

# MBA GROUP TRAINING STUDENT HANDBOOK



RTO NUMBER: 88163

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## MBA GROUP TRAINING – QUALITY TRAINING

MBAGT strive for excellence in training delivery and assessment. Our trainers are skilled, experienced, qualified and maintain currency within the industry and training environment, meeting the training standards for the services we offer.

Our experienced administration staff will efficiently respond to your queries to support the training you are undertaking with MBAGT.

Our staff hold the relevant licensing and training to support your training requirements including Working with Vulnerable People card, First aid, Chief Warden training and relevant WHS training.

## QUALIFICATION AND COURSES

MBAGT as an RTO offer training in full qualifications, single units of competency or modules and other accredited courses (short courses).

Full qualifications include but are not limited to:

CPC30211      Certificate III in Carpentry

CPC40110      Certificate IV in Building and Construction (Building)

To view all training offered by MBAGT including short course training, portfolio assessments, Professional Development training, industry information updates and the training calendar please access our website at [mba.org.au](http://mba.org.au).

The full Scope of Training for MBA Group Training (RTO Number 88163) can be found on [training.gov.au](http://training.gov.au) website.



## YOUR RIGHTS AND RESPONSIBILITIES

When you enroll for training you make an agreement with MBAGT that you will follow MBAGT regulations, including the Code of Conduct. This outlines your rights and responsibilities as an enrolled student.

- Notify MBA GT staff immediately of any change in circumstance, including injury, illness or other personal matters that may impact on your employment.
- Communicate appropriately with MBA staff including Field Officers. This includes: responding to calls from MBA by phone, sms and other forms of communication within a practicable timeframe.
- Treat all staff, students and the general public with respect, fairness and courtesy
- Be punctual and regular in your attendance
- Submit your assessment tasks by the due date or ask for an extension of time
- Wear appropriate clothing and footwear i.e. hi-vis shirt, safety boots etc
- Use protective equipment where required and follow all OH&S procedures
- Drive in a safe manner whilst driving on, entering or exiting the facilities

#### YOU MUST NOT:

- Plagiarise, collude or cheat in any assessment task or examination
- Swear
- Smoke in any designated non-smoking areas
- Litter
- Harass fellow students, staff or the general public
- Use mobile phones, pagers or similar devices in class, the workshop or during exams
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Damage, steal, modify or misuse MBAGT property
- Be under the influence of alcohol or illegal drugs
- Engage in behavior which may offend, embarrass, threaten or harm other students, staff or the general public- including SMS messaging or any form of cyber bullying

#### YOU ARE ENTITLED TO:

- Be treated fairly and with respect by trainers, other staff and fellow students
- Learn in an environment free of discrimination and harassment
- Pursue your educational training goals in a supportive and stimulating learning environment

- Have your assessment records and personal information stored and maintained in a confidential, secure and professional manner
- Receive information about assessment procedures and your progress in the course.

## HARASSMENT FREE FACILITY

### What is Harassment?

Harassment is the act of systematic and/or continued unwanted and annoying actions of one party or a group towards another, which may include threats or demands. The purpose and reasons may vary and could include racial prejudice, personal malice, an attempt to force someone to do something they don't want to do or to grant favors (sexual or non-sexual), apply pressure or simply to make someone fearful or anxious.

### Some examples of harassment

Harassment can take many forms. Depending on whether the behavior is welcome or not, any of the following could amount to a type of harassment:

Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workplace or belonging, on a computer (including email), or fax machine, or on the internet.

Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status.

Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist joke to have a "dig" at someone (and therefore to harass them). If this difference is not clear or someone is offended, the behavior should stop immediately.

### Offensive gestures

Ignoring, isolating or segregating a person or group

- Referring to a person who is transgender by their previous name or gender, or calling the person "it"
- Staring or leering in a sexual manner
- Sexual or physical contact, such as grabbing, kissing or touching
- Intrusive questions about sexual activity
- Unwelcome wolf whistling

- Repeated sexual invitations when the person has refused a similar invitation before.

### **Does there have to be more than one act for it to be considered harassment?**

Harassment does not have to be a series of incidents nor even an ongoing pattern of behaviour. Just one act can be enough to amount to harassment.

### **Do you have to say “no” for it to be classed as harassment?**

Someone does not have to say “no” before any particular type of behaviour or action can be considered harassment.

### **How can you tell if a particular action or behaviour is harassment or not?**

It will always depend on the particular circumstances or situation.

