

# TRAINING PROGRAM 2017



## MASTER BUILDERS LOCATIONS

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West Perth 6005  
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## 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 5101) 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 team on 9476 9800 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 & 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 Program.

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

A handwritten signature in black ink, appearing to read 'Michael McLean'.

**Michael McLean**

Executive Director | Master Builders Association of Western Australia

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<b>CONSTRUCTION SKILLS</b>	
UEENEEP024A Attach cords and plugs to electrical equipment for connection to a single phase 230 Volt supply	10
UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies &	10
UEENEEE101A Apply Occupational Health and Safety Regulations, codes and practices in the workplace	10
RIIWS202D Enter and work in confined spaces	11
CPCCLSF2001A Licence to erect, alter and dismantle scaffolding basic level	11
CPCCLSF3001A Licence to erect, alter and dismantle scaffolding intermediate level	11
TLILIC2001A Licence to operate a forklift truck	11
TLILIC2005A Licence to operate a boom-type elevating work platform	12
CPCCLDG3001A Licence to perform dogging basic level	12
CPCCLDG3001A Licence to perform dogging basic level and CPCCLRG3001A Licence to perform rigging basic level	12
UEENEEP026A, UEENEEP024A & UEENEEE101A Test & Tag Compliance & Requirements for the Construction Industry	13
RIIWS302D, RIIWS205D & RIICOM201D, RIIWS201D Traffic Management	13
Scaffold Requirements	13
<b>INDUSTRY SKILLS</b>	
Basic Contract Administration	14
BCA Brickwork requirements	14
BCA Water-proofing of wet areas	14
Codes & Standards for Site Supervisors - Residential (10 unit program)	19
Contract management	14
Contract Series 1: Negotiating your contracts and choosing the right contract & subcontract	14
Contract Series 2: Delay, disruption, extension and prevention	14
Customer Service	15
DIY Debt Collection	15
Effective business writing skills	15
Laws & rules specific to registered builders	15
Negotiation skills	15
Planning approval process	16
Planners guide to subdivision	16
Plan reading & interpretation	16
Residential design codes of WA	16
Site Management for Supervisors	16
Stress management & well-being (workshop)	17
Successful selling (workshop)	17
Tendering fundamentals	17
The law in construction	17
Timber Framing Code	18
Time management	18
Workplace communications	18
<b>OCCUPATIONAL HEALTH &amp; SAFETY</b>	
CPCCCM1016A Identify requirements for safe tilt-up work	20
HLTAID002 Provide basic emergency life support	21
HLTAID003 Provide first aid	21
CPCCBC4022A Supervise tilt-up work	22
RIIWS204D Work safely at heights	22
Job Safety Analysis	20
Leadership in work health & safety for supervisors & managers	21
Restricted asbestos removal licence	21
Safety & Health Representative Course	22
<b>SOFTWARE SKILLS</b>	
MS Excel® 2016 - Basic/Intermediate	24
MS Excel® 2016 - Advanced	24
MS Office® 2016 - Productivity Suite	24
MS Project® 2013 - Basic	24
MS Project® 2013 - Intermediate/Advanced	24
<b>WHITE CARD</b>	
CPCCOHS1001A Work safely in the construction industry	26
<b>TRADE &amp; OCCUPATIONAL LICENSING</b>	
CPC50210 Diploma of Building & Construction (Building)	26

CONSTRUCTION SKILLS	NRT	JAN	FEB	MAR	APR
UEENEEP024A Attach cords and plugs to electrical equipment for connection to a single phase 230 Volt supply	 NATIONALLY RECOGNISED TRAINING				
UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies	 NATIONALLY RECOGNISED TRAINING			20 PM	
RIIWHS202D Enter and work in confined spaces	 NATIONALLY RECOGNISED TRAINING	Various - SW	Various - SW	Various - SW	Various - SW
CPCCLSF2001A Licence to erect, alter and dismantle scaffolding basic level	 NATIONALLY RECOGNISED TRAINING	03-06 SW 30 SW 30-03 NL	03 SW 20-24 SW	13-17 SW	03-07 SW
CPCCLSF3001A Licence to erect, alter & dismantle scaffolding intermediate level	 NATIONALLY RECOGNISED TRAINING	GS avail. on request *			
TLILIC2005A Licence to operate a boom-type elevating work platform	 NATIONALLY RECOGNISED TRAINING	Various - SW	Various - SW	09-10 GS 27-28 NW Various - SW	Various - SW
TLILIC2001A Licence to operate a forklift truck	 NATIONALLY RECOGNISED TRAINING	Various - SW	20-21 GS Various - SW	08-09 NW Various - SW	Various - SW
CPCCLDG3001A Licence to perform dogging basic	 NATIONALLY RECOGNISED TRAINING				
CPCCLRG3001A Licence to perform rigging basic level	 NATIONALLY RECOGNISED TRAINING	16-20 SW	13-17 SW	13-17 SW	17-21 SW
CPCCLDG3001A Licence to perform dogging & CPCCLRG3001A Licence to perform rigging basic level	 NATIONALLY RECOGNISED TRAINING	03-11 SW		20-28 SW	
Test & Tag Compliance & requirements for the Construction Industry. UEENEEP026A Conduct in-services safety testing of electrical cord assemblies and cord connected equipment. UEENEEP024A Attach cord and plugs to electrical equipment for connection to a single phase 230 Volt supply. UEENEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace.	 NATIONALLY RECOGNISED TRAINING	05 SW 12 SW	02 SW 10 SW	03 SW 13 NW 24 SW	12 K 13 SW
Traffic Management RIIWHS302D Implement traffic management plan RIIWHS205D Control traffic with stop-slow bat RIICOM201D Communicate in the workplace RIIWHS201D Work safely and follow WHS policies and procedures	 NATIONALLY RECOGNISED TRAINING	09-10 SW 23-24 SW	13-14 SW 27-28 SW	22-23 SW	06-07 SW

