TRAINING PROGRAM
2017
EDUCATING OUR INDUSTRY

Master Builders’ training program for 2017 has been developed in response to member feedback and the emerging needs of our industry.

As a Registered Training Organisation (RTO) Master Builders’ has an enviable reputation for the quality of training we provide to those who work in the building and construction industry. Whether it’s safety, technical, contractual or business skills training the diversity of our courses will benefit you and your staff.

I encourage members to take advantage of the range of courses we have organized for you. The topics are relevant & the trainers are first class. Please feel free to pass on our Training Program to your colleagues & contractors. They will appreciate your interest in their prosperity.

Should you wish to customise any of our training courses for your business, please contact our Training Director, Neil Du Rand on 9476 9800 to discuss your requirements.

Members are also able to access the range of training courses provided by MBA’s Building Leadership Simulation Centre in Melbourne. For details go to 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 & provide professional expertise for the betterment of your clients.

Should you require a training course that is not in our Training Program, 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 & 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 your paperwark and continue to provide affordable training. There has never been a more appropriate time to invest in training. Qualified and multi skilled staff are more productive when the industry is experiencing quieter times. It makes sense to prepare for the upturn in the industry.

As a business unit of Master Builders, our aim is to be the provider of choice for our members. We offer a large range of courses and where we are not able to provide the training, we have entered into partnership agreements with quality providers and still offer reduced rates and the Construction Training Fund bulk billing.

We offer training in Perth Metro, Geraldton, Bunbury and Albany at fully equipped Master Builders’ training facilities. We also offer training at other hired facilities as well at client’s facilities where they have sufficient attendees.

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

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. This year, as a result of feedback from members, we have introduced a number of new courses. We continually engage members and add new courses throughout the year. You will find the latest courses on offer at www.mbaawa.com/training-courses.

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. We also provide advice to members on employing apprentices.

Please feel free to discuss your needs with myself or my staff on 9476 9800 or via email to training@mbawa.com.

Neil Du Rand
Training Director | Master Builders Association of Western Australia

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Level 3, 35-37 Havelock Street
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Email: training@mbawa.com

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Fax: (08) 9726 9849
Email: southwest@mbawa.com

NORTH WEST
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Tel: (08) 9921 5061
Fax: (08) 9964 5025
Email: geraldton@mbawa.com

GREAT SOUTHERN
30 Graham Street, Albany 6330
Tel: (08) 9841 6232
Fax: 08 9841 6522
Email: albany@mbawa.com

CONSTRUCTION SKILLS

Attach cord and plugs to electrical equipment for connection to a single phase 230V supply UEENE024A 10
Conduct civil construction skill steer leader operations RIIMP0318D 10
Conduct in-service safety testing of electrical cord connected equipment & cord assemblies UEUNE024A 11
Enter & work in confined spaces RIWH5020D 11
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Provide first aid HLTAID003 (2 day course) 21
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Safety & Health Representative (5 day course) 22
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Work safely at heights RIWH5020D 22

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Work safely in the construction industry CPCCHS1001A 26

TRADE & OCCUPATIONAL LICENSING

Diploma of Building & Construction CPC52110 26

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MS Excel® 2016 - Basic/Intermediate 24
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Perth 9476 9800 | Great Southern 9841 6232 | South West 9726 0939 | North West 9921 5061

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**LEGEND**
- PM - Perth Metro
- GS - Great Southern
- NW - North West
- B - Broome
- K - Karratha
- NL - North Lake
- PH - Port Hedland

**CAN'T SEE THE COURSE YOU WANT?**
Contact your Master Builders' Training Coordinator for more information

**Perth** 9476 9800 | **Great Southern** 9841 6232 | **South West** 9726 0939 | **North West** 9921 5061
### INDUSTRY SKILLS

