure a safe workplace.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday 26 April, Friday 12 August & Friday 25 November.

- Implement and monitor procedures for identifying hazards and assessing risks.
- Implement and monitor the organisations procedures for controlling risks.
- Implement and monitor the organisations procedures for maintaining Occupational Health and Safety.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 25 February, Tuesday 24 May & Thursday 15 September.

## OCCUPATIONAL HEALTH & SAFETY - Perth Metro

### PROVIDE BASIC EMERGENCY LIFE SUPPORT HLTAID002



(The Registered Training Organisation St John Ambulance (Western Australia) 0392 will be the RTO issuing this qualification).

This course will provide you with the skills and knowledge to recognise and respond to life threatening emergencies in a range of situations. This course includes a CPRI23 take-home kit.

- D.R.S.A.B.C.D. action plan;
- Principles of first aid and chain of survival;
- Legal issues and infection control;
- Basic anatomy and physiology considerations in provision of first aid;
- Choking and airway obstruction;
- Asthma;
- Chest pain;
- CPR: 4 minutes of uninterrupted Cardiopulmonary Resuscitation on the floor;
- Use of an Automated External Defibrillator;
- Severe allergic and anaphylactic reactions;
- Severe bleeding and shock;
- Stress management awareness.

**ON COMPLETION:** On successful completion you will be provided with a Statement of Attainment issued by St John Ambulance for Provide Basic Emergency Life Support HLTAID002 and HLTAID001 Provide CPR.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Thursday 11 February, Tuesday 19 April, Wednesday 8 June, Tuesday 16 August & Thursday 20 October.

### RESTRICTED ASBESTOS REMOVAL LICENCE

A licence is required in Western Australia for removal of materials that contain asbestos.

A Restricted Asbestos Removal Licence will allow you to remove amounts exceeding 10 square metres of bonded (non-friable) asbestos. The licence will be valid for three years and there is no pre-requisite for this course.

On successful completion of this course (80% pass mark required on written examination), participant can apply to WorkSafe for a Restricted Asbestos Work Licence.

3 Modules covering the following: -

- Legislative framework
- Risk management
- Removal and disposal of non-friable (bonded asbestos).

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Wednesday 10 February, Wednesday 1 June & Wednesday 5 October.

### SUPERVISE TILT-UP WORK CPCCBC4022A



(The registered Training Organisation Frontline Safety and Training 50791 will be the RTO issuing this qualification).

The aim is to provide participants with the necessary knowledge and skills to equip them to supervise work in tilt-up construction.

This course is based on the requirements outlined in the Regulations, OSH Act, Code of Practice and Standards and includes: -

- Notification requirements
- Code of practice
- Documentation requirements
- Safe work method statement and JSAs
- Emergency planning and procedures
- Construction sequencing
- Propping
- Inspection requirements
- Site specific management plan

**PRE REQUISITES:** There are 2 course pre-requisites required by the training provider – Frontline Safety & Training Services: Persons wishing to attend this course must have successfully completed both courses: -

- "Work safely in the construction industry" course (CPCCOHS1001A) or "Safety Awareness Training" course Statement of Attainment. *You must forward a copy of your Card OR Statement of Attainment with your registration form.*
- "Contribute to safe tilt-up", "Carry out tilt-up work safely" or "Identify requirements for safe tilt-up work" course and forward a copy of your Statement of Attainment with your registration form.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Frontline Safety and Training for CPCCBC4022A Supervise tilt-up work.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock St, West Perth

**DATES:** Monday 22 February, Wednesday 22 June, Thursday 8 September & Wednesday 7 December.

## OCCUPATIONAL HEALTH & SAFETY - Perth Metro

### WORK SAFELY AT HEIGHTS RIIWH5204D



(The Registered Training Organisation MTACS group 52053 will be the RTO issuing this qualification).

This course covers: identifying the work requirements, work procedures and instructions for the task; accessing and installing equipment; performing work at heights; and cleaning up the work area.

The unit specifies the competency required to undertake safe working practise when working at heights.

**ON COMPLETION:** On successful completion you will be provided with a Statement of Attainment form MTACS Group for Work safely at heights RIIWH5204D.

**DURATION:** 8 hours

**LOCATION:** Burswood

**DATES:** available on request.

## WHITE CARD - PERTH METRO

### WORK SAFELY IN THE CONSTRUCTION INDUSTRY CPCCOHS1001A



(The Registered Training Organisation Master Builders Association of WA 5101 will be the RTO issuing this qualification).

This unit of competency specifies the outcomes required to undertake Occupational Health and Safety (OHS) induction training within the construction industry.

This unit relates directly to the general induction training program specified by the National Code of Practice for Induction for Construction Work (ASCC 2007).

**ON COMPLETION:** On successful completion you will be provided with a Statement of Attainment from Master Builders Association of WA for Work safely in the construction industry CPCCOHS1001A.

**DURATION:** 5 hours

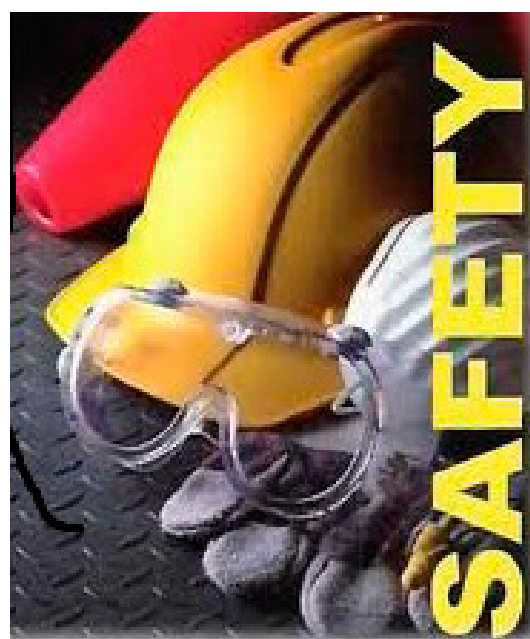
**LOCATION:** Master Builders Association of WA Level 5, 35-37 Havelock St, West Perth

**DATES:** Available on request for classroom or available to be completed online at [www.mbawa.com](http://www.mbawa.com).



### Did you know we offer these Safety services?

- customised Safety Management Plans.
- generic Safety Management Plans, allowing you to do your own customisation.
- site safety inspections.
- advice of Occupational Safety & Health issues.
- toolbox talks.
- safety related training courses.
- assist in preparation of JSA's and SWM's.



## SOFTWARE SKILLS - Perth Metro

### MS EXCEL® BASIC

In this 4 hour course you will learn how to use Microsoft® Excel's basic functions, including how to create and format a spreadsheet to produce business documents. This course will also teach you how to use formula and how to create a variety of charts to display spreadsheet data. Small class of up to 10 participants.

- Introduction to Microsoft Excel
- Creating Excel workbooks
- Formatting the spreadsheet
- Cut and copy text and data
- Creating charts
- Page setup and printing

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesday: 3 May  
Fridays: 5 February, 4 March, 1 April, 10 June, 8 July, 5 August, 2 September, 30 September & 4 November.

### MS EXCEL® INTERMEDIATE/ADVANCED

Do you find spreadsheets useful, but just don't have the skills to set them up properly?

In this 4 hour intermediate course you will learn how to format spreadsheets, use formulas on data in a spreadsheet and creating charts from the data. Small class of up to 10 participants.

- Formulas
- Page setup and printing
- Import and export data
- Validate and protect data
- Shortcuts

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Tuesdays: 5 April, 9 August & 11 October.  
Fridays: 12 February, 18 March, 6 May, 17 June, 15 July, 9 September & 11 November.

### MS PROJECT® 2013 BASIC

Microsoft® Project is one of the world's most popular project management software applications.

Small class of up to 10 participants with hands on learning.

- Introduction to the various components that make up the software package;
- Build a basic list of tasks grouped under summary tasks;
- Create a project calendar with working hours relevant to your organisation;
- Add public holidays and any company closure times to the project calendar;
- Create this calendar as a default for all projects;
- Link the tasks in your task list in the order in which they are going to be done;
- Learn about task relationships and task dependencies;
- Format your Gantt chart; Task List & various views to use;
- Review the standard reports provided in MS Project.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 7 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Mondays: 1 February, 14 March, 4 April, 2 May 13 June, 18 July, 1 August, 5 September, 3 October & 7 November.