**LEGEND**

PM - Perth Metro  
GS - Great Southern

SW - South West  
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

MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
			07 PM				
		07 PM					
Various - SW	Various - SW	Various - SW	Various - SW	Various - SW	Various - SW	Various - SW	Various - SW
8-12 SW 22-26 SW	12-16SW			18-27 SW			
		GS avail. on request *					
Various - SW	22-23 NW Various - SW	Various - SW	14-15 GS Various - SW	11-12 NW Various - SW	Various - SW	Various - SW	Various - SW
Various - SW	01-02 GS Various - SW	Various - SW	Various - SW	7-8 NW Various - SW	23-24 GS Various - SW	Various - SW	Various - SW
		24 -28 SW			16-20 SW		
15-19 SW	12-16 SW 22-30 SW	31-4SW	14-18 SW	18-22 SW	16-20 SW	13-17 SW	18-22 SW
		3-11SW					
04 B 18 PH	12 SW	25 SW	03 NW 17 SW	14 SW	12 SW 19 PH	16 SW	14 SW
15-17 SW 22-24 SW	05-07 SW	19-21 SW	10-11 SW	05-06 SW	05-06 SW	09-10 SW	07-08 SW

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INDUSTRY SKILLS	JAN	FEB	MAR
Basic Contract Administration			03 PM
BCA Brickwork requirements			20 NW
BCA Water-proofing of wet areas			20 NW
Bullying, Harassment & Discrimination in the Workplace		21 NW	
Contract management		07 NW	
Contract Series 1: Negotiating your contracts and choosing the right one			
Contract Series 2: Delay, disruption, extension and prevention			
Customer Service	31 PM		
DIY Debt Collection			
Effective business writing skills			14 PM
HR Management - Understanding the Basics			
Laws & rules specific to registered builders		08 NW	
Negotiation skills			
Performance Management - Dealing with poor performance			16 NW
Performance Management - Serious misconduct investigations			
Planners guide to subdivision			15 PM
Planning approval process		28 PM	
Plan reading & interpretation			
Residential design codes of WA			02 PM
Site Management			27 PM
Stress management & well-being (workshop)*	On request*		
Successful selling (workshop)*	On request*		
Team Building / Leadership Training			
Tendering fundamentals			31 PM
The law in construction		20 SW	
Time management		23 PM	
Workplace communication		17 SW	08 PM
CODES & STANDARDS FOR SITE SUPERVISORS (10 UNIT PROGRAM)			
Glazing & Fire Safety (incls. building & bushfire prone areas)		03 PM	
Safe Movement & Access (incls. stairs & balustrading)		24 PM	
Finishing Trades (a) (incls. fixing, painting & paving)			10 PM
Framing, Roof & Wall Cladding (incls. Timber framing code)			24 PM
Health & Amenity (incls. Waterproofing of wet areas)			
Masonry (incls. Brickwork requirements)			
Finishing Trades (b) (incls. Plastering, ceramic tiling & painting)			
Residential Service Standards (incls. Electrical & plumbing)			
Site Preparation, Footings & Slabs			
Residential Energy Efficiency			