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<td>CODES &amp; STANDARDS FOR SITE SUPERVISORS (10 UNIT PROGRAM)</td>
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<td>Glazing &amp; Fire Safety (incl. building &amp; bushfire prone areas)</td>
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<td>Safe Movement &amp; Access (incl. stairs &amp; balustrading)</td>
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<td>Finishing Trades (a) (incl. fixing, painting &amp; paving)</td>
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<td>Framing, Roof &amp; Wall Cladding (incl. Timber framing code)</td>
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<td>Masonry (incl. Brickwork requirements)</td>
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<td>Finishing Trades (b) (incl. Plastering, ceramic tiling &amp; painting)</td>
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<td>Residential Service Standards (incl. Electrical &amp; plumbing)</td>
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<td>Residential Energy Efficiency</td>
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For course fees and registration form download at [http://www.mbawa.com/training-courses](http://www.mbawa.com/training-courses)
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<th>Course Description</th>
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<td>CPCCCM1016A Identify requirements for safe tilt-up work</td>
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<td>Leadership in work health &amp; safety for supervisors &amp; managers</td>
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<td>HLTAID002 Provide basic emergency life support</td>
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<td>HLTAID003 Provide first aid (2 day course)</td>
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| CAN’T SEE THE COURSE YOU WANT? Contact your Master Builders’ Training Coordinator for more information

Perth 9476 9800  | Great Southern 9841 6232  | South West 9726 0939  | North West 9921 5061
CONSTRUCTION SKILLS

UNIQUE STUDENT IDENTIFIER (USI)

The Australian Government has rolled out a new system that allows students who are undertaking Nationally Recognised Training to find and collate their Vocational Education and Training (VET) achievements in one place so they will never lose their VET records again. Called the Unique Student Identifier (USI), any student from 1 January 2015 who is undertaking Nationally Recognised Training must have a USI.

HOW DO I GET A USI?
Prior to commencing study in Nationally Recognised Training with a Registered Training Organisation (RTO), students are advised to obtain a USI. Students can apply for a USI by visiting the USI website www.usi.gov.au

When applying for your USI identification is required. Examples of ID include passport, drivers license and Medicare card.

WHAT HAPPENS IF I CAN’T GET A USI?
If students do not have a USI when undertaking or completing Nationally Recognised Training, Master Builders will not be able to issue results regarding training completed. This may mean a student will not receive their Statement of Attainment or Certificate/Diploma unless they have provided their USI to Master Builders.

FOR MORE INFORMATION
Head to www.usi.gov.au

CONSTRUCTION SKILLS

UEENE020A
ATTACH CORD AND PLUGS TO ELECTRICAL EQUIPMENT FOR CONNECTION TO A SINGLE PHASE 230V SUPPLY.

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 UEEENE026A or UEEENE101A with Frontline Safety & Training before you can attend Attach cord and 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 UEEENE024A Attach cord and plugs to electrical equipment for connection to a single phase 230v supply.

RIIMP018E
CONDUCT CIVIL CONSTRUCTION SKID STEER LOADER OPERATIONS

This unit involves the skills and knowledge required to operate a skid steer loader, including plan and prepare for skid steer loader operations, operate skid steer loader, load, carry and place materials, select, remove and fit attachments, prepare to relocate the skid steer loader, carry out machine operator maintenance and conduct housekeeping activities.

This course is suitable for persons with or without prior plant operating experience. You must be able to read, write and communicate in the English language.

ON COMPLETION:
After successful completion of this course, you will be issued with a Statement of Attainment for RIIMP018E Conduct civil construction skid steer loader operations.

UEEENE024A
CONDUCT IN-SERVICE TESTING OF ELECTRICAL CORD CONNECTED EQUIPMENT AND CORD ASSEMBLIES

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 CPCCHO5101A (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 UEEENE026A Conduct in-service testing of electrical cord connected equipment and cord assemblies and UEEENE101A Apply occupational health and safety regulations, codes and practices in the workplace.

RIIWHS202D
ENTER AND WORK IN CONFINED SPACES

This nationally accredited course provides participants with the theory and practical skills required to enter and work in confined spaces.

Course content includes:
- Duty of Care
- Risk assessment, hazard identification and control
- Safe working in confined spaces
- Roles and responsibilities of standby person
- Emergency and rescue procedures

ON COMPLETION:
After successful completion of this course, you will be issued with a Statement of Attainment for RIWH5202D Enter and work in confirmed spaces.

RIIPLP301E
LICENCE TO ERECT, ALTER AND DISMANTLE SCAFFOLDING BASIC LEVEL

This nationally accredited 5 day course is designed for people who are intending to work as a Scaffold in the Building/Construction industry.