### MS PROJECT® 2013 INTERMEDIATE/ADVANCED

- Create a resource list including people, equipment, material and cost resources;
- Create calendars for your resources;
- Learn about different task types and how this affects resource allocation;
- Allocate resources to tasks;
- Review your project to find over-allocated resources using various tools and views;
- Create a Project Budget and view how costing is done;
- Create the initial baseline for your project and learn how to add additional baselines as required;
- Track the progress on your project using various methods;
- Report on progress using built in views and reports;
- Export your project data to Excel and print your project plan as a PDF.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 7 hours

**LOCATION:** Master Builders Association of WA Level 3, 35-37 Havelock St, West Perth

**DATES:** Mondays: 8 February, 21 March, 11 April, 9 May, 20 June, 25 July, 8 August, 12 Sept, 10 October & 14 November



## TRADE & OCCUPATIONAL LICENSING - Perth Metro

### DIPLOMA OF BUILDING AND CONSTRUCTION CPC50210



(The registered Training Organisation Master Builders Association of NSW RTO 6163 will be the RTO issuing this qualification).

This qualification is suitable for those wishing to become Registered Builders in Western Australia, Construction Managers, Site Supervisors, Building Inspectors.

This qualification will comprise the following units of competency: -

CPCBC4001A	Apply building codes and standards to the construction process for low rise building projects
CPCBC4003A	Select and prepare a construction contract
CPCBC4004A	Identify and produce estimated costs for building and construction projects
CPCBC4010A	Apply structural principles to residential low rise constructions
CPCBC4005A	Produce labour and material schedules for ordering
CPCBC4013A	Prepare and evaluate tender documentation
CPCBC5001B	Apply building codes and standards to the construction process for medium rise building projects
CPCBC5002A	Monitor costing systems on medium rise building and construction projects
CPCBC5003A	Supervise the planning of on-site medium rise building or construction work
CPCBC5010A	Manage construction work
CPCBC5018A	Apply structural principles to the construction of medium rise buildings
BSBOHS504B	Apply principles of OHS risk management
BSBPMG505A	Manage project quality
BSBPMG508A	Manage project risk
CPCBC5005A	Select and manage building and construction contractors
CPCBC5007A	Administer the legal obligations of a building or construction contract
CPCBC4014A	Prepare simple sketches and drawings
CPCBC4018A	Apply site surveys and set-out procedures to building and construction projects
CPCSUS5001A	Develop workplace policies and procedures for sustainability

**PRE REQUISITE:** There is no pre-requisite but Master Builders requires participants to have at least 5 years of construction industry experience and for participants to be computer literate.

**ON COMPLETION:** After successful completion of this course, you will be issued with a National Diploma CPC50210 Diploma of Building and Construction that meets the educational requirements for Builders Registration in Western Australia.

**DURATION:** 4 days per month (Thursday, Friday, Saturday and Sunday) for a 6 month period (24 days x 8 hours) plus, after hours assignment work.

**LOCATION:** Master Builders Association of WA  
Level 3, 35-37 Havelock Street, West Perth

**DATES:**

**Course 1:** 28 April - 1 May;  
26 May - 29 May;  
30 June - 3 July;  
28 July - 31 July;  
25 August - 28 August and;  
22 September - 25 September 2016 (inclusive).

**Course 2:** 27 October - 30 October;  
1 December - 4 December 2016 and continues in 2017.

## CONSTRUCTION SKILLS - Great Southern

### LICENCE TO PERFORM DOGGING CPCCLDG3001A



(The registered Training Organisation Induction & Training Services 51630 will be the RTO issuing this qualification).

Course content includes:

- Use of calculators
- Use and operate a range of tools and equipment correctly and safely
- Properly starts up, operates and shuts down equipment
- Carries out pre- and post-operational checks on equipment and machines
- Performs tool and equipment maintenance as required

**PRE REQUISITES:**

- Must be 18 years of age
- Reasonably good reading and writing and numeracy ability.
- Provide 2 forms of identification. (One with a photo e.g., Passport or Australian Drivers Licence and the other a Medicare or keycard).

**ON COMPLETION:** Successful participants will be issued with a notice of assessment for a National Licence to perform High Risk work. You will then have 60 days to apply for a High Risk Licence with WorkSafe.

**DURATION:** 40 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** 7,8,9, & 10 June (Tuesday to Friday inclusive).

### LICENCE TO OPERATE A FORKLIFT TRUCK TLILIC2001A



(The registered Training Organisation Induction & Training Services 51630 will be the RTO issuing this qualification).

The Forklift Training Course is based on the Unit of Competency TLILIC2001A.

This course covers the skills and knowledge needed to do the following tasks:

- inspect
- pre-operation tests
- drive and manoeuvre
- lift and relocating of loads using a forklift truck.

**PRE REQUISITES:**

- Must be 18 years of age;
- Reasonably good reading and writing and numeracy ability;
- Provide 2 forms of identification. (one with a photo e.g., Passport or Australian Drivers Licence and the other a Medicare or keycard)

**DURATION:** 16 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 8 & Tuesday 9 February (incl).  
Monday 14 & Tuesday 15 November (inclusive).

### LICENCE TO OPERATE A BOOM TYPE ELEVATING WORK PLATFORM TLILIC2005A



(The registered Training Organisation Induction & Training Services 51630 will be the RTO issuing this qualification).

Course content Includes:

- Duty of care and responsibility
- Types of EWP's
- Selection of machines
- Planning of job and site
- Theory and practical assessments

Elements of Competency:

- Plan and prepare for operations
- Position and set-up platform
- Conduct work activities from elevated platform
- Carry out operator maintenance

**PRE REQUISITES:**

- Must be 18 years of age
- Provide 2 forms of identification. (one with a photo e.g., Passport or Australian Drivers Licence and the other a Medicare or Keycard)

**ON COMPLETION:** Successful participants will be issued with a notice of assessment for a National Licence to perform High Risk work. You will then have 60 days to apply for a High Risk Licence with WorkSafe.

**DURATION:** 16 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 2 & Tuesday 3 May (inclusive).

## INDUSTRY SKILLS - Great Southern

### CODES & STANDARDS – RESIDENTIAL DESIGN CODES

Residential development can often be confusing, with different requirements under the Scheme, Local Planning Policies and the Residential Design codes.

This seminar covers;

- What residential development requires approval?
- How do you know if you can further develop your land?
- Where to look for development requirements?
- What are the 'R' codes and how do these fit in with other requirements?
- What do you need to address in an application?
- Who assesses residential development applications?
- Next steps, after approval has been received?

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATE:** Tuesday 5th April 2016,

### CONTRACTS SERIES I

SERIES I: NEGOTIATING YOUR CONTRACTS AND CHOOSING THE RIGHT CONTRACT AND SUBCONTRACT.

This course covers negotiating your contracts and choosing the right contract or subcontract.

Subcontractors and Builders often take on expensive jobs, with little in the way of contractual protection. Other times, subcontractors may be presented with volumes of paper and told to 'take it or leave it'. Either way, if you don't know what to look out for, you won't know what risks you are likely to face or how to avoid them.

This 3 hour session looks at how to identify and avoid and manage the risks faced by subcontractors.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 21 March & Monday 17 October.

### CONTRACTS SERIES 2

SERIES 2: DELAY, DISRUPTION, EXTENSION AND PREVENTION.

When the job doesn't get done on time, someone has to bear the loss. This 3 hour course, will look at how you can protect yourself from the risks associated with delay, when and how you can avoid having to pay for preventable delays, and issues relating to avoidable disruptions, extensions of time, liquidated damages and prevention by owners.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 16 May & Monday 21 November

### PLANNING APPROVALS PROCESS

The development approval process is often confusing and can unnecessarily hold up new development, costing time and money.

Topics covered;

- How do you know what requires development approval?
- If development approval is required, what is the next step?
- What should you include in your application?
- Who and how is your application assessed?
- What conditions can you expect?
- What should you do if the application is refused?
- Tips to making the process quicker and easier

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATE:** Wednesday 6 April

## INDUSTRY SKILLS - Great Southern

### PLANNERS GUIDE TO SUBDIVISION

The subdivision process can be complex and confusing for both local and state government policy applicable. This seminar looks at simplifying the process and outlining what you can expect during the process.

Topics covered;

- What should you look for when purchasing property to subdivide?
- What are the different types of subdivision and which should you choose?
- How do you apply for subdivision?
- How does the assessment process work?
- What type of conditions, are likely to be imposed?
- What happens if the subdivision is refused or you don't like a condition?
- After approval, how do you obtain titles?
- Tips to make the process easier and quicker?