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APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
27 SW 28 NW			20 K	11 PM		16 SW	23 B	
								08 NW
								08 NW
		14 NW			21 NW			
04 PM	03 K		10 PM			11 PM	24 B	
		23 GS						
		23 GS						
				10 PM				
	12 PM 15 SW						01 PM 06 SW	
28 NW			31 PM				23 B	
			19 NW				21 NW	
	22 PM 25 B				20 PM	13 K		
		12 PM						
				22 NW				
	23 NW					26 NW		
			12 PM				03 PM	
	10 PM					06 PM		
12 PM					21 PM			
					08 PM			
			13 PM					
			On request*					
			On request*					
11 NW		16 NW						15 NW
		09 PM		25 GS	01 PM			01 PM
				03 PM	01 SW			
27 NW	16 PM					09 PM	06 K	
27 NW	05 B	16 SW	18 PM				06 K	
			05 PM					
			19 PM					
				02 PM				
				16 PM				
07 PM				30 PM				
21 PM					13 PM			
	05 PM					04 PM		
	19 PM					18 PM		
		02 PM					08 PM	
		16 PM					22 PM	






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OCCUPATIONAL HEALTH & SAFETY	NRT	JAN	FEB	MAR	APR
CPCCCM1016A Identify requirements for safe tilt-up work		11 SW 24 PM 27 SW		03 SW 29 SW	13 K 19 PM 19 SW
HLTAID002 Provide basic emergency life support		19 SW 27 GS	08 PM	23 NW 24 GS	20 PM 27 SW
HLTAID003 Provide first aid			02-03 GS		
CPCCBC4022A Supervise tilt-up work		On request SW		01 PM	
RIIWHS204D Work safely at heights		On request GS Various - SW	Various - SW	Various - SW	10 NW Various - SW
Job Safety Analysis					
Leadership in work health & safety for supervisors & managers			24 SW	17 K	04 GS 14NW
Restricted asbestos removal licence		On request SW	13 NW 21 NW	01 K	06 B 11 PM
Safety & Health Representative course		On request SW Various - NL	Various - NL	Various - NL	Various - NL

## TRADE & OCCUPATIONAL LICENSING

CPC50210 Diploma of Building & Construction (Building)					27-30 PM
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## SOFTWARE SKILLS

MS Excel® 2016 - Basic/Intermediate					
MS Excel® 2016 - Advanced			21 PM		
MS Office® 2016 - Productivity Suite				28 PM	
MS Project® 2013 - Basic			15 PM	22 PM	
MS Project® 2013 - Intermediate/Advanced			20 PM	29 PM	

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MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
03 SW 05 B 19 PH	19 SW		04 NW 28 PM	15 B 29 SW	20 PH		
	09 NW 09 GS 21 PM	21 GS 27 SW	14 NW 31 PM		13 GS 25 PM 26 SW	17 NW	01 GS
	14 PM			05 PM			
Various - SW 31 GS	Various - SW	Various - SW	Various - SW	Various - SW	Various - SW	27 NW Various - SW	Various - SW
23 PM					17 PM		
	09 SW		07 B	07 PM	21 NW		
			01 NW 22 PM		10 PM	29 B	04 K
Various - NL	Various - NL	Various - NL 17 -21 SW	Various - NL	Various - NL 18 - 22 SW	Various - NL	Various - NL 20 -24 SW	Various - NL



25-29 PM	22-25 PM	20-23 PM	17-20 PM	14-17 PM	12-15 PM	09-12 PM	
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02 PM			15 PM				
	20 PM			19 PM			
		25 PM			24 PM		
03 PM		20 PM	14 PM		16 PM		
24 PM	19 PM	26 PM	23 PM		23 PM	29 PM	

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## 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](http://www.usi.gov.au)

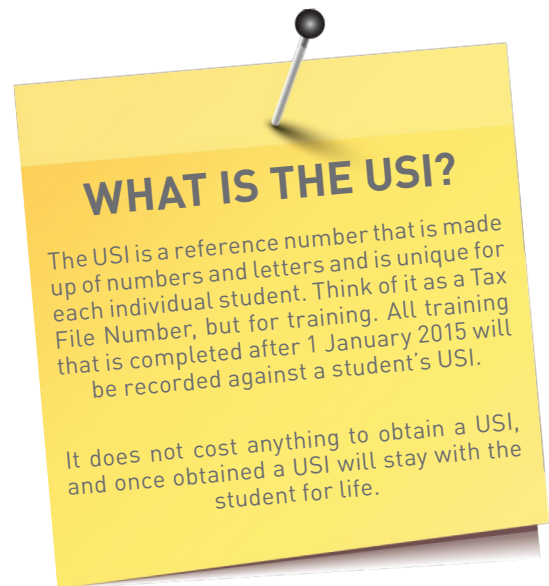
When applying for your USI identification is required. Examples of ID include passport, drivers license and Medicare card.

### 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](http://www.usi.gov.au)



UEENEEP024A

### ATTACH CORDS AND PLUGS TO ELECTRICAL EQUIPMENT FOR CONNECTION TO A SINGLE PHASE 230VOLT SUPPLY.



[The registered Training Organisation Frontline Safety and Training 50791 will be the RTO issuing a Statement of Attainment].