Participants will undergo training in, current legislation and requirements, hazard identification and risk management, preparing, erecting, maintaining and dismantling prefabricated scaffolding, cantilevered materials host, ropes and gin wheels, safety nets and static lines and bracket scaffolds.

You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

ON COMPLETION:
After successful completion of this course, you will be issued with a Statement of Attainment by CPCCLSF2001A Licence to erect, alter and dismantle scaffolding basic.

CPCCLSF2001A
LICENCE TO ERECT, ALTER AND DISMANTLE SCAFFOLDING INTERMEDIATE LEVEL

This nationally accredited 5 day course is designed for people who are intending to work as a Scaffold in the Building/Construction industry. This unit specifies the outcomes required to erect, alter and dismantle scaffolding at the Intermediate level which includes use and operation of Cantilevered crane-loading platforms, Cantilevered and spurred scaffolds, Barrow ramps and sloping platforms, perimeter safety screens and shutters Mast climbers, and tube and coupler scaffolds (including tube and coupler covered ways and gantries) for licensing purposes

PRE-REQUISITE:
You must have completed Licence to erect, alter and dismantle scaffolding basic level CPCCLSF2001A You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

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

TLILIC2000A
Licence to Operate a Forklift Truck

This nationally accredited 2 day course provides participants with the theory and practical skills to operate a forklift.

Participants undergo training in: Current legislation and requirements, Hazard identifications and control measures, Pre-start, shut-down and secure procedures, Operating and moving loads, Fitting attachments.

You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

ON COMPLETION: After successful completion of this course, you will be issued with a Statement of Attainment by either RTO for TLILIC2000A Licence to operate a forklift truck.

TLILIC2005A
Licence to operate Boom-Type Elevating Work Platform (Boom Length 11 Metres or More)

This nationally accredited 2 day theory and practical course is based upon the National Standard for Licensing Persons Performing High Risk Work.

Training includes, Current legislation and requirements, Hazard identifications and risk management, Conducting routine checks, setting up, operating, shutting down and securing EWP, Correctly assessing, installing and using fall protection equipment.

You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

ON COMPLETION: After successful completion of this course, you will be issued with a Statement of Attainment by either RTO for TLILIC2000A Licence to operate a boom-type elevating work platform (boom length greater than 11 metres or more).

CPCCLDG3001A
Licence to Perform Dogging Basic Level

This nationally accredited 5 day course is designed for people who are intending to work as a Dogger in the Building/Construction industry.

Participants will undergo training in, Current legislation and requirements, Hazard identifications and control measure, Direction of crane operator when load out of view.

You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

ON COMPLETION: After successful completion of this course, you will be issued with a Statement of Attainment for CPCCLDG3001A Licence to perform dogging basic level.

CPCCLDG3001A
Licence to Operate Boom-Type Elevating Work Platform (Boom Length 11 Metres or More)

This nationally accredited 2 day theory and practical course is based upon the National Standard for Licensing Persons Performing High Risk Work.

Training includes, Current legislation and requirements, Hazard identifications and risk management, Conducting routine checks, setting up, operating, shutting down and securing EWP, Correctly assessing, installing and using fall protection equipment.

You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

ON COMPLETION: After successful completion of this course, you will be issued with a Statement of Attainment for CPCCLDG3001A Licence to operate a boom-type elevating work platform (boom length greater than 11 metres or more).

TPAAS3021C
Licence to Perform Rigging Basic Level

This nationally accredited 7 day course provides participants with the theory and practical skills to work as a Dogman and Rigger in the building and construction industry.

Participants will undergo training in:
• Current legislation and requirements
• Hazard identifications & control measures
• Selection and inspection of lifting gear
• Performing slinging techniques
• Direction of crane operator when load out of view
• Preparing site and equipment
• Rigging work associated with: movement of plant/ equipment, steel erections and hoists, placement of pre-cast concrete, safety nets and static lines, perimeter safety screens/shutters, cantilever crane loading platforms.

You are required to be a minimum of 18 years and wear appropriate protective clothing and footwear (no thongs or singlets). Photo ID required to be shown on days of training.