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**HOURS:** 4 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Wednesday 6 April.

### TENDERING FUNDAMENTALS

Without winning the tender, your business has spent time and money without the reward it deserves.

The preparation of tender documents requires attention to detail, a keen eye for reading between the lines and addressing the key client requirements.

This course is designed to teach you how to write a tender and how to ensure that your response to the opportunity is strategically written in order to maximise your chances of winning the tender.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 22 February & Monday 19 September.

Insurance Partner



**MBA Insurance Services (MBAIS)** is the specialist building and construction industry insurance provider.

**MBAIS is a member service offered by the Master Builders Association – unlike other insurance brokers, all profits are injected back into the building and construction industry – your industry, to pay for things like technical and soft skills training, apprenticeship schemes, free legal advice and other services that assist your business.**

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Fax: (08) 9476 7021

Email: [wa.insurance@mbais.com.au](mailto:wa.insurance@mbais.com.au)

## OCCUPATIONAL HEALTH & SAFETY - Great Southern

### LEADERSHIP IN OHS FOR SUPERVISORS & MANAGERS

This course is applicable to all Site Supervisors, Managers, Project Managers and Administrators to improve and manage safety in their workplace.

Learning outcomes:-

- Provide information to the work group about Occupational Health and Safety policies and procedures.
- Implement and monitor the participative arrangements for the management of Occupational Health and Safety.
- Implement and monitor the organisation's procedures for providing Occupational Health and Safety.
- Implement and monitor procedures for identifying hazards and assessing risks.
- Implement and monitor the organisations procedures for controlling risks.
- Implement and monitor the organisations procedures for maintaining Occupational Health and Safety

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 8 hours

**DATE:** Thursday 28 April.

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

### PROVIDE BASIC EMERGENCY LIFE SUPPORT HLTAID002



(The Registered Training Organisation St John Ambulance (Western Australia) 0392 will be the RTO issuing this qualification).

This course will provide you with the skills and knowledge to recognise and respond to life threatening emergencies in a range of situations.

Learning outcomes:-

- Hazard assessment to minimise risk
- Checking for normal breathing and recognising abnormal breathing
- Chest pain
- Cardiac arrest
- Four minutes of uninterrupted CPR on an adult resuscitation manikin placed on the floor
- Four minutes of uninterrupted CPR on an infant manikin placed on a hard surface
- Use of Automated External Defibrillator including specific considerations for child and adults
- Allergic and anaphylactic reactions
- Asthma
- Choking and airway obstruction
- Airway obstruction due to body position
- Severe bleeding
- Shock

**ON COMPLETION:** Participants will be issued with a Statement of Attainment from St John Ambulance (Western Australia) Inc. for HLTAID002 for Provide basic emergency life support and HLTAID001 Provide CPR.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Tuesday 1 March & Tuesday 2 August.

## OCCUPATIONAL HEALTH & SAFETY - Great Southern

### PROVIDE FIRST AID (2 days) HLTAID003



(The Registered Training Organisation St John Ambulance (Western Australia) 0392 will be the RTO issuing this qualification).

A general course that will benefit all those at work, at home or leisure. This course provides an excellent general training in first aid and will enable participants to perform appropriate first aid procedures and basic life support skills. This unit satisfies training requirements across a range of community and workplace settings

CONTENT:

- DRSABCD action plan
- CPR: four minutes of uninterrupted CPR on the floor, adult and infant
- Hazard and risk assessment and strategies to minimise risks
- Principles of first aid and chain of survival
- Basic anatomy and physiology considerations in the provision of first aid
- Legal, workplace and community considerations
- Infection control
- Effective communication in an incident
- Risk assessment and evaluation of first aid performance

**ON COMPLETION:** Participants will be issued with a Statement of Attainment from St John Ambulance (Western Australia) Inc., for HLTAID003 Provide first aid.

**DURATION:** 16 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday & Tuesday 20 & 21 June.  
Monday & Tuesday 24 & 25 October.



### RESTRICTED ASBESTOS REMOVAL LICENCE

A licence is required in Western Australia for removal of materials that contain asbestos.

A Restricted Asbestos Removal Licence will allow you to remove amounts exceeding 10 square metres of bonded (non-friable) asbestos. The licence will be valid for three years and there is no pre-requisite for this course.

3 Modules covering the following:-

- Legislative framework;
- Risk management;
- Removal and disposal of non-friable (bonded) asbestos.

On successful completion of this course (80% pass mark required on written examination participant can then apply to WorkSafe for a Restricted Asbestos Work Licence.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 29 February & Thursday  
25 August.

### WORK SAFELY AT HEIGHTS

RIIWHS204D



(The registered Training Organisation Induction & Training Services 51630 will be the RTO issuing this qualification).

This course covers; identifying the work requirements, work procedures and instructions for the task; accessing and installing equipment; performing work at heights; and cleaning up the work area.

The unit specifies the competency required to undertake safe working practise when working at heights. This unit is appropriate for those working on construction sites.

PRE REQUISITES:

- Reasonably good reading, writing & numeracy ability;
- Must be 18 years of age;
- Provide 2 forms of identification. (At least one with a photo e.g. Australian Drivers Licence or Passport and the other a bank issued card or Medicare)

**ON COMPLETION:** On successful completion you will be provided with a Statement of Attainment from Induction & Training Services for Work safely at heights RIIWHS204D.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
30 Graham Street, Albany

**DATES:** Monday 15 February & Monday 15 August



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## CONSTRUCTION SKILLS - North West

### ATTACH CORD AND PLUGS TO ELECTRICAL EQUIPMENT FOR CONNECTION TO A SINGLE PHASE 230v SUPPLY. UEENEEP024A



(The registered Training Organisation Nara Training and Assessing 4518 will be the RTO issuing this qualification).

This unit covers attaching flexible cords and plugs to electrical equipment for connection to supplies up to 230v a.c. It encompasses working safely, identifying plug configurations, selecting and using testing and measuring devices, terminating and connecting cords/plugs and conductors, safety testing and reporting.

**PRE REQUISITE:** You must have successfully completed after January 2013 the Portable electrical testing and tagging course UEENEEP026A & UEENEE101A with Frontline Safety & Training before you can attend Attach cord & plugs to electrical equipment for connection to a single phase 230v supply course.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Nara Training and Assessing for UEENEEP024A Attach cord and plugs to electrical equipment for connection to a single phase 230v supply.

**DURATION:** 3 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 5 May & 13 October  
Geraldton: 3 February & 3 August  
Karratha: 13 April & 14 September  
Port Hedland : 18 May & 19 October

### CONDUCT IN-SERVICE SAFETY TESTING OF ELECTRICAL CORD CONNECTED EQUIPMENT AND CORD ASSEMBLIES. UEENEEP026A



(The registered Training Organisation Nara Training and Assessing 4518 will be the RTO issuing this qualification).

Amendments were made to the OSH Regulations to allow a competent person to test and tag portable electrical equipment for use on a construction and/or demolition site. As required by the Occupational Safety and Health Act and Regulations the course provides participants with the knowledge and skills required to test and tag portable electrical equipment on demolition, construction and mine sites.

**PRE REQUISITE:** It is required that you have obtained the Work Safety in the Construction Industry CPCCOHS1001A (white card) obtained after October 2009, and to provide a copy of your Statement of Attainment together with your registration form.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Nara Training and Assessing for UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies and UEENEE101A Apply occupational health and safety regulations, codes and practices in the workplace.

**DURATION:** 5 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 5 May & 13 October  
Geraldton: 3 February & 3 August  
Karratha: 13 April & 14 September  
Port Hedland: 18 May & 19 October

## INDUSTRY SKILLS - North West

### BASIC CONTRACT ADMINISTRATION

Is your building business suffering a breakdown in the management of the building contracts? Is it due to site information not being passed on to the right people?

Topics covered in the course include:

- Understanding the Contract
- Understanding the Claims Process
- Variations, Delays and Defects
- Contract Administration and Project Management
- Communication and Dispute Resolution

Participants are encouraged to bring the contracts they use to the course. This will provide them with a greater understanding of the documents they use and where to find relevant provisions.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Broome

**DATE:** 18 February

### CONTRACT MANAGEMENT

Lack of knowledge and understanding of building contracts is the cause of numerous unprofitable building projects. The contract provides the basis for the scope of work, getting paid, managing time and quality issues, documenting project management and resolving disputes. You need to work through the contract as you work through the job. Do you know how to do that?