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.

**DURATION:** 1/2 Day

**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 230Volt supply.

UEENEEP026A

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

UEENEEE101A

### APPLY OCCUPATIONAL HEALTH AND SAFETY REGULATIONS, CODES AND PRACTICES IN THE WORKPLACE.



[The registered Training Organisation Frontline Safety and Training 50791 will be the RTO issuing a Statement of Attainment].

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

**DURATION:** 6 Hours

**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.

## RIIWHS202D ENTER AND WORK IN CONFINED SPACES



(The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment).

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

Course content 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

**DURATION:** 1/2 Day

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment for RIIWHS202D Enter and work in confirmed spaces.

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



(The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment).

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

Participants will undergo training in, current legislation and requirements, hazard identifications 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

**DURATION:** 5 Days

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

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



(The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment).

This nationally accredited 5 day course is designed for people who are intending to work as a Scaffolder 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 CPCCLSF2001A Licence to erect, alter and dismantle scaffolding basic level. 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

**DURATION:** 5 Day

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

## TLILIC2001A LICENCE TO OPERATE A FORKLIFT TRUCK



(The registered Training Organisation WBHO Civil Pty Ltd 52336 will be the RTO issuing a Statement of Attainment or Trainwest 51807 will be the RTO issuing a Statement of Attainment)..

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.

**DURATION:** 2 Days

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by either RTO for TLILIC2001A Licence to operate a forklift truck.

# CONSTRUCTION SKILLS

## TLILIC2005A LICENCE TO OPERATE BOOM-TYPE ELEVATING WORK PLATFORM (BOOM LENGTH 11 METRES OR MORE)



(The registered Training Organisation WBHO Civil Pty Ltd 52336 will be the RTO issuing this qualification or Trainwest 51807 will be the RTO issuing a Statement of Attainment)

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.

**DURATION:** 2 Days

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by either RTO for TLILIC2005A Licence to operate a boom-type elevating work platform (boom length greater than 11 metres or more).

## CPCCLRG3001A LICENCE TO PERFORM RIGGING BASIC LEVEL



(The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment).

This nationally accredited 5 day course is designed for people who are intending to work as a rigger in the building/construction industry.

Participants will undergo training in: -

- Current legislation and requirements
- Hazard identifications & control measures
- Selection and inspection of equipment
- Preparing site and equipment
- Rigging work associated with: movement of plant/equipment; steel erections and hoists; placement of pre-casts concrete, safety nets and static lines, perimeter safety screens/shutters and cantilever crane loading platforms.

**PRE-REQUISITE:** You must be already successfully completed CPCCLDG3001A Licence to perform dogging.

**DURATION:** 5 Days

**ON COMPLETION:** You will be issued with a Statement of Attainment CPCCLRG3001A for Licence to perform Rigging basic level.

## CPCCLDG3001A LICENCE TO PERFORM DOGGING BASIC LEVEL



(The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment).

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, Selection and inspection of lifting gear, Performing slinging techniques, 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.

**DURATION:** 5 Days

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

## CPCCLDG3001A LICENCE TO PERFORM DOGGING & CPCCLRG3001A LICENCE TO PERFORM RIGGING BASIC LEVEL



(The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment).

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.

**DURATION:** 7 Days

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment for CPCCLDG3001A Licence to Perform Dogging & CPCCLRG3001A Licence to Perform Rigging Basic.

## CAN'T SEE THE COURSE YOU WANT?

Contact your Master Builders' Training Coordinator for more information

## TRAFFIC MANAGEMENT

RIIWH302D **IMPLEMENT TRAFFIC MANAGEMENT PLAN**  
RIIWH205D **CONTROL TRAFFIC WITH STOP-SLOW BAT**  
RIICOM201D **COMMUNICATE IN THE WORKPLACE**  
RIIWH201D **WORK SAFELY AND FOLLOW WHS POLICIES AND PROCEDURES**



[The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment].

This 3 day course provides participants with theory and practical skills to implement a traffic management plan (planning, preparing, setting out, 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.

**DURATION:** 3 Days

**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 RIIWH205D, Communication in the workplace RIICOM201D, Work safely and follow WHS policies and procedures RIIWH201D. MRWA certificate of accreditation and photo ID (valid for 3 years).

## UEENEOP024A, UEENEOP026A & UEENEEE101A TEST & TAG COMPLIANCE AND REQUIREMENTS FOR THE CONSTRUCTION INDUSTRY



[The registered Training Organisation NARA Training & Assessing 4518 will be the RTO issuing a Statement of Attainment].

This nationally accredited course is designed for people who are required to test electrical cord connected equipment.