ON COMPLETION: After successful completion of this course, you will be issued with a Statement of Attainment for CPCCLDG3001A Licence to Perform Dogging & CPCCLDRG3001A Licence to Perform Rigging Basic.

CONSTRUCTION SKILLS

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

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

TRAFFIC MANAGEMENT

RIIWH302D
IMPLEMENT TRAFFIC MANAGEMENT PLAN
RIIWH205D
CONTROL TRAFFIC WITH STOP-SLOW BAT
RIICOM201D
COMMUNICATE IN THE WORKPLACE
RIIVIC020C
WORK SAFELY AND FOLLOW WHS POLICIES AND PROCEDURES

This 3 day course provides participants with theory and practical skills to implement a traffic management plan, planning, preparing, setting up, monitoring and closing down the traffic guidance scheme and cleaning up and controlling traffic with a stop-slow bat in accordance with Main Roads WA Standards.

To attend this course you are required to hold or have held a driver’s licence. Have a valid WorkSafe WA white or blue card.

ON COMPLETION: After successful completion of this course, you will be issued with a Statement of Attainment for Implement a traffic management plan RIIWH302D, Control traffic with stop-slow bat RIICOM201D, Communicate in the workplace RIIWH205D, Work safely and follow WHS policies and procedures RIIVIC020C.

CANT’ SEE THE COURSE YOU WANT?
Contact your Master Builders’ Training Coordinator for more information

Perth 9476 9800 | Great Southern 9841 6232 | South West 9726 0939 | North West 9921 5061
ON COMPLETION: You will be provided with a Master Builders’ certificate of attendance.

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 tiles 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. 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.

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.

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. 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 only the 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 key attributes of an outstanding customer service provider
- Moments of truth – outstanding service is up to you
- 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 a Master Builders’ certificate of attendance.

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.

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.

BURSTING BUDGETS

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.

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.
PLANNING APPROVALS 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 you 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.

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 documentation.

- 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.

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.

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 issues are we can expect to face before and after?

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

STRESS AND 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 even up to feeling overwhelmed.

Acknowledging your feelings (and your “humaness”) 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 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 overwhelm.

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 focus and self-discipline to overcome overwhelm
- Six simple well-being strategies to manage stress

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

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.

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:

1. The Tender Process;
2. Delay and Disruption;
3. Risk, Liability and Insurance;
4. Personal Properties Security Act;
5. Good Faith in Contracting;
6. Getting Paid, and
7. 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.

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 stress.

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

Contact your Master Builders’ Training Coordinator for more information.

Perth 9476 9800 | Great Southern 9841 6232 | South West 9726 0939 | North West 9921 5061
**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.

**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 organisation’s, depend on it.

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 organisation’s, 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;
- 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.

**INDUSTRY SKILLS**

**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).
- Includes 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 Termite Risk Management
  - Part 3.4 Framing
  - Part 3.10 High Wind 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.

**CODES & STANDARDS FOR SITE SUPERVISORS – RESIDENTIAL (10 UNIT PROGRAM)**

The program for 2017 consists of 10 units, four hours duration. Each unit is presented twice in a twelve month period, so you can choose either to attend on a Wednesday or Friday. These units are aimed at site supervisors or people wishing to become site supervisors. They are intended to expose attendees to technical information and by attending these sessions you will become generalists as opposed to specialists in any one topic.

1. **GLAZING & FIRE SAFETY**

Explores the Deemed-to-Satisfy requirements of Parts 3.6 and 3.7 of the Housing Provisions of the Building Code of Australia. This short course includes Glazing, Fire separation, Smoke alarms, Heating appliances, and Building in Bushfire prone areas. It reviews current WA provisions for Bushfire Attack Level Assessments and the requirements of AS 3959 - Construction of Buildings in Bushfire Prone Areas.

2. **SAFE MOVEMENT & ACCESS**

Explores the Deemed-to-Satisfy requirements of Part 3.9 of the Housing Provisions of the Building Code of Australia. This short course includes Stair construction, Balustrades and handrails, Swimming pool access and Swimming pool water recirculation systems. It explores the requirements for slip-resistance, protection of openable windows and the WA applicable requirements of AS 1684 – Swimming Pool Safety.