This one-day course is an overview of every area of contract management for those who need to know a little about everything.

- Contract formation and interpretation
- The claims process
- Variations, EoT's and delay costs
- Management teams

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 7 hours

**LOCATIONS:** Broome, Geraldton & Karratha

**DATES:** Broome: 18 August  
Geraldton: 26 July  
Karratha: 2 November

### CUSTOMER SERVICE

In today's price-sensitive economy, everyone on your team needs to be willing to do whatever it takes to "wow" your customers – it's the only way to stand apart from your competitors and win the business.

- Identify the qualities of good and bad customer service
- What makes service outstanding?
- The 9 key attributes of an outstanding customer service provider
- Outstanding service is up to you
- It's the little things that make the biggest impact – what service memory can you create?
- Important first impressions – grooming and deport ment
- Greeting the customer – what to do and what not to do!
- Showing you care – practical ways to be helpful and service oriented
- Exceeding customer expectations – under promise and over deliver

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 17 March  
Geraldton: 26 May  
Karratha: 20 July  
Port Hedland: 10 November

### DIY DEBT COLLECTION

Owed money? Don't want to spend good money chasing bad? You don't have to. You can simply do your own debt collection, using the tools that your contract and legal system offer. NO EXPENSIVE LEGAL BILLS!

Topics covered in this 4 hour course:

- The Contract
- Dispute Resolution Options
- Application for Adjudication
- Magistrates Court
- Building Disputes Legislation

You can DIY! Come and find out how on this course.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATIONS:** Geraldton & Karratha

**DATES:** Karratha: 22 June  
Geraldton: 25 October

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## INDUSTRY SKILLS - North West

### EFFECTIVE BUSINESS WRITING SKILLS

This course will look at the purpose of different communications, the medium to use to transmit it, the language to use and the ways in which you can be misunderstood.

- Emails, memos and other informal communications
- Diaries, journals, site reports and other records of information
- Minutes of meetings; and
- Formal correspondence such as letters, contractual notices and claims.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATIONS:** Broome, Geraldton & Karratha

**DATES:** Broome : 18 February  
Geraldton : 25 October  
Karratha: 22 June

### LAWS AND RULES SPECIFIC TO REGISTERED HOME BUILDERS

This course covers the extra rules that apply to Home Building Contracts under \$500,000 and the best ways of managing these contracts. It also looks at the consumer protection laws that apply uniquely to this market. A must for all registered home builders!

- Must and Must Nots for Registered Home Builders
- Home Building Contracts Act
- Regulating contractual terms and behaviours
- Building Commission
- Exclusive jurisdiction for resolving dispute
- Consumer Protection
- How the new consumer laws apply to you
- Contracts Best Practice
- Managing rights, obligations and expectations

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATIONS:** Broome, Geraldton & Karratha

**DATES:** Broome: 19 February  
Geraldton: 26 October  
Karratha: 23 June

### THE LAW IN CONSTRUCTION

The one stop shop on all the major contractual and legal issues particular to the construction industry – a one day investment for a career-long return.

Topics include:

- The Tender Process
- Delay and Disruption
- Risk, Liability and Insurance
- Personal Properties Security Act
- Good Faith in Contracting
- Getting Paid
- Building Services Legislation

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 8 hours

**LOCATIONS:** Broome, Geraldton & Karratha

**DATES:** Broome: 19 August  
Geraldton: 26 October  
Karratha: 3 November

### TIME MANAGEMENT

We have email, instant messaging, social media, video conferencing and the smart-phone. But the price of that connectedness is overwhelming!

Important tasks get interrupted and delayed because people are not managing their activity or their projects effectively.

In this 4 hour course, the focus is on goal setting, prioritising and planning. We cannot manage time – the fact is we all get allocated the same number of hours every day – what we can manage however, is the activity we choose to fill our time with. And this is the secret to high personal productivity.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 17 March  
Geraldton: 26 May  
Karratha: 20 July  
Port Hedland: 10 November

## OCCUPATIONAL HEALTH & SAFETY - North West

### IDENTIFY REQUIREMENTS FOR SAFE TILT-UP WORK CPCCCM1016A



(The registered Training Organisation Nara Training and Assessing 4518 will be the RTO issuing this qualification).

Master Builders has developed a partnership for the provision of the Identify requirements for safe tilt-up work CPCCCM1016A as prescribed by WorkSafe to work with tilt-up panel construction. (previously Carry Out Tilt-Up Work Safely CPCCCM2011A)

**PRE REQUISITE:** Persons wishing to attend this course must have successfully completed the Work safely in the construction industry course (CPCCOHS1001A). The 'Blue Card' (Safety Awareness Training) is not recognised as a prerequisite for this course.

You must forward a copy of your card or Statement of Attainment for the Work safely in the construction industry course (CPCCOHS1001A) with your registration form for Identify requirements for safe tilt-up work course.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Nara Training and Assessing for CPCCCM1016A Identify requirements for safe tilt-up work.

**DURATION:** 5 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 6 May & 14 October  
Geraldton: 4 February, 17 May & 4 August.  
Karratha: 14 April & 15 September  
Port Hedland: 19 May & 20 October

### LEADERSHIP IN OHS FOR SUPERVISORS & MANAGERS

This course is applicable to all Site Supervisors, Managers, Project Managers and Administrators to improve and manage safety in their Workplace.

Learning Outcomes;

- Provide information to the work group about Occupational Health and Safety policies and procedures
- Implement and monitor the participative arrangements for the management of Occupational Health and Safety
- Implement and monitor the organisation's procedures for providing Occupational Health and Safety.
- Implement and monitor procedures for identifying hazards and assessing risks.
- Implement and monitor the organisations procedures for controlling risks.
- Implement and monitor the organisations procedures for maintaining Occupational Health and Safety

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 8 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 23 May  
Geraldton: 11 March  
Karratha : 7 July  
Port Hedland : 21 September

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## OCCUPATIONAL HEALTH & SAFETY - North West

### PROVIDE FIRST AID (2 days) HLTAID003



(The registered Training Organisation St John Ambulance (Western Australia) Ltd 0392 will be the RTO issuing this qualification).

The course provides an excellent general grounding in first aid and will enable you to perform appropriate first aid procedures and basic life support skills.

This course covers a broad range of topics including:

- D.R.S.A.B.C.D. action plan
- Hazard and risk assessment and strategies to minimise risks;
- Principles of first aid and chain of survival;
- Basic anatomy and physiology considerations in the provision of first aid
- Legal, workplace and community considerations
- Infection control
- Effective communication in an incident
- Risk assessment and evaluation of first aid performance

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by St John Ambulance (Western Australia) Pty Ltd for HLTAID003 Provide first aid.

**DURATION:** 16 hours (2 day course)

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome : 10-11 February & 13-14 July  
Geraldton: 14-15 March, 13-14 June,  
12-13 September & 5-6 December  
Karratha: 24-25 February & 23-24  
November  
Port Hedland: 20-21 April & 16-17 Nov.

### WORK SAFELY AT HEIGHTS RIIWH5204D



(The registered Training Organisation WBHO Civil Pty Ltd 52336 will be the RTO issuing this qualification).

This Nationally Accredited course will cover; identifying the work requirements, work procedures and instructions for the task; accessing and installing equipment; performing work at heights; and cleaning up the work area. The unit specifies the competency required to undertake safe working practise when working at heights.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment from WBHO Civil Pty Ltd for RIIWH5204D Work safely at heights.

### RESTRICTED ASBESTOS REMOVAL

A Restricted Asbestos Removal Licence will allow people to remove amounts exceeding 10 square metres of bonded (non-friable) asbestos. The license will be valid for 3 years and there is no pre-requisite for this course. This is a WorkSafe approved course.

3 Modules covering the following:

- Legislative Framework
- Risk Management
- Removal and disposal of non-friable (bonded) asbestos

On successful completion of this course (80% pass mark required on written examination), participants can apply to WorkSafe for a Restricted Asbestos Work Licence.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome : 6 May & 14 October  
Geraldton: 4 February & 4 August  
Karratha: 14 April & 15 September  
Port Hedland: 19 May & 20 October

**DURATION:** 8 hours

**LOCATIONS:** Broome, Geraldton, Karratha & Port Hedland

**DATES:** Broome: 27 April & 22 August  
Geraldton: 16 February, 17 May,  
16 August & 15 November  
Karratha: 12 May  
Port Hedland: 15 June & 28 October.