Course covers Relevant safety practices, regulations, codes of practice, Selecting and using testing/measuring devices, identifying faults, applying tagging. Terminating/connecting cord and plug conductors, Safety testing documentation.

You are required to wear appropriate protective clothing and footwear (no thongs or singles). Photo ID to be presented on day of training.

**DURATION:** 1 Day

**ON COMPLETION:** After successful completion of this course, you will be issued with a Statement of Attainment by Nara Training and Assessing for UEENEOP026A Conduct in-service safety testing of electrical cord assemblies and cord connected equipment and UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace AND UEENEOP024A Attach cords and plugs to electrical equipment for connection to a single phase 230 volt supply.

## 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

**DURATION:** 1 Day

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



# INDUSTRY SKILLS

## 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.

**DURATION:** 1/2 Day

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

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## 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

**DURATION:** 1/2 Day

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.

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## CONTRACT SERIES 1: NEGOTIATING YOUR CONTRACTS AND CHOOSING THE RIGHT CONTRACT & SUBCONTRACT

This course covers negotiation your contracts and choosing the right contract and 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.

In this workshop, we will look at how to identify, avoid and manage the risks faced by subcontractors.

**DURATION:** 3 Hours

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

## 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.

**DURATION:** 1/2 Day

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

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## 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

**DURATION:** 1 Day

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

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## CONTRACT SERIES 2: DELAY, DISRUPTION, EXTENSION AND PREVENTION

When the job does not get done on time, someone has to bear the losses. In this workshop, we 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 unavoidable disruptions, extensions of time, liquidated damages and prevention by owners.

**DURATION:** 3 Hours

**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 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
- 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

**DURATION:** 1/2 Day

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

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## 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.

**DURATION:** 1/2 Day

**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.

**DURATION:** 1/2 Day

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

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## LAWS AND RULES SPECIFIC TO REGISTERED HOME BUILDERS

The registered home builder faces great challengers! 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.

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## 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.

**DURATION:** 1/2 Day

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

# INDUSTRY SKILLS

## 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 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?

**DURATION:** 1/2 Day

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

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## 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.

**DURATION:** 1/2 Day

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

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## 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

**DURATION:** 1/2 Day

**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?

**DURATION:** 1/2 Day

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

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## SITE MANAGEMENT FOR SUPERVISORS

This short course explores effective site planning techniques to ensure the effective use of residential building sites during construction. Content includes site security; materials delivery, handling and storage; locating plant and equipment; noise controls; traffic management issues, including parking and road closures; protection of Council assets; dust, stormwater and sediment control; waste management and use of verges. It excludes site safety issues and scaffolding.

**DURATION:** 1/2 Day

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

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## 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

**DURATION:** 1/2 Day

**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

## 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

**DURATION:** 1/2 Day

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

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## 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.

**DURATION:** 1 Day

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

**DURATION:** 1/2 Day

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

## 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.

**DURATION:** 3 Hours

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

## 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.

**DURATION:** 1/2 Day

**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 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.

**DURATION:** 1/2 Day

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



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## 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 1926 - Swimming Pool Safety.

### 3. FINISHING TRADES (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 TRADES (B)

Part B explores the Australian Standards Handbook HB161 Guide to Plastering detailing recommended minimum standards for plastering and rendering. This short course also explores the requirements of AS 3958 Part 1 - Guide to the Installation of Ceramic Tiles and AS/NZS 2589 - Gypsum Linings - Application and Finishing.

### 8. RESIDENTIAL SERVICE STANDARDS

Explores the requirements of AS/NZS 30007 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 3500 - 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.

## CPCCCM1016A IDENTIFY REQUIREMENTS FOR SAFE TILT-UP WORK



The registered Training Organisations Frontline Safety and Training 50791 or NARA Training and Assessing 4518 will be the RTO issuing a Statement of Attainment.

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.

**DURATION:** 1/2 Day

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

## 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.

**DURATION:** 1/2 Day

**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

## 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.

**DURATION:** 1 Day

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

## HLTAID003

### PROVIDE FIRST AID



(The Registered Training Organisation St John Ambulance (Western Australia) 0392 will be the RTO issuing a Statement of Attainment).

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

**DURATION:** 2 Days

**ON COMPLETION:** After successful completion, participants will be issued with a Statement of Attainment from St John Ambulance (Western Australia) Inc., for HLTAID003 Provide First Aid.

## HLTAID002

### PROVIDE BASIC EMERGENCY LIFE SUPPORT



(The Registered Training Organisation St John Ambulance (Western Australia) 0392 will be the RTO issuing a Statement of Attainment).

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

- 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.

**DURATION:** 1 Day

**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.

## 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).

**DURATION:** 1/2 Day

**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.

**DURATION:** 5 Days

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

RIIWHS204D

## WORK SAFELY AT HEIGHTS



NARA Training and Assessing 4518 will be the RTO issuing a Statement of Attainment.