3. **FINISHING TRADERS (A)**

Part A explores the Guide to Standards and Tolerances for Windows and doors, Internal fixing, Painting, Decks and Balconies, Timber floors and Paving. This short course also explores the requirements of AS/NZS 2311 – Guide to the Painting of Buildings.

4. **FRAMING, ROOF & WALL CLADDING**

Explores the Deemed-to-Satisfy requirements of Parts 3.4 and 3.5 of the Housing Provisions of the Building Code of Australia. This short course includes Framing, Sub-floor ventilation, Steel framing, Timber framing, Structural steel members, Roof cladding, Gutters and downpipes and Wall cladding. It also includes an overview of the requirements of AS 1684 – Residential Timber Framed Construction.

5. **HEALTH & AMENITY**

Explores the Deemed-to-Satisfy requirements of Part 3.8 of the Housing Provisions of the Building Code of Australia. This short course includes Wet areas and external weatherproofing, Room heights, Facilities, Light, Ventilation and Sound insulation. It also includes the requirements of AS 3740 – Waterproofing of Domestic Wet Areas.

6. **MASONRY**

Explores the Deemed-to-Satisfy requirements of Part 3.3 of the Housing Provisions of the Building Code of Australia. This short course includes Unreinforced masonry, Reinforced masonry, Masonry accessories, Weatherproofing of masonry and Earthwall construction. It also includes an overview of the requirements of AS 4773 – Masonry for Small Buildings.

7. **FINISHING TRADERS (B)**


8. **RESIDENTIAL SERVICE STANDARDS**

Explores the requirements of AS/NZS 3000 Wiring Rules together with the requirements of the National Construction Code for residential electrical installations and energy efficiency provisions. It also explores the provisions of AS/NZS 3000 – Plumbing Code of Australia.

9. **SITE PREPARATIONS, FOOTINGS & SLABS**

Explores the Deemed-to-Satisfy requirements of Parts 3.1 and 3.2 of the Housing Provisions of the Building Code of Australia. This short course includes Earthworks, Drainage, Termite risk management, Footings and slabs, Preparation, Concrete and reinforcing, Site classification, and Footing and slab construction. It also explores the provisions of AS 2870 – Residential Slabs and Footings.

10. **RESIDENTIAL ENERGY EFFICIENCY**

Explores the Deemed-to-Satisfy requirements of Part 3.12 of the Housing Provisions of the Building Code of Australia. This course will also provide participants with an understanding of optional compliance pathways for residential buildings. It will explore the elemental provisions in detail, including Building Fabric, External Glazing, Building Sealing and Air Movement. It will also cover requirements for services, including hot water systems, heating and cooling ductwork, artificial lighting, pool and spa heaters and water use.

**ON COMPLETION:** Those who complete all 10 units within a twelve month period, will receive a Master Builders Codes & Standards Update - Residential Site Supervisors certificate.

**CONTACT:**

Perth 9476 9800 | Great Southern 9841 6232 | South West 9726 0939 | North West 9921 5061

For course fees and registration form download at [http://www.mbawa.com/training-courses](http://www.mbawa.com/training-courses)
This 10 day course is for those interested in attaining skills and knowledge to work in a work health and safety WHS role and who may be required to work independently or under supervision.

MODULE 1
BSBWH5402 Assist with compliance with WHS laws.
BSBWH5403 Contribute to implementing and maintaining WHS consultation and participant processes.
BSBWH5404 Contribute to WHS hazard identification, risk assessment and risk control.
BSBWH5405 Contribute to implementing and maintaining WHS management systems.
BSBWH5406 Assist with responding to incidents.

MODULE 2
PUAWER002B Ensure workplace emergency prevention procedures, systems and processes are implemented.
BSBWH5407 Assist with claims management, rehabilitation and return-to-work programs.
BSBMST401 Show leadership in the workplace.
BSBWR401 Write complex documents.

ON COMPLETION: After successful completion of the assessment requirement for the ten units of competency you will be provided with the qualification for BSB41415 Certificate in Work Health and Safety.

LEADERSHIP IN WHS FOR SUPERVISORS AND 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 a Master Builders’ certificate of attendance.