There is no objective test of non-sexual harassment, only a subjective one of how the behaviour affected the person it was directed towards or a third party witness. If:

- They did not want it, and
- They felt humiliated, intimidated or offended, and
- The behaviour was either sexual, or targeted them because of their or a relative’s or colleague’s sex, pregnancy, race, age, homosexuality (actual or presumed), disability (actual or presumed) or transgender (actual or presumed)
- In the circumstances, a reasonable person should have expected that the behaviour would humiliate, intimidate or offend, then the behaviour is probably unlawful harassment.

For sexual harassment, it may be unlawful if:

- The behaviour is in any way sexual, and
- The person claiming the harassment did not want it, and
- The person claiming the harassment felt humiliated, intimidated or offended.

There are two different legal definitions of harassment- one for non-sexual harassment and one for sexual harassment.

### **Non-sexual harassment is any form of behaviour that:**

- The other person does not want and does not return, and
- Offends, humiliates or intimidates them, and
- Targets them because of their race, sex, pregnancy, marital status, transgender (actual or presumed), homosexuality (actual or presumed) or disability (actual or presumed).



**Sexual harassment is any form of sexually related behaviour that:**

- The other person does not want and does not return, and
- Offends, humiliates or intimidates them.

**What should I do if I feel that I have experienced harassment?**

If you feel that you are being harassed you may choose to let the other party know that their behaviour is unacceptable and that you want it to stop. Usually this is enough to ensure that the action or behaviour stops. However, you may also choose to discuss the situation and seek further advice. MBAGT has a discrimination, bullying and harassment policy which will ensure that your case will be handled with sensitivity and confidentiality and can be accessed by speaking with:

- Your trainer
- One of your field officers
- A member of the administration staff
- The Commercial Director of MBAGT
- Counsellors

It is also against the law for anyone to:

- Victimise anyone because they have complained about harassment, or
- Victimise anyone because they have supported someone who complained about harassment.

In both cases, this covers someone complaining internally within the Master Builders or someone who complains to the relevant law enforcement authority, anti-discrimination organisation or equal opportunity organisation.

What types of harassment are against the law?

In the ACT, it is against anti-discrimination law for individuals to be harassed because of their:

- Sex
- Pregnancy
- Race- including their colour, nationality, ethnic or ethno-religious background
- Marital status

- Disability- past, present or future; actual or presumed
- Homosexuality- actual or presumed
- Transgender (transsexual) - actual or presumed
- Age
- Carers responsibilities

It is also against the law for a person to be harassed because of their relationship to, or association with, a person of a particular sex, race, marital status, disability, homosexuality, transgender or age.

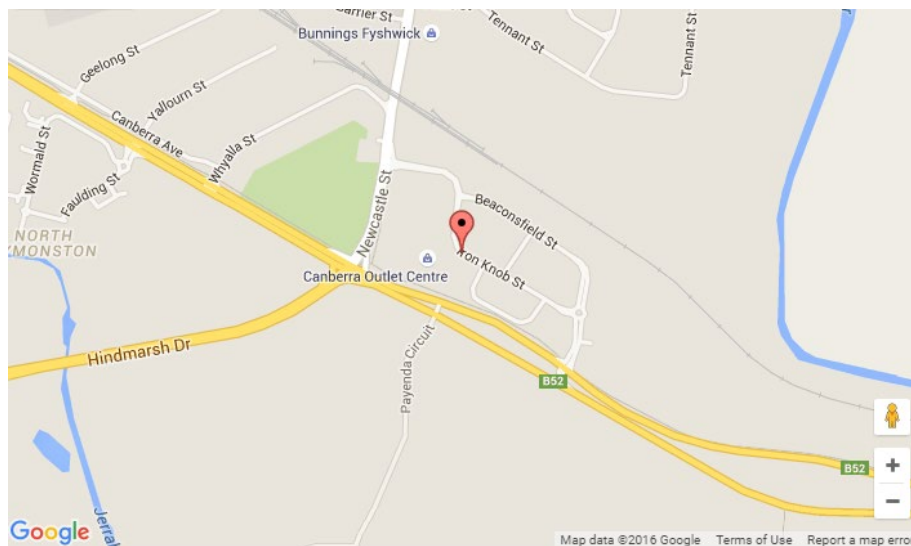
## TRAINING INTRODUCTION

At your first class your trainer will give you essential information about MBAGT, information on the emergency procedure, the facility and your training program. You will be given a link to this Student Handbook on the MBAGT website, so that you can read and refer to at any point through your course.