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.

**DURATION:** 1 Day

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

CPCCBC4022A

## SUPERVISE TILT-UP WORK



(The registered Training Organisations Frontline Safety and Training 50791 or NARA Training and Assessing 4518 will be the RTO issuing a Statement of Attainment).

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
- 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: -

- CPCCOHS1001A Work Safely in the Construction Industry (white card) or Safety Awareness Training course (blue card) Statement of Attainment. You must forward a copy of your card or Statement of Attainment with your registration form.
- 51629 Contribute to safe tilt-up, CPCCCM2011A Carry out tilt-up work safely or CPCCCM1016A Identify requirements for safe tilt-up work course and forward a copy of your Statement of Attainment with your registration form.

**DURATION:** 1 Day

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

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.

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

## CONTACT US



T 08 9476 9898

F 08 9486 7021

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



## Do you want to become a Registered Builder?

Master Builders offers the nationally accredited CPC60210 Diploma of Building and Construction (RTOS101) qualification that meets educational requirements for registered builders in WA.

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  - Highly credible trainers
  - All course material supplied
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- On hand dedicated team member

**Register now!**

Call the Training Department today on 9441 8000 or [diploma@mbawa.com](mailto:diploma@mbawa.com) to find out when our 2017 courses are running or to receive your FREE consultation.



## 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!**



# 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.

**DURATION:** 1/2 Day

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

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## 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.

**DURATION:** 1 Day

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

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## 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.

**DURATION:** 1/2 Day

**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

**DURATION:** 1/2 Day

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

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## 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.

**DURATION:** 1 Day

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

# Build a super future with **cbus**

Cbus invests back into the building and construction industry, supporting your local economy, creating more jobs and delivering returns for members.\*

**As a business, you can count on Cbus to meet your super needs. We offer:**

- Quick and easy administration
- Reliable service and support
- Useful super updates and information

To join up to Cbus as a member or an employer, visit [www.cbussuper.com.au](http://www.cbussuper.com.au)

*Cbus Property commercial project,  
140 William Street, Perth*

Contact James for your business Super needs in WA on **0437 688 538**



**1300 361 784**



[www.cbussuper.com.au](http://www.cbussuper.com.au)

**cbus**  
super fund

An Industry SuperFund

\*Past performance is not a reliable indicator of future performance.

Read the Cbus Employer Handbook and other relevant documents to decide whether Cbus is right for you. Contact **1300 361 784** or visit [www.cbussuper.com.au](http://www.cbussuper.com.au) for a copy. Cbus' Trustee: United Super Pty Ltd ABN 46 006 261 623 AFSL 233792 Cbus ABN 75 493 363 262.

# WHITE CARD

CPCCOHS1001A

## WORK SAFELY IN THE CONSTRUCTION INDUSTRY



NATIONALLY RECOGNISED  
TRAINING

(The Registered Training Organisation Master Builders Association of WA 5101 will be the RTO issuing a Statement of Attainment).

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).

This course is offered face to face and online. People enrolling in the online course should be aware that on completion of the training they may be contacted by the Master Builders Association to check their identity and to ensure they have retained some knowledge of the course. You will also have to make a declaration that you have completed the training without assistance.

**DURATION:** 1/2 Day

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

# TRADE & OCCUPATIONAL LICENSING

CPC50210

## DIPLOMA OF BUILDING AND CONSTRUCTION (BUILDING)



NATIONALLY RECOGNISED  
TRAINING

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

The CPC50210 Diploma of Building and Construction (Building) qualification is suitable for those wishing to become Registered Builders in Western Australia, Construction Managers, Site Supervisors, Building Inspectors.

**Construction Training Fund Subsidy:** For those who meet the Construction Training Fund (CTF) eligibility requirements you can claim the amount of up \$1300.00 after successful completion of the qualification. Details will be provided to each participant in the pre-enrolment process.

**COURSE DURATION:** The qualification is delivered face to face over a period of 6 months and the assessment requirements are to be completed in 24 months.

**ENTRY REQUIREMENTS:** There are no entry requirements for this course however, MBA requires students to;

- Hold a minimum of five (5) years' experience in the construction industry
- Are employed within the building and construction industry

This qualification will comprise:

- BSB0HS504B Apply principles of OHS risk management
- BSBPMG505A Manage project quality
- BSBPMG508A Manage project risk
- 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
- CPCCBC4005A Produce labour and material schedules for ordering
- CPCCBC4010B Apply structural principles to residential low rise construction
- CPCCBC4013A Prepare and evaluate tender documentation
- CPCCBC4014A Prepare simple building sketches and drawings
- CPCCBC4018A Apply site survey and set-out procedures to building and construction projects
- 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
- CPCCBC5005A Select and manage building and construction contractors
- CPCCBC5007B Administer the legal obligations of a building or construction contractor
- CPCCBC5010B Manage construction work
- CPCCBC5018A Apply structural principles to the construction of medium rise buildings
- \*CPCSUS5001A Develop workplace policies and procedures for sustainability

\*Master Builders deliver and assess one additional unit as a part of this qualification to meet the Builders Registration requirements under Building Commission requirements.