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.
• To identify when a JSA is required under the legislation.
• To identify hazards at work and to take positive action to reduce or eliminate those hazards, using the preferred order of control.
• To 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.

CAN'T SEE THE COURSE YOU WANT?
Contact your Master Builders’ Training Coordinator for more information

Canterbury | 03 9173 0800  |   Woden  02 6284 0289   |   North West 08 9939 5021
Perth 9476 9800   |   Great Southern 9841 6232   |   South West 9726 0939  |   North West 9921 5061

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.
SAFETY AND HEALTH REPRESENTATIVE COURSE

A Safety and Health Representative is the key to communication by making it easier to exchange ideas and concerns about safety between employers and employees. Safety and health representatives raise and discuss safety issues and concerns with employers and/or managers so they can work together and arrive at solutions to make the workplace safe.

On completion of this 5 day course you will have covered:

- Knowledge of legislation in the role of a Safety and Health Representative;
- Identify and locate information from a variety of sources;
- Conduct an effective inspection of their workplace;
- Conduct an effective investigation into workplace illness/injuries and accidents;
- Communicate on safety and health matters and represent employees;
- Describe the functions, make up and roles of Safety and Health Committee;
- Resolve conflict and issue Provisional Improvement Notices (PINs) when appropriate.

ON COMPLETION: After successful completion of this course, you will be issued with a Certificate of Attendance.

RIIWHSV204D WORK SAFELY AT HEIGHTS

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 practice when working at heights.

ON COMPLETION: On successful completion you will be provided with a Statement of Attainment for RIIWHSV204D Work safely at heights.

CPCBC4022A SUPERVISE TILT-UP WORK

The aim is to provide participants with the necessary knowledge and skills to equip them to supervise work in tilt-up construction. 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
- Prepping
- 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 and forward a copy of your 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 for CPCBC4022A Supervise tilt-up work.

SAFETY AND HEALTH SERVICES

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.

This includes having its own manuscript construction and liability wording should you have a complex contract requiring specialist cover.

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

Contact Mike on 9476 9800 to inquire!

For course fees and registration form download at http://www.mbawa.com/training-courses
SOFTWARE SKILLS

**MS EXCEL® 2016 BASIC/INTERMEDIATE**

In this 4 hour course you will learn how to use Microsoft® Excel’s basic functions. Learn how to best enter and organise data, perform calculations with simple functions. Work with multiple worksheets, format the appearance of your data and cells.

- Introduction to Microsoft Excel
- Creating formulas and functions
- Formatting rows, columns, cells and data
- Adjusting rows and columns;
- Finding and replacing data;
- Working with alignment and text wrap;
- Sorting data;
- Password protecting worksheets and workbooks;
- Microsoft Excel shortcut keys, function keys and other useful shortcut keys.

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

**MS EXCEL® 2016 ADVANCED**

In this 4 hour intermediate Microsoft Excel® course you will learn the skills necessary to use pivot tables, audit and analyse worksheet data, utilise data tools, how to manipulate data using advanced sort and filter functions. Also covers working with multiple large spreadsheets and how to link data to create summary sheets.

- Create pivot tables;
- Create, use, edit and manage macros;
- Formulas/functions nesting;
- Working on large spreadsheets;
- Advanced sort and filter;
- Import and export data;
- Protecting data and; Microsoft Excel shortcut keys

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

**MS PROJECT® 2013 BASIC**

Microsoft® Project is one of the world’s most popular project management software applications. Small class up to 10 participants and 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.

**MS PROJECT® 2013 INTERMEDIATE/ADVANCED**

Microsoft® Project is one of the world’s most popular project management software applications. Small class up to 10 participants and hands on learning.

- 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.

**MS OFFICE® 2016 PRODUCTIVITY SUITE**

This 4 hour course is designed for people using the Microsoft® Office Suit. It will enable office users to speed up, simplify and streamline common business tasks.

Businesses will improve by increasing efficiency of their resources.

In addition a part of the course is dedicated to introducing new features of Office 2016. Topics include: Outlook, Word, Excel, Access and Paint.

We also invite you to advise specific areas you would like assistance with.

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

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**CAN’T SEE THE COURSE YOU WANT?**

Contact your Master Builders’ Training Coordinator for more information.