You will need this information to ensure you have a learning experience which is safe, successful and rewarding.

## TRAINING FACILITY

MBAGT Skill Centre is located at 1 Iron Knob Street, Fyshwick, ACT 2609 opposite Canberra Outlet Centre. The Skill Centre has a range of classrooms, computer room, meeting rooms to cater for various training groups and a practical training work area. The training centre provides free on-site parking to meet the needs of students and visitors to our centre.



## STUDENT FACILITIES

MBAGT provides a student kitchen for students' use. The student kitchen is located downstairs at the end of the corridor in the training centre and is equipped with a refrigerator, microwave, dishwasher, water cooler and vending machine. Please ensure you dispose of all rubbish in the bins provided and wash or place cups, plates and cutlery in dishwasher. This area is used by all students and must be kept clean.

There are a number of food outlets in the vicinity. Please ensure you have sufficient time to return to class for the commencement of the next session. Remember you are representing MBAGT whilst at these outlets.

Toilets are located on either side of the elevator in the foyer and outside the training centre at the entry to the practical area.

## SMOKING

MBAGT has a legal obligation to maintain a smoke-free environment. You must not smoke in buildings, lifts or stairwells, on balconies, at entrances, under awnings or within 6 metres of a building or structure. Under no circumstances is smoking permitted during class times, in both indoor and outdoor training. There are designated smoking areas on the premises which may be used during break times.

## ENROLMENT

### APPRENTICES –

Students who have nominated MBAGT as their RTO to undertake a qualification will undergo a pre-training assessment. This pre-training assessment is conducted once MBAGT are informed of the notification of business A MBAGT representative will contact the student and employer to arrange a suitable time and place to carry out this assessment.

The MBAGT representative will provide an overview of MBAGT training processes and requirements, eligibility, discuss training fees, the qualification that they are undertaking and the student is provided with a link to carry out a Language, Literacy and Numeracy (LLN) assessment on-line.

The student and/or employer are required to complete a Student Personal Information sheet, which includes all details required to enroll the student into the MBAGT Student Management System (VETtrak) which is AVETMISS compliant.

If student is eligible for an apprenticeship and has completed the LLN successfully, they are accepted on the ACT Department of Education data base (AVETARS).

Student and employer are then notified of enrolment in writing and provided with training dates, fees and student requirements.

### SHORT COURSES

Students wishing to undertake a short course through MBAGT must complete either an online enrolment of a paper-based enrolment form.

Payment must be made prior to attending the course and a valid USI must be obtained.

All information on-line or paper-based must be completed accurately. Students are required to complete the LLN assessment prior to attending and note any disabilities.

Once all information is received the student is enrolled into the required course and an email or SMS confirming their enrolment is sent.

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## CERTIFICATE IV IN BUILDING

Students wishing to undertake Certificate IV in Building through MBAGT must complete either an online enrolment or a paper-based enrolment form.

The MBAGT representative will provide an overview of MBAGT training processes and requirements, eligibility, discuss training fees, the qualification that they are undertaking and the student is provided with a link to carry out a Language, Literacy and Numeracy (LLN) assessment on-line.

The student and/or employer are required to complete a Student Personal Information sheet, which includes all details required to enroll the student into the MBAGT Student Management System (VETtrak) which is AVETMISS compliant.

Student and employer are then notified of enrolment in writing and provided with training dates, fees and student requirements.

## HOW OFTEN DO I ATTEND TRAINING?

**Apprentices:** Generally you will attend six, one-week training blocks over the course of the year. Your training with MBAGT will include both theory lessons in our classrooms and practical lessons in the outdoor workshop.

Your commitment to attend training is of the highest priority. Although this may conflict with your on-site work demands and other unforeseen commitments, attendance at training is a mandatory requirement of your training contract, any absence will require you to attend an alternative session of training to catch up on missed training. If, for any reason, you cannot attend training, you must notify MBAGT by calling 61755900 as soon as possible so that alternative arrangements can be made.

You will receive confirmation of the training dates for each year at the commencement of the relevant year, this may include catch up classes and repeating sessions, which will be discussed with you.

There will be weeks during which there is a Rostered Day Off (RDO). Training is still conducted on RDOs and you are required to attend.

**Other students:** The frequency of training for each course, as well as the dates and times will vary depending on the course you are undertaking. A course information sheet, will be sent to you by SMS or email upon your application to enroll into a MBAGT course.