CPCCOHS1001A Work safely in the construction industry (White Card) will be required to apply for Builders Registration requirements under Building Commission requirements.

Please contact Master Builders to receive an indicative price for this course.

**ON COMPLETION:** After successful completion of all the assessment requirements, you will be issued with the qualification CPC50210 Diploma of Building and Construction (Building).



## 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 CPC08 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:**

Self paced online training anywhere within Western Australia. Fully accepted, 100% audited and in accordance with training requirements - <http://www.trainmeonline.com.au/promo/index.php>

### **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 own 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:**

You can simply update your competencies. Complete the course on-line and receive a sticker to place on your current card, as approved by WorkSafe WA. You will also receive a letter of confirmation with the refresher training details. <http://www.trainmeonline.com.au/promo/index.php>

### **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/>

Check to see with which RTO you completed your Blue/White card training with in Western Australia <http://www.commerce.wa.gov.au/worksafe/construction-induction-card-database>



## CANCER COUNCIL WESTERN AUSTRALIA

SunSmart Workplace Education Sessions

“Skin Cancer and Outdoor Work:  
How to Work Safely in the Sun”

1-hour duration

<https://www.cancerwa.asn.au/resources/education>



## HOLYOAKE

Substance misuse, drugs and alcohol  
Fit4Work program for Apprentices. For  
more info please call 9416 4444, email  
[corporateprograms@holyoake.org.au](mailto:corporateprograms@holyoake.org.au)

or visit [www.holyoake.org.au](http://www.holyoake.org.au)

Wellbeing@Work: <http://bit.ly/R4q11i>



## HEALTHIER WORKPLACE WA

Healthier Workplace WA offer free  
workplace health and wellbeing  
workshops, seminars, webinars and  
training both online and face-to-face.

Visit [www.healthierworkplacewa.com.au](http://www.healthierworkplacewa.com.au)  
for dates and more information



## MATES IN CONSTRUCTION

Suicide prevention in the Construction  
Industry

- General Awareness Training (GAT)
  - Connector Training
  - ASIST Training

For more information:  
<http://bit.ly/2g8xjND>

### CAN'T SEE THE COURSE YOU WANT?

Contact your Master Builders' Training Coordinator for more information



# 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. This may be via letter, email or the completion of the refund form.
- e. There is no refund applicable where a client has commenced their course/unit.
- f. There is no refund to participants who do not obtain their qualification after assessment.
- 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 the Master Builders Association of WA cancels a course, clients do not have to apply for a refund, the Master Builders Association of WA will process the refunds automatically.
- k. Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).
- l. 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.

### 3.1 SHORT COURSES & SKILL SETS

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

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

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.

FEE TYPE	DESCRIPTION	FEE \$
Full fee	In writing, five (5) working days or more prior to the course commencement	100% refund
Where a deposit is paid and the full fee is paid off over the duration of the study	<ul style="list-style-type: none"> <li>• Cancellation received in writing at least five working days (5) prior to commencement</li> </ul>	100% refund
	<ul style="list-style-type: none"> <li>• Less than five working days before course commencement but prior to the course commencement</li> </ul>	Forfeits the deposit only
	<ul style="list-style-type: none"> <li>• At any stage after course commencement</li> </ul>	Still liable for payment of the full course fees

## 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 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 \$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 RTPs, 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 receive up-to-date course dates.