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**Contact James for your business**

Super needs in WA on 0437 688 538
CPCCOH5001A  
**WORK SAFELY IN THE CONSTRUCTION INDUSTRY**

([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 for CPCCOHS1001A Work safely in the construction industry.

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**TRADE & OCCUPATIONAL LICENSING**

CPCC0210  
**DIPLOMA OF BUILDING AND CONSTRUCTION**

([The registered Training Organisation Master Builders Association of WA 5101 will be the RTO issuing this qualification])

The CPCC0210 Diploma of Building and Construction is 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:

- CPCCBC4001A  Apply building codes and standards to the construction process for low rise building projects
- CPCCBC4003A  Select and prepare a construction contract
- CPCCBC4004A  Identify and produce estimated costs for building and construction projects
- CPCCBC4010A  Apply structural principles to residential low rise constructions
- CPCCBC4005A  Produce labour and material schedules for ordering
- CPCCBC4013A  Prepare and evaluate tender documentation
- CPCCBC5001B  Apply building codes and standards to the construction process for medium rise building projects
- CPCCBC5002A  Monitor costing systems on medium rise building and construction projects
- CPCCBC5003A  Supervise the planning of on-site medium rise building or construction work
- CPCCBC5010A  Manage construction work
- CPCCBC5018A  Apply structural principles to the construction of medium rise buildings
- BSBHSS504B  Apply principles of OHS risk management
- BSBPMS505A  Manage project quality
- BSBPMS508A  Manage project risk
- CPCCBC5005A  Select and manage building and construction contractors
- CPCCBC5007A  Administer the legal obligations of a building or construction contract
- CPCCBC4014A  Prepare simple sketches and drawings
- CPCCBC4018A  Apply site surveys and set-out procedures to building and construction projects
- CPCCUS5001A  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 CPCC0210 Diploma of Building and Construction that meets the educational requirements for Builders Registration in Western Australia.

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**WHITE CARD & DIPLOMA**

**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 a Blue Card or a White Card. All employees and self-employed people should ensure that they complete the training prior to working or attending a construction site.

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 CPCC08 Construction, Plumbing and Services Integrated Framework Training Package. Those 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) or that they refresh their knowledge.

**ON-LINE:**


**HEAD OFFICE:**

Call in at the Master Builders Association, Level 3, 35 - 37 Havelock Street, West Perth before 12.00pm on any weekday and complete the training online using our computers at our pace, supported by TAE40110 qualified trainers. Receive your card and Statement of Attainment (certificate) on the same day once deemed competent. To ensure we have a room and laptop available, you must call ahead to schedule an appointment – 9476 9800.

**CLASSROOM BASED TRAINING:**

A 4-5-hour course presented in person by a TAE40110 qualified trainer. You will receive your card and Statement of Attainment (certificate) on the same day. A minimum number of 6 attendees are required.

**BLUE card/ WHITE card REFRESHER:**


**LOST or DAMAGED CARD:**

If you completed your training with Master Builders, a replacement card or a copy of your Statement of Attainment (certificate) can be issued by contacting Master Builders Training Department on 9476 9800. The replacement card will cost $35.00, which can be collected from our office or posted to you.

**UNIQUE STUDENT IDENTIFIER:**

From January 1 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). If you don’t have a USI you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training. [https://www.usi.gov.au/](https://www.usi.gov.au/)


For course fees and registration form download at [http://www.mba.com/training-courses](http://www.mba.com/training-courses)
REFUND POLICY

1. PURPOSE
The Master Builders Association of WA is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, the Master Builders Association of WA is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. POLICY STATEMENT
The Master Builders Association of WA is committed to ensuring fair and reasonable refund practices.