For further information, please see MBAGT's website under the specific course – [mba.org.au](http://mba.org.au)

## WHAT DO I WEAR TO TRAINING?

Your Personal Protective Equipment (PPE) must be worn at all times if you wish to participate in practical training. This means a long sleeved shirt, work pants and steel cap safety boots must be worn, and you must have clear and tinted safety glasses, hearing protection and a wide-brimmed hat for practical training outdoors.

For non-apprenticeship training please read your course information documentation for further specific and additional information.

You will be excluded from practical lessons if you do not observe these requirements.

## TRAINING HOURS – APPRENTICE TRAINING

Session 1: 8.00am - 10.00am

Session 2: 10.25am - 12.15pm

Session 3: 1.00pm - 4.00pm

## TRAINING HOURS - STUDENTS

Training other than apprentice training please refer to the relevant course information documentation received on enrolment.

## ASSESSMENTS

Assessments form an integral part of the training experience. Assessment processes will differ from course to course and students will be advised of the assessment tasks that must be submitted for each course, module or session during the introduction of the training.

Short course training will usually include the assessment tasks within the allocated course duration. For qualifications and some course training you may be required to complete assessments tasks in your own time outside the specified face to face training sessions.

It is suggested that students note these dates in their diaries and plan ahead to ensure assessments are completed and submitted by no later than the assessment submission date.

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## ASSESSMENT SUBMISSIONS

Assessments must be submitted to MBAGT clearly identifying the learner name, course and assessment task. (E.g. Certificate IV in Building and Construction (Building) - Module 1 Financial & Business Management)

Students are required to keep copies of their assessments in the instance that assessments may be misplaced or lost in the mail. Students will be provided with a signed receipt as proof of submission. The assessment must be handed in at the MBAGT reception and signed by a MBAGT staff member. MBAGT will keep a copy of this receipt.

Please note: photocopied work will not be accepted for assessing.

The submission of assessment tasks must comply with the following:

- Students have fairly and practicably attempted all assessment tasks.
- Assessments that have not been fully attempted and require you to provide additional information will be returned to students for completion and re-submission. This will be counted as two (2) submissions.
- Assessments must be submitted before or on the assessment due date.
- A completed cover sheet must always be attached to the front of the assessment submission. The cover sheet is important as it provides information to the facilitator on the unit of competency or cluster you are submitting. It also allows for easier processing for the Assessment Administrator – if cover sheets are not completed correctly, it will cause a delay in the processing and marking of your assessments.
- Write assessments in pen, not pencil.
- Assessments must not be stapled or bound.

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#### WHERE TO SUBMIT ASSESSMENTS?

**Option 1:** Hand deliver your assessment to the MBAGT Reception at 1 Iron Knob Street, Fyshwick. Please ensure that you obtain a signed receipt for the assessment from an MBAGT staff member at reception.

**Option 2:** Mail to MBAGT at: MBAGT, P O Box 1201, Fyshwick 2609.

**Option 3:** Email to [training@mba.org.au](mailto:training@mba.org.au)

All assessments received are logged into our Training databases.

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#### EXTENSIONS TO ASSESSMENT DUE DATES

An extension to a due date for an assessment must be submitted to the Course administrator at least three days prior to the due date. You will need to complete a request for extension form which can be obtained from your course administrator or trainer.

A request for an extension will only be considered or granted under special circumstances, which may include:

- Medical circumstances, for example where the students medical condition has changed to such an extent that he or she is unable to provide the assessment task within the set timeframe

- Family circumstances, for example death or severe medical problems within a family which prohibited the student from completing their assessment tasks within the specified timeframe.

## COURSE END DATE

All courses undertaken by students will have a nominal end date. You will be advised of the course end date at the time you sign your Training Plan and prior to your enrolment.

In this timeframe you are expected to attend training sessions and submit your assessments within the time periods specified in your training plan. This includes your assessment period and any resubmissions of your work.

Students may request an extension in writing if they feel they will not be able to meet their course timelines.

If you miss any important sessions of the training, you will be expected to discuss the options for making up these sessions with the trainer or facilitator before submitting your assessments for marking.

Important: A Statement of Attainment will be issued for those units of competency you have been deemed competent in once the course has reached the completion or end date.

Assessments submitted after the course has reached completion date will not be accepted and will result in being marked as Not Yet Competent. If you then wish to complete this course in the future after the closure date, you may be expected to re-enroll and pay for the cluster/s not yet completed, and/or pursue RPL (which will also incur charges).