**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](http://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.

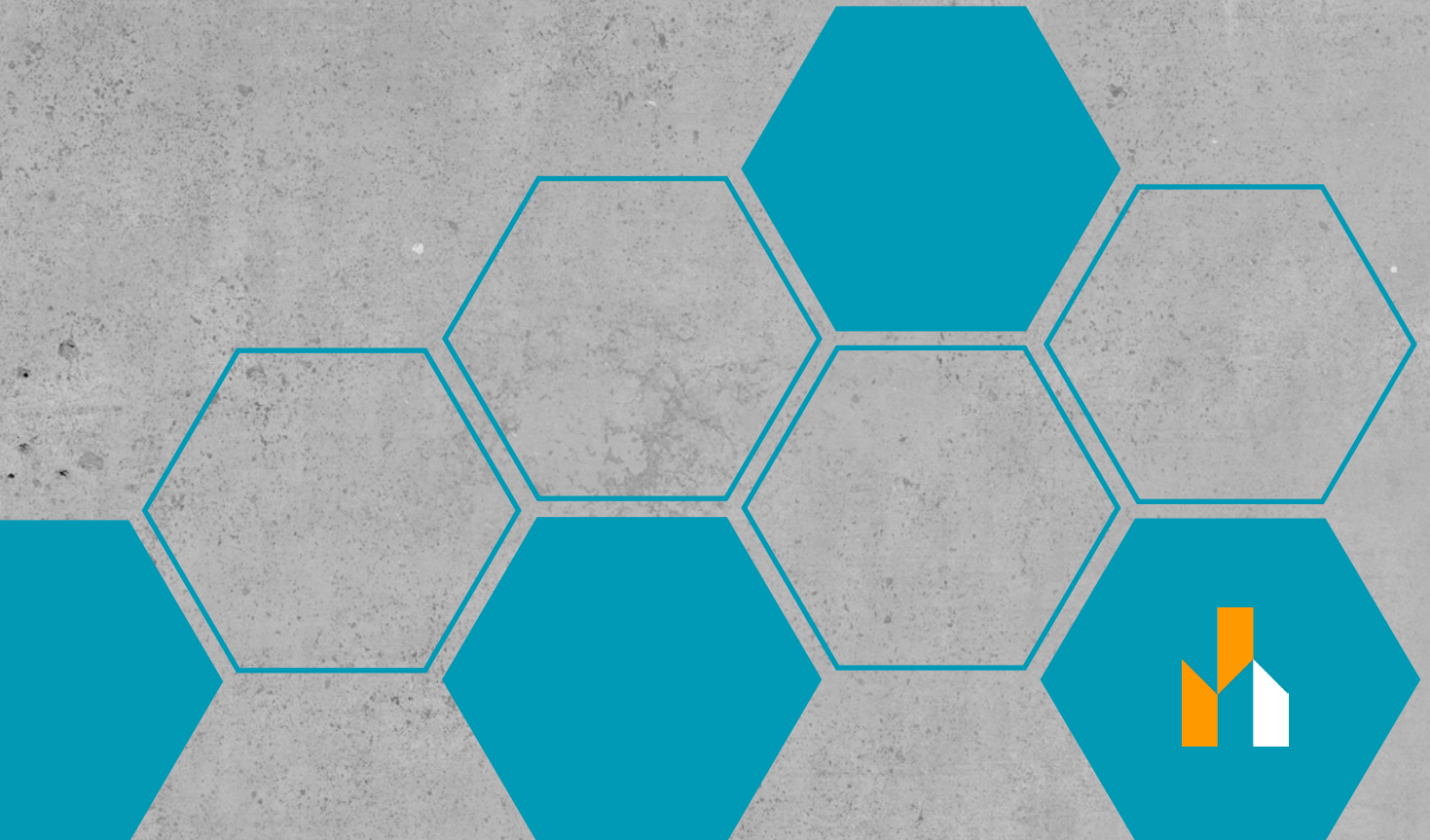
**REPLACEMENT STATEMENT OF ATTAINMENT (white card)** A replacement Statement of Attainment can be issued, "free of charge" if emailed, \$5.00 if posted.

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



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





## MASTER BUILDERS ASSOCIATION OF WA

### HEAD OFFICE

35 Havelock Street, West Perth  
PO Box 167, West Perth 6872  
Tel 08 9476 9800  
Fax 08 9476 9801  
Email [mba@mbawa.com](mailto:mba@mbawa.com)  
Web [www.mbawa.com](http://www.mbawa.com)

### MBA INSURANCE SERVICES

35 Havelock Street, West Perth  
PO Box 167, West Perth 6872  
Tel 08 9476 9890  
Fax 08 9476 9801  
Email [wa.insurance@mbais.com.au](mailto:wa.insurance@mbais.com.au)  
Web [www.mbais.com.au](http://www.mbais.com.au)

### MIDWEST-NORTHWEST

4 Walton Close, Geraldton  
PO Box 1525, Geraldton 6531  
Tel 08 9921 5061  
Fax 08 9965 5025  
Email [geraldton@mbawa.com](mailto:geraldton@mbawa.com)

### SOUTH WEST

19 Clifford Street cnr Ray Jordan  
Way, Halifax LIA, Bunbury  
PO Box 253, Bunbury WA 6231  
Tel 08 9726 0939  
Fax 08 9726 0949  
Email [southwest@mbawa.com](mailto:southwest@mbawa.com)

### GREAT SOUTHERN

30 Graham Street, Albany  
PO Box 1518, Albany WA 6332  
Tel 08 9841 6232  
Fax 08 9841 6522  
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### GOLDFIELDS-ESPERANCE

PO Box 2066, Esperance WA 6450  
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