The Master Builders Association of WA will:
- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

3. POLICY PRINCIPLES
The following principles underpin this policy.

a. Details of The Master Builders Association of WA Refund Policy are to be publicly available.
b. Payment of all refunds is made within one week (seven days) of application for refund.
c. With regard to all withdrawals, The Master Builders Association of WA will firstly encourage a client to enrol on another course date, or to accept a credit towards other training, prior to processing refund applications.
d. Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course.
e. There is no refund applicable where a client has commenced their course/unit.
f. If the client has commenced training and subsequently withdraws from the course, The Master Builders Association of WA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
g. There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
h. The Master Builders Association of WA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
i. The Master Builders Association of WA provides a full refund to all clients, should there be a need for The Master Builders Association of WA to cancel a course. In the first instance The Master Builders Association of WA will (where possible) provide an opportunity for the client to attend another scheduled course.
j. If there are exceptional circumstances such as death of immediate family, sickness supported by a medical certificate, the Director Training may after considering the circumstances agree to transfer the registration to a future course.
k. Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

3.1 SHORT COURSES & SKILL SETS
Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

<table>
<thead>
<tr>
<th>REASON FOR REFUND</th>
<th>NOTIFICATION REQUIREMENTS</th>
<th>REFUND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client withdraws</td>
<td>In writing, five (5) working days or more prior to the course commencement.</td>
<td>100% of the course fee (paid by the client)</td>
</tr>
<tr>
<td>Client withdraws</td>
<td>In writing, less than five (5) working days prior to course commencement. Does not attend on the day of the course.</td>
<td>Nil refund</td>
</tr>
<tr>
<td>Client withdrawn from the course by the Master Builders Association of WA</td>
<td>After course commencement, due to inappropriate behaviour or any other reason.</td>
<td>Nil refund</td>
</tr>
<tr>
<td>Course cancelled by the Master Builders Association of WA</td>
<td></td>
<td>100% of the course fee (paid by the client)</td>
</tr>
</tbody>
</table>

Fees are refunded in full where the client submits in writing reason for withdrawal, five working (5) days or more prior to commencement of an enrolled course or assessment.
REFUND POLICY

3.2 QUALIFICATIONS/ACCREDITED COURSES
Refunds for enrolments on nationally recognized qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

<table>
<thead>
<tr>
<th>FEE TYPE</th>
<th>DESCRIPTION</th>
<th>FEE $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full fee</td>
<td>In writing, five (5) working days or more prior to the course commencement</td>
<td>100% refund</td>
</tr>
<tr>
<td></td>
<td>Where a deposit is paid and the full fee is paid off over the duration of the study</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Cancellation received in writing at least five working days (5) prior to commencement</td>
<td>100% refund</td>
</tr>
<tr>
<td></td>
<td>• Less than five working days before course commencement but prior to the course commencement</td>
<td>Forfeits the deposit only</td>
</tr>
<tr>
<td></td>
<td>• At any stage after course commencement</td>
<td>Still liable for payment of the full course fees</td>
</tr>
</tbody>
</table>

4. MASTER BUILDERS ASSOCIATION OF WA RESPONSIBILITIES
The Director of the Master Builders Association of WA is responsible for ensuring compliance with this policy. The Training staff of the Master Builders Association of WA will process refund requests within 2 weeks from the day of receipt.

5. ACCESS & EQUITY
The Master Builders Association of WA Access & Equity Policy applies. [See Access & Equity Policy].

6. RECORDS MANAGEMENT
All documentation from Refund processes are maintained in accordance with Records Management Policy. [See Records Management Policy].

7. MONITORING AND IMPROVEMENT
All Refund practices are monitored by the Director of the Master Builders Association of WA and areas for improvement identified and acted upon. [See Continuous Improvement Policy].

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 workings 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 $31 per hour (to a maximum of $248 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 $34 per hour (to a maximum of $272 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 9476 9800 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 9476 9800 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.

DISCLAIMER
Courses and dates correct at time of print.

PRIVACY
The Master Builders Association of Western Australia may use the personal details of individuals named in this form for its member service or promotional activities. Master Builders may also pass on the information to other organisations to assist it in marketing or other activities. Those organisations may use the information for their own marketing or other purposes. If you do not wish the personal details contained in this form to be used by Master Builders or other organisations please tick the box [ ] . If you do not tick the box, then Master Builders will consider that the individuals completing this form consent to their personal details being used in the manner outlined. Master Builders’ complete Privacy Policy is available on our Home Page at www.mbawa.com.

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.

For course fees and registration form download at http://www.mbawa.com/training-courses
MASTER BUILDERS ASSOCIATION OF WA

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