## WITHDRAWING FROM YOUR COURSE

### APPRENTICES:

If you are having difficulty with your training, talk to your trainer or a member of the administration staff to discuss options available to you.

If you are unable to continue with your training, talk to your trainer. You will receive a Statement of Attainment for any units of competency which you have completed and been determined competent in. You should notify your trainer and/or the administration staff of your intention to withdraw.

If you are no longer employed you must notify MBAGT immediately. Your Training Contract requires you to be in an employment contract.

### CANCELLATION OF TRAINING FOR OTHER STUDENTS

All fees and charges including the MBAGT cancellation policy is located on the MBAGT website. [www.mba.org.au](http://www.mba.org.au).

## SITE VISITS

Apprentices undertaking training at MBAGT will be visited by our field officers/trainers during their apprenticeship and this will include a discussion with your employer or host employer.

Topics of discussion will include training, student reports, skills gained, work health and safety, training and other concerns related to training.

## APPRENTICE SUPERVISION

An apprentice or trainee must be supervised by a suitable qualified person, who is a permanent worker of the Host Employer and who works predominantly the same hours as the apprentice or trainee.

For MBA Group Training apprentices and trainees, a suitable qualified supervisor can be the Host Employer or their worker, who has an equivalent or higher level qualification in the same trade qualification to the one being undertaken by the apprentice (or trainee).

In determining the level and pattern of supervision for an apprentice's or trainee's work, several aspects should be taken into account. There is knowledge attained, and the previous experience and training the apprentice or trainee has had relative to each particular task, skill or work function.

The pattern of supervision for apprentices and trainees will typically be direct, general or broad.

## SURVEYS

MBAGT undertake a survey program which provides student, employer, host employer and other related stakeholder feedback to collect information regarding our performance as an RTO and GTO. The surveys form an integral part of our continuous improvement process.

We are also required to gather information regarding our training and assessment for National reporting purposes. The Learner Engagement & Employer Satisfaction surveys will be provided to students to gather feedback on course content and delivery, their facilitators, the course materials and the assessment process.

This information is collated for the basis of systematically evaluating our services and uses the outcomes of the evaluations to continually improve our training and assessment strategies and practices

## PLAGIARISM

Plagiarism is the act of copying and using another person's expressions or idea, without acknowledging them.

Intentional plagiarism involves the deliberate act of presenting someone else's work/ideas as if you wrote it yourself. Current technology makes such responses easy (e.g. with cut and pasting) but also makes it easy to detect.



Unintentional plagiarism arises due to student confusion of how and where to reference, poor information literacy skills and confusion over the difference between copyright and common knowledge information.

Students are required to

- Be aware of their responsibilities in regard to plagiarism
- Reference all assignments for submission appropriately
- Seek advice and support from MBAGT trainers and staff

## CHEATING

Cheating occurs when an individual copies someone else's work, for example sharing or copying an assessment, quiz, test or assignment or submitting an assessment, test, quiz or assignment completed by another student or individual.

You are required to complete and submit your own original work. Only original assessment work will be accepted, no photocopied work is to be submitted.

Cheating however is usually intentional and unacceptable. The consequence of cheating may include: repeating the entire unit, resubmitting the assignment or alternative assignment, suspension from the course and/or cancellation of course enrolment.

## COMPLAINTS

Please refer to Complaints Policy on page 26.

## COURSE COMPLETION

Upon successful completion of your apprenticeship you will be issued with a Certificate of Completion. This will state the qualification which you have achieved as well as a transcript of the competencies you have completed. You should always make sure you keep copies of your transcripts as they show the names of all the units of competencies which you have achieved. MBAGT apprentices on successful completion will also be completed in their employment with MBAGT.

Your certificate and transcript will be withheld if you have any fees owing.

## THE MBAGT APPRENTICE AWARDS

Each year, MBAGT recognises the achievements of our students by holding the Apprentice Awards to celebrate these achievements. Trainers and Host Employers are asked to nominate outstanding students who demonstrate a commitment to hard work and dedication to the Construction Industry. Additionally, apprentices have the opportunity to nominate exceptional host employers to be recognised for their contribution to the industry and the opportunities they provide for training and development.

The Awards are open to all apprentices who train with MBAGT and to those apprentices who are employed by MBAGT but undertake their training with another RTO nominated by MBAGT. The recipients of the Outstanding Apprentice Awards will also be recognised at the Master Builders Excellence in Building Awards, which is the Master Builders night of nights.