## SOFTWARE SKILLS - North West

### MS® PROJECT PLANNING - Introduction

This course will step through building a detailed project plan that is fully linked, fully resourced and costed. It demonstrates the full potential of applying Microsoft Project in your workplace.

- A logical and concise approach to building a detailed Project Plan; including Scoping / Resourcing / Costing;
- Analysing and Communicating your plan;
- How to find the true Critical Path;
- Track and Update Schedule;
- Formatting and Reporting;
- Create/Review Own Schedule.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 8 hours

**LOCATIONS:** Broome, Geraldton & Karratha

**DATES:** Broome: 2 March & 7 September  
Geraldton: 30 March & 12 October  
Karratha: 18 May

### MS® PROJECT PLANNING - Advanced

This course builds on the Introduction course and teaches more advanced strategies to boost your productivity, results and analysis capability with Microsoft Project. This course is backed with real life industry examples that easily relate to your workplace.

**PRE REQUISITE:** You must have successfully completed Microsoft Project Introduction (or equivalent) course.

- Project Plan Check to pinpoint accuracy;
- How to structure more Complex Programs for Reporting;
- How to Track and Report Project Progress;
- How to demonstrate for EOT claims;
- Manage and Analyse Multiple Projects.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 8 hours

**LOCATIONS:** Broome, Geraldton & Karratha

**DATES:** Broome: 3 March & 8 September  
Geraldton: 31 March & 13 October  
Karratha : 19 May





**ATTACH CORD AND PLUGS TO ELECTRICAL EQUIPMENT FOR CONNECTION TO A SINGLE PHASE 230v SUPPLY.**  
UEENEEP024A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

This unit covers attaching flexible cords and plugs to electrical equipment for connection to supplies up to 230v a.c. It encompasses working safely, identifying plug configurations, selecting and using testing and measuring devices, terminating and connecting cords/plugs and conductors, safety testing and reporting.

**PRE REQUISITE:** You must have successfully completed after January 2013 the portable electrical testing and tagging course UEENEEP026A & UEENEEE101A before you can attend Attach cord & plugs to electrical equipment for connection to a single phase 230v supply course.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment from Tom Price & Sons for UEENEEP024A Attach cord and plugs to electrical equipment for connection to a single phase 230v supply.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Wednesdays: 17 Feb, 6 April, 29 June,  
21 September & 9 November.

**CONDUCT IN-SERVICE SAFETY TESTING OF ELECTRICAL CORD CONNECTED EQUIPMENT AND CORD ASSEMBLIES.**  
UEENEEP026A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

Amendments were made to the OSH Regulations to allow a competent person to test and tag portable electrical equipment for use on a construction and/or demolition site. As required by the Occupational Safety and Health Act and Regulations, the course provides participants with the knowledge and skills required to test and tag portable electrical equipment on demolition, construction and mine sites.

**PRE REQUISITE:** It is required that you have obtained the Work Safely in the Construction Industry CPCOHS1001A (white card) obtained after October 2009, and to provide a copy of your Statement of Attainment together with your registration form

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment from Tom Price & Sons for UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies and UEENEEE101A Apply occupational health and safety regulations, codes and practices in the workplace.

**DURATION:** 6 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Tuesdays: 9 August  
Tuesdays: 16 Feb, 5 April, 28 June,  
20 September & 8 November.

**ENTER AND WORK IN CONFINED SPACES**  
RIIWH5202D



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

This unit is appropriate for those working in operational roles undertaking work in confined spaces.

The aim of this course is to provide the participants with the knowledge and understanding to identify, inspect, work in and monitor a confined space.

This course includes:

- Duty of care
- Attitude towards working safely in confined spaces
- Risk assessment, hazard identification and control
- Safe working in confined spaces
- Roles and responsibilities of standby person
- Emergency and rescue procedures

**ON COMPLETION:** You will be issued with a Statement of Attainment from Tom Price & Sons for Enter and work in confined spaces RIIWH5202D.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Tuesday: 22 March, 21 June,  
13 September & 29 November.

**LICENCE TO OPERATE A BOOM-TYPE ELEVATED WORK PLATFORM**  
TLILIC2005A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

E.W.P'S are becoming more and more common in everyday use. They are a very useful tool and when operated by trained and competent people, can save a lot of time and money.

To provide participants with the knowledge and understanding to operate these machines safely and with confidence

The course includes: -

- Duty of care legislation
- Attitude towards machinery safety
- Engineering principals of the machine
- Pre-start check
- Pre-operational checks
- Danger areas

**ON COMPLETION:** You will be issued with a Statement of Attainment from Tom Price & Sons for Licence to operate a boom-type elevating work platform (boom length 11 metres or more) TLILIC2005A.

**DURATION:** 1 or 2 day course (dependant on number of participants)

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Thursdays: 31 March, 26 May, 7 July,  
25 August, 13 October, 24 November &  
8 December

**LICENCE TO OPERATE A FORKLIFT TRUCK**  
TLILIC2001A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

Current WA legislation stipulates that anyone operating a forklift truck must have a Nationally Accredited/ High Risk ticket.

The course includes:

- "Duty of Care" legislation
- Attitude towards machinery safety
- Balance/Counter Balance
- Engineering principals of Forklifts
- Pre-start checks
- Pre-operational check
- Danger Areas
- Safety videos
- Operating procedures

- Stacking and De-stacking
- Loading and unloading trucks
- Park up procedures
- Driving on inclines

**ON COMPLETION:** You will be issued with a Statement of Attainment from Tom Price & Sons for Licence to operate a forklift truck TLILIC2001A.

**DURATION:** 1 or 2 day course (dependant on number of participants)

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Wednesday 27 April, Friday 1 July &  
Tuesday 6 September.

**LICENCE TO PERFORM DOGGING**  
CPCCLDG3001A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

The course and training is designed for participants to gain the necessary skills to Dog cranes and work as prescribed by the 'National Occupational Health and Safety Certificate Standards for Uses and Operators of Industrial Equipment'.

**PRE REQUISITES:** Necessary minimum age of 18 years. Applicants must have the ability to speak and write English to a basic level.

At the end of the course participants will be able to

- Estimate loads.
- Use sling calculations.
- Use whistle and hand signals to direct cranes.
- Set up and dismantle cranes.
- Tie and use knots.

**ON COMPLETION:** After successful completion of this course you will be issued with a Statement of Attainment from Tom Price & Sons for CPCCLDG3001A Licence to perform dogging

**DURATION** 5 days

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** 4 - 8 April (inclusive), 4 - 8 July  
(inclusive) & 24 - 28 October (inclusive).

## CONSTRUCTION SKILLS - South West

### LICENCE TO ERECT,ALTER AND DISMANTLE SCAFFOLDING BASIC LEVEL CPCCLSF2001A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

The course and training is designed for participants to gain the necessary skills to plan, prepare and complete basic scaffolding work as prescribed by the "National Occupational Health and Safety Certificate Standards for Uses and Operators of Industrial Equipment".

Who should attend this course?

Individuals who wish to be assessed for a WorkSafe "National Certificate of Competency" and / or a statement of attainment in:

- UEPOPS215A Perform basic scaffolding
- CPCCLSF2001A Licence to erect, alter and dismantle scaffolding basic level and wish to work as a scaffolder in a variety of industries and situations.

At the end of the course participants will be able to:

- Inspect equipment
- Work with fibre ropes
- Construct scaffolds
- Erect and dismantle
- Perform tie construction
- Inspect scaffolds

**PRE REQUISITE:** The necessary minimum age must be 18 years old. The applicant must have the ability to speak and write English to a basic level.

**ON COMPLETION:** After successful completion of this course, Tom Price & Sons will issue a Statement of Attainment for Licence to erect, alter and dismantle scaffolding basic level CPCCLSF2001A.

**DURATION:** 5 days

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** 11 -15 April (inclusive),  
25 - 29 July (inclusive) &  
17 - 21 October (inclusive).

### LICENCE TO ERECT,ALTER AND DISMANTLE SCAFFOLDING INTERMEDIATE LEVEL CPCCLSF3001A



(The registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification).

The course and training is designed for participants to gain the necessary skills to plan, prepare and complete intermediate scaffolding work as prescribed by the "National Occupational Health and Safety Certificate Standards for Uses and Operators of Industrial Equipment".

Who should attend this course?