## TRADE LOANS AND ALLOWANCES

### TRADE SUPPORT LOANS

Trade Support Loans provide eligible apprentices the opportunity to borrow up to \$20,000. Please contact your Australian Apprentice Support Network (AASN) for more information or visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

### LIVING AWAY FROM HOME ALLOWANCE

Living away from Home Allowance is an allowance from the Australian Taxation Office which is provided to eligible apprentices to help cover the costs of relocating and living away from their usual place of residence for work. It also enables the apprentice to pay less tax, thus increasing their take home pay. Eligibility may be dependent on:

- The distance of the move
- Occupation
- Tax and/or Visa status
- Minimum salary levels
- Accommodation arrangements

For more information visit [www.lafha.com.au](http://www.lafha.com.au)

## SUPPORT

### SUPPORT SERVICES

MBAGT is committed to establishing partnerships with support organisations dedicated to providing advice, support and guidance to meet the needs of our diverse student population. Our trainers and assessors will assist students to achieve their career goals through mentoring, support and guidance. MBAGT works in calibration with OzHelp to provide all apprentices with access to counselling services for personal issues. If you wish to speak to a professional, please ask one of the field officers or trainers and they will be able to arrange this for you.

Please access the support services section of the student handbook for contact information for support services. There are numerous support services available locally.

### EDUCATIONAL SUPPORT SERVICES

MBAGT will assist students with disability needs or learning, literacy and numeracy needs, providing access, support and equal opportunities while studying at our facility.

Students will complete an online LL&N assessment prior to enrolment.

The following strategies may be used to assist students to successfully complete their studies:

- Modified learning materials i.e. enlargement of notes, teacher handouts printed in colour etc.
- In-class support i.e. note-taker, interpreters, tutorial support etc.
- Assessment adjustments i.e. Reader/Writer, extra time in exams.
- Strong liaison with community members and organisations which support the education and training of students.
- The development of an individual learning program to provide appropriate learner support.
- 1 on 1 tutorial support with a qualified trainer to better assist the needs of the apprentice

## MULTICULTURAL EDUCATION

Talk to your trainer or a member of the administration staff if you are a multicultural student and you need:

- An interpreter to help you communicate in your language
- Advice on course to improve your English language skills
- Advice about the recognition of your overseas skills and qualifications
- Tutorial support to help you with language, literacy and numeracy (LLN) skills
- To use a dictionary in an exam
- Extra time to finish your exam

## MBA GT STAFF SUPPORT

MBAGT staff contacts – 02 6175 5900

|                                  |   |
|----------------------------------|---|
| Commercial Director              | Liz Nair  |
| Apprentice Field Service Manager | Don Rail  |
| Apprentice Field Officer         | Geoff Wood  |
| Short Course Training Manager    | Trisha Moore  |
| Funding Officer                  | Rosie Keech   |
| Training Co-ordinator            | Richard Flint   |
| Trainers                         | Richard Flint<br>Malcolm Beer<br>Dave Penny<br>Sam Reynolds-Smith<br>Ben Scanlon<br>Peter Locke |

## EMERGENCY PROCEDURE

What to do in an emergency:

If you hear the Fire Alarm Evacuation Bell or the order to evacuate is given through the intercom system by the chief fire warden, you must:

- Listen for a roll call and respond clearly when your name is called. This will prevent another person putting themselves in danger to look for you.
- If you are not in class, follow the instructions of the area warden and proceed safely to the assembly area.
- Do not leave the assembly area or try to collect personal belongs from classrooms.
- If you become aware of any missing persons, please report this immediately to the nearest fire warden.

- You are required to stay in the assembly area until the order to reoccupy the building or otherwise is given by the chief fire warden.
- Remain calm
- If in class, follow your trainer's instructions, or the instructions of an area warden.
- When instructed to evacuate, stay with your group and trainer and move via the safest route to the assembly area, which is located behind the Master Builders Sign, near the car park entrance.

## FIRST AID

First Aid officers are located throughout the building. If you require first aid, advise a member of staff and they will contact a first aid officer to assist you.



## MENTAL HEALTH

One in five people will experience a mental health disorder at some time in their life. Mental health disorders can affect people from all social backgrounds, any intelligence and education level, any age and any ethnic background. If you feel unwell or are currently feeling stressed, it is