Individuals who wish to be assessed for a WorkSafe "National Certificate of Competency" and / or a statement of attainment in:

- UEPOPS216A Perform Intermediate Scaffolding
- CPCCLSF3001A Licence to erect, alter and dismantle scaffolding intermediate level and wish to work as a scaffolder in a variety of industries and situations.

At the end of the course participants will be able to -

- Measure and Mark
- Construct Scaffold
- Construct sloping platforms and spurs
- Lash platforms
- Select equipment

**PRE REQUISITE:** The necessary minimum age for the applicant must be 18 years old. Must have the ability to speak and write English to a basic level.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment for Licence to erect, alter and dismantle scaffolding intermediate level. CPCCLSF3001A.

**DURATION:** 5 days

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** 9 -13 May (inclusive),  
29 August – 2 September (inclusive) &  
7 -11 November (inclusive).

## INDUSTRY SKILLS - South West

### BASIC CONTRACT ADMINISTRATION

Is your building business suffering a breakdown in the management of the building contracts? Is it due to site information not being passed on to the right people?

Topics covered in the course include:

- Understanding the contract
- The BIG three: Variations, Delays and Defects.
- Communication and Dispute Resolution

Participants are encouraged to bring the contracts they use to the course. This will provide them with a greater understanding of the documents they use and where to find relevant provisions.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Friday 6 May.

### BCA BRICKWORK REQUIREMENTS

This course looks at the Building Code and Australian Standard requirements for brickwork including:

- Accessories
- Reinforced and unreinforced masonry including internal and external walls and piers
- Exposure factors
- Chasing brickwork for services
- Weatherproofing of brickwork including flashing requirements for brickwork
- Maintaining continuous and minimum cavity

At the completion of the course the participants will have a better understanding of brickwork requirements of the BCA and Australian Standard. The workshop will be interactive and participants are encouraged to be involved with the situations that will arise.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Friday 14 October

### BCA WATER-PROOFING OF WET AREAS

This course looks at the requirements of water-proofing of wet areas in residential buildings. Common problem areas encountered by builders in the installation of water-proofing will also be discussed.

Topics include:

- Minimum shower construction requirements
- Bath installation
- Waterproofing of domestic wet areas to AS3740 including falls and joints
- Floor wastes and other penetrations

At the completion of the course the participants will have a better understanding of the minimum water-proofing requirements of the BCA and Australian Standards for residential buildings.

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 3 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Monday 18 April.

### CONTRACT MANAGEMENT

The contract provides the basis for the scope of work, getting paid, managing time and quality issues, documenting project management and resolving disputes.

This course offers an overview of every area of contract management for those who need to know a little about everything.

- Contract formation and interpretation
- The claims process
- Variations, EoT's and delay costs
- Management teams
- Dispute resolution

**ON COMPLETION:** You will be provided with a Master Builders' certificate of attendance.

**DURATION:** 7 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Friday 10 June

## INDUSTRY SKILLS - South West

### CUSTOMER SERVICE

Imagine a culture of “service entrepreneurship”, where each staff member enthusiastically takes responsibility for ensuring your customers have an experience they’ll want to share with everyone they meet!

It’s no longer good enough to give “excellent” customer service. To get customers coming back to you time and again, to get customers giving you rave reviews, your service has to be nothing short of “extraordinary”.

In today’s price-sensitive economy, everyone on your team needs to be willing to do whatever it takes to “wow” your customers – it’s the only way to stand apart from your competitors and win the business.

- Identify the qualities of good and bad customer service;
- What makes service outstanding?;
- The 9 key attributes of an outstanding customer service provider;
- Moments of truth – outstanding service is up to you;
- It’s the little things that make the biggest impact – what service memory can you create?;
- Important first impressions – grooming and deport ment;
- Greeting the customer – what to do and what not to do!
- Showing you care – practical ways to be helpful and service oriented;
- Exceeding customer expectations – under promise and over deliver.

**ON COMPLETION:** You will be provided with Master Builders’ certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Thursday 23 June



#### TRAINING TEAM (L-R):

Megan Parker (North West), Neil Du Rand (Training Director), Cheryl Davies (South West) & Janet Snell (Great Southern)

### DIY DEBT COLLECTION

Owed money? Don’t want to spend good money chasing bad? You don’t have to. You can simply do your own debt collection, using the tools that your contract and legal system offer. **NO EXPENSIVE LEGAL BILLS!**

Topics covered in this 4 hour course: -

- The Contract
- Dispute Resolution Options
- Application for Adjudication
- Magistrates Court
- Building Disputes Legislation

You can DIY ! Come and find out how on this course

**ON COMPLETION:** You will be provided with a Master Builders’ certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Monday 29 February.

### LAWS AND RULES SPECIFIC TO REGISTERED HOME BUILDERS

The registered home builder faces great challenges! Home building is more emotionally charged and more heavily regulated than the rest of the construction industry.

This course covers the extra rules that apply to Home Building Contracts under \$500,000 and the best ways of managing these contracts. It also looks at the consumer protection laws that apply uniquely to this market. A must for all registered home builders!

Topic covered:

1. Home Building Contract Act
  - Regulating contractual terms and behaviours
2. Building Commission
  - Exclusive jurisdiction for resolving disputes
3. Consumer Protection
  - How the new consumer laws apply to you
4. Contracts Best Practice
  - Managing rights, obligations and expectations

**ON COMPLETION:** You will be provided with a Master Builders’ certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Monday 12 September.

## INDUSTRY SKILLS - South West

### NEGOTIATION SKILLS

An essential for all personnel involved in contract negotiation, contract management or dispute resolution.

Topics covered include:

- Communication skills.
- Negotiation and conflict resolution.
- Avoiding bargaining over positions.
- Separating people from the problem.
- Insisting on objective criteria.
- Getting the other side to play.
- Identifying the point at which negotiation is no longer desirable or possible.
- Best alternatives to a negotiated agreement.

**ON COMPLETION:** You will be provided with a Master Builders’ certificate of attendance.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Monday 1 August.

### STRESS MANAGEMENT (workshop)

Do you know what creates stress and tension?

Learn how to:

- tame your thoughts and manage your emotion;
- take control of your life and stop over-committing yourself;
- release tension in an instant;
- use focus and self-discipline to overcome overwhelm.

Learn six (6) simple well-being strategies to manage stress.

**ON COMPLETION:** You will be provided with Master Builders’ certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Monday 5 December



### THE LAW IN CONSTRUCTION

The one stop shop on all the major contractual and legal issues particular to the construction industry – a one day investment for a career-long return.

Topics covered in this course: -

- The Tender Process;
- Delay and Disruption;
- Risk, Liability and Insurance ;
- Personal Properties Security Act ;
- Good Faith in Contracting;
- Getting Paid; and
- Building Services Legislation -
  - Dispute Resolution through the Building Commission and State Admin Tribunal;
  - The new builder’s registration system; and
  - New procedures for building permits and certifications.

**ON COMPLETION:** You will be provided with a Master Builders’ certificate of attendance.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Wednesday 31 August.

### TIME MANAGEMENT

We have email, instant messaging, social media, video conferencing and the smart-phone. But the price of that connectedness is overwhelming.

Important tasks get interrupted and delayed because people are not managing their activity or their projects effectively.

In this 4 hour course, the focus is on goal setting, prioritising and planning. We cannot manage time – the fact is we all get allocated the same number of hours every day – what we can manage however, is the activity we choose to fill our time with. And this is the secret to high personal productivity.

**ON COMPLETION:** You will be provided with Master Builders’ certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Thursday 28 April.



## INDUSTRY SKILLS - South West

### WORKPLACE COMMUNICATION

With a multi-cultural workforce, it is essential that managers, supervisors, team leaders and safety officers understand how to communicate effectively. People's lives, and your bottom line, depend on it.

Topics covered in this 4 hour interactive course:

- Communicating clearly
- Communicating effectively to a group
- Breaking down instructions to improve comprehension
- Perception checking
- Understanding your own communication style and how best to adapt to others' styles
- The importance of non-verbal communication
- Choosing the most appropriate channel of communication
- Active listening skills
- Delivering high impact messages
- Giving constructive feedback

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Thursday 21 July.



### Why not recognise and acknowledge your apprentices by nominating them for the Master Builders Apprentice Awards?

**Perth Metro Awards Friday 4 November, 2016**

#### In partnership with :-

- ABN Group Training
- Skill Hire
- Department Finance Building Management and Works
- The Apprenticeship and Traineeship Company

#### Categories

- Best Direct Indentured Apprentice (Indentured to Master Builder member)
- Best Carpentry Apprentice
- Best Bricklayer Direct Indenture
- Best Bricklayer Group Training
- Best Wall and Floor Tiler
- Best Female Apprentice
- Best Regional Apprentice

Email [training@mbawa.com](mailto:training@mbawa.com) or contact the Training Department on 9441 8000.

Nominations close 12 August, 2016

#### Regional apprentice award nominations:

Great Southern:  
email [linda@mbawa.com](mailto:linda@mbawa.com) or (08) 9841 6232

South West:  
email [Geoff.bosustow@mbawa.com](mailto:Geoff.bosustow@mbawa.com) or (08) 9726 0939

North West (Geraldton & Broome)  
email [Dianne@mbawa.com](mailto:Dianne@mbawa.com) (08) 9921 5061

Kalgoorlie:  
email [sarah@mbawa.com](mailto:sarah@mbawa.com) or 0416 940 915

Esperance:  
email [douglas@mbawa.com](mailto:douglas@mbawa.com) or 0437 184 366

## OCCUPATIONAL HEALTH & SAFETY - South West

### IDENTIFY REQUIREMENTS FOR SAFE TILT-UP WORK CPCCCM1016A



(The registered Training Organisation Frontline Safety & Training 50791 will be the RTO issuing this qualification).

Master Builders has developed a partnership for the provision of the Identify requirements for safe tilt-up work CPCCCM1016A as prescribed by WorkSafe to work with tilt-up panel construction. (previously Carry out tilt-up work safely CPCCCM2011A)

**PRE REQUISITE:** Persons wishing to attend this course must have successfully completed the Work safely in the construction industry course (CPCCOHS1001A). The 'Blue Card' (Safety Awareness Training) is not recognised as a pre requisite for this course.

You must forward a copy of your card or Statement of Attainment for the Work safely in the construction industry course (CPCCOHS1001A) with your registration form for Identify requirements for safe tilt-up work course.

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment from Frontline Safety and Training for CPCCCM1016A Identify requirements for safe tilt-up work.

**DURATION:** 5 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Tuesdays: 15 March, 3 May, 12 July.  
Thursday: 1 Sept & 1 Dec.

### LEADERSHIP IN OHS FOR SUPERVISORS & MANAGERS

This course is applicable to all Site Supervisors, Managers, Project Managers and Administrators to improve and manage safety in their workplace.

Learning Outcomes:

- Provide information to the work group about Occupational Health and Safety policies and procedures.
- Implement and monitor the participative arrangements for the management of Occupational Health and Safety.
- Implement and monitor the organisation's procedures for providing Occupational Health and Safety.
- Implement and monitor procedures for identifying hazards and assessing risks.
- Implement and monitor the organisations procedures for controlling risks.
- Implement and monitor the organisations procedures for maintaining Occupational Health and Safety

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Friday 19 February 2016

### LOAD AND UNLOAD GOODS/CARGO TLID2004A



(The registered Training Organisation Western Australian Road Transport Association Inc. (WARTA) 0298 will be the RTO issuing this qualification).

If anybody is involved in any of the following road transport activities they are a party in the "chain of responsibility" and may be deemed liable in the event of a breach of the road laws; consigning, packing, loading, driving, operating, managing and receiving.

This nationally accredited 4 hour course should be attended by builders, tradesmen, employees of builders who drive vehicles with loads which includes general construction tools and materials, those who operate or manage a building business, those who receive goods by paying or taking possession of a load.

**ON COMPLETION:** After successful completion of this course you will be issued with a Statement of Attainment from Western Australian Road Transport Association Inc., for TLID2004A Load and unload goods/cargo.

**DURATION:** 4 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Monday 4 April 2016



## OCCUPATIONAL HEALTH & SAFETY - South West

### PROVIDE BASIC EMERGENCY LIFE SUPPORT HLTAID002



The Registered Training Organisation St John Ambulance (Western Australia) Ltd 0392 will be the RTO issuing this qualification.

The course provides an excellent general grounding in first aid and will enable you to perform appropriate first aid procedures and basic life support skills.

This course covers a broad range of topics including:

- D.R.S.A.B.C.D. action plan
- Hazard and risk assessment and strategies to minimise risks;
- Principles of first aid and chain of survival;
- Basic anatomy and physiology considerations in the provision of first aid
- Legal, workplace and community considerations
- Infection control
- Effective communication in an incident
- Risk assessment and evaluation of first aid performance

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment from St John Ambulance (Western Australia) Inc. for HLTAID002 Provide basic emergency life support.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Wednesday 30 March, Tuesday 7 June,  
Thursday 8 September & Tuesday  
15 November.

### SUPERVISE TILT-UP WORK CPCBC4022A



The Registered Training Organisation Frontline Safety & Training 50791 will be the RTO issuing this qualification

The aim is to provide participants with the necessary knowledge and skills to equip them to supervise work in tilt-up construction

This course is based on the requirements outlined in the Regulations, OSH Act, Code of Practice and Standards and includes:

- Notification requirements
- Code of Practice
- Documentation requirements
- Work Method Statement and JSAs
- Emergency planning and procedures
- Construction sequencing
- Propping
- Inspection requirements
- Site specific management plan

**PRE REQUISITES:** There are two course pre-requisites required for this course. Persons wishing to attend this course must have successfully completed both courses: -

- “Work Safely in the Construction Industry” course (CPCCOHS1001A) or “Safety Awareness Training” course Statement of Attainment. *You must forward a copy of your Card OR Statement of Attainment with your registration form.*
- “Contribute to safe tilt-up”, “Carry out tilt-up work safely” or “Identify requirements for safe tilt-up work” course and forward a copy of your Statement of Attainment with your registration form.

**ON COMPLETION:** Participants will be required to submit a work based assignment and those assessed as competent will be issued with a Statement of Attainment from Frontline Safety & Training for CPCBC4022A Supervise tilt-up work.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Wednesdays: 24 February, 4 May,  
24 August & 2 November.

### WORK SAFELY AT HEIGHTS RIIWH5204D



The Registered Training Organisation Tom Price & Sons (TPS) 4520 will be the RTO issuing this qualification

This Nationally Accredited course will cover; identifying the work requirements, work procedures and instructions for the task; accessing and installing equipment; performing work at heights; and cleaning up the work area.

The unit specifies the competency required to undertake safe working practise when working at heights. This unit is appropriate for those working on construction sites.

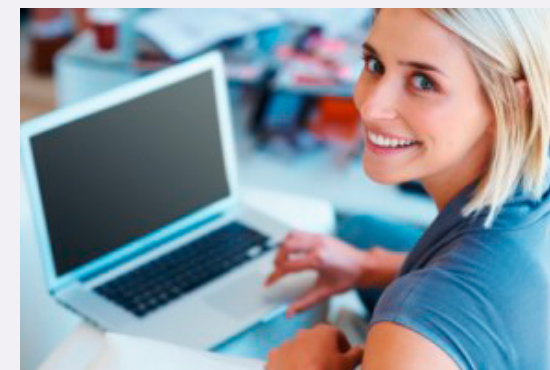
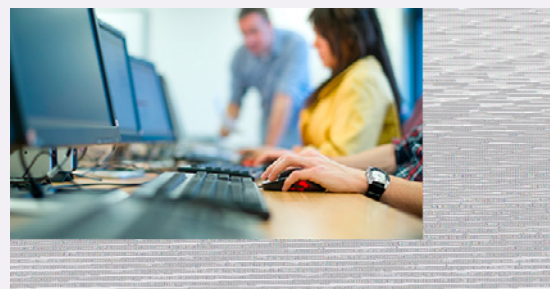
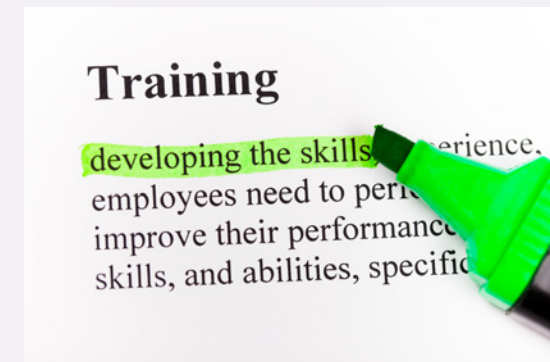
**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment from Tom Price & Sons for RIIWH5204D for Work safely at heights.

**DURATION:** 5 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATES:** Wednesday 18 May &  
Monday 31 October.

## SOFTWARE SKILLS - South West



### MS® PROJECT PLANNING - ESSENTIALS

This course will step through building a detailed project plan that is fully linked, fully resourced and costed. It demonstrates the full potential of applying Microsoft Project in your workplace.

- A logical and concise approach to building a detailed Project Plan; including Scoping / Resourcing / Costing;
- Analysing and Communicating your plan;
- How to find the true Critical Path;
- Track and Update Schedule;
- Formatting and Reporting;
- Create/Review Own Schedule.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Wednesday 15 June

### MS® PROJECT PLANNING - ADVANCED

This course builds on the Introduction course and teaches more advanced strategies to boost your productivity, results and analysis capability with Microsoft Project. This course is backed with real life industry examples that easily relate to your workplace.

**PRE REQUISITE:** You must have successfully completed Microsoft Project Introduction (or equivalent) course.

- Project Plan Check to pinpoint accuracy;
- How to structure more Complex Programs for Reporting;
- How to Track and Report Project Progress;
- How to demonstrate for EOT claims;
- Manage and Analyse Multiple Projects.

**ON COMPLETION:** You will be provided with Master Builders' certificate of attendance for this course.

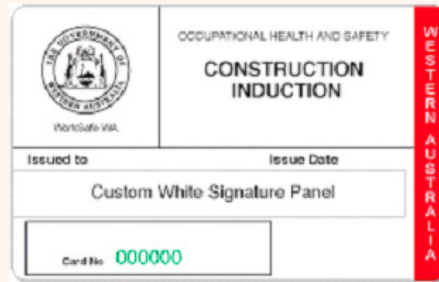
**DURATION:** 8 hours

**LOCATION:** Master Builders Association of WA  
19 Clifford Street, Bunbury

**DATE:** Thursday 16 June



# Do you need a white card?



Main contractors, employers and people in control of construction work have the obligation to ensure that workers don't undertake construction work without being in possession of either Blue Card or a White Card. Employees and self-employed people should ensure that they complete the training.

Construction induction training that is nationally accredited will be recognised under the amended regulations. From the end of August 2009 in WA, this will be a unit of competence CPCCOHS1001A Work safely in the construction industry from the CPC08 Construction, Plumbing and Services Integrated Framework Training Package. Those people who have completed the course 51466 Course in Safety Awareness Training will not have to repeat the training as it was also nationally recognised training. An employer or person in charge of a site does have the right to insist that workers on the site must complete the unit CPCCOHS1001A Work safely in the construction industry (white card)

## CLASSROOM BASED TRAINING:

5 hour duration, receive your card and Statement of Attainment (certificate) on the same day .

## ON-LINE:

Anywhere within Western Australia in your own time. Fully accepted, 100% audited and in accordance with training requirements. Same card and certificate as classroom based training.

<http://www.trainmeonline.com.au/promo/index.php>

## Call in at the MASTER BUILDERS head office:

Level 3, 35 - 37 Havelock Street, West Perth before 12.00pm on any weekday and complete the training at own pace, supported by TAE40110 qualified trainers. Receive your card and Statement of Attainment (certificate) on the same day.

## BLUE card/ WHITE card REFRESHER:

Update your competencies. Complete the course on-line and receive a sticker with the refresher training details on your card. <http://www.trainmeonline.com.au/promo/index.php>

## LOST or DAMAGED CARD:

If you completed your training with Master Builders a replacement card can be issued or a copy of your Statement of Attainment (certificate) by contacting Master Builders Training Centre 9441 8000. The replacement card will cost \$35.00 which can be collected or posted to you.

Check to see with which RTO you completed your Blue/White card in Western Australia

<http://www.commerce.wa.gov.au/worksafe/construction-induction-card-database>



## TERMS & CONDITIONS

**CANCELLATION, REFUND & TRANSFER** Every registration form has the cancellation notice written on the form relevant to that course. We require a minimum of 5 working days notice in writing to cancel a participants booking to receive a full refund, or transfer to a future course date. A substitute person will be accepted up to 48 hours prior to the course date.

We do accept a substitute participant, and must be given his/her completed registration form prior to the course to confirm cost and eligibility for CTF (Construction Training Fund) subsidy.

**CONSTRUCTION TRAINING FUND - Subsidy** The Construction Training Fund (CTF) provides a subsidy of \$30 per hour (to a maximum of \$240 per eight hour day, or 70% of the actual course cost, whichever is lower) for a wide range of courses undertaken by eligible employees at metropolitan RTPs. The maximum amount that can be claimed per employee, per course, is \$1300.00.

For training undertaken at regional RTOs, the CTF can provide a subsidy of \$33 per hour (to a maximum of \$264 per eight hour day, or 80% of the actual course cost, whichever is lower) towards an eligible course. The maximum amount that can be claimed per employee, per course, is \$1700.00

Please contact Master Builders Training Centre 9441 8000 to check your eligibility. The CTF may require a completed work history form to be able to advise on eligibility, this will be forwarded to you by Master Builders. The final decision with regards to eligibility rests with the Construction Training Fund.



**COURSE ATTENDANCE** A participant who does not attend a course, without notification in accordance with our cancellation policy will not be given a refund.

**COURSE FEES** All costs are inclusive of GST where applicable. Course costs are subject to change.

A participant, who does not complete the course in full, will not be given his/her Certificate of Attendance or Statement of Attainment, whichever is applicable to the course.

**COURSE DATE CHANGES/POSTPONEMENTS** Master Builders reserves the right to change the date or time of a course, due to unforeseen circumstances, but will endeavour to offer an alternative date and will notify each participant. If the change does not suit a participant, a full refund will be offered. Contact Master Builders Training Centre on 9441 8000 to receive up-to-date course dates.

**DISCLAIMER** Courses and dates correct at time of print.

**PRIVACY** The information you provide to us on the registration form will be entered into our database for the purpose of processing your enrolment, confirmation and payment details. Your personal information will not be released by us to any other third party unless you authorise the release of the information. For Nationally Accredited training we are required to collect and report on AVETMISS data.

As of 1 January 2015, no Qualification or Statement of Attainment may be issued unless a valid Unique Student Identifier (USI) has been provided.

**REGISTRATION & PAYMENT** A registration form is required to be completed in full for each participant for each course they wish to attend. The participants name must be spelt correctly and legal name given. Payment is required prior to the course date to confirm your booking. Any pre requisites required to attend a course must be forwarded along with your registration form.

**REPLACEMENT CERTIFICATE OF ATTENDANCE** A replacement Certificate can be issued, "free of charge" if emailed, \$5.00 if posted.

**REPLACEMENT STATEMENT OF ATTAINMENT (white card)** A replacement Statement of Attainment can be issued, "free of charge" if emailed, \$5.00 if posted.

**REPLACEMENT of all other STATEMENT OF ATTAINMENTS** Depending on the training provider a fee is payable and can be confirmed upon request.



Master Builders Association of Western Australia is a Registered Training Organisation (RTO) #5101



### Master Builders Website

[www.mbawa.com](http://www.mbawa.com)

### Master Builders (Head Office)

Level 3, 35-37 Havelock Street, WEST PERTH 6005

Tel (08) 9441 8000

Fax (08) 9476 9881

Email [training@mbawa.com](mailto:training@mbawa.com)

### Training Team

Training Director Neil Du Rand

Safety Manager Michael Fitzgerald

Training & Safety Coordinator Carolyn Fitzgerald

Training Administrative Assistant Rebecca Evans

### Great Southern

30 Graham Street, ALBANY 6330

Tel (08) 9841 6232

Fax (08) 9841 6522

Email [albany@mbawa.com](mailto:albany@mbawa.com)

### South West

19 Clifford Street, BUNBURY 6230

Tel (08) 9726 0939

Fax (08) 9726 0949

Email [southwest@mbawa.com](mailto:southwest@mbawa.com)

### North West

4 Walton Close, GERALDTON 6530

Tel (08) 9921 5061

Fax (08) 9965 5025

Email [geraldton@mbawa.com](mailto:geraldton@mbawa.com)

### Kalgoorlie

Tel 0412 487 970

Email [sarah@mbawa.com](mailto:sarah@mbawa.com)

### Esperance

Tel 0437 184 366

Email [douglas@mbawa.com](mailto:douglas@mbawa.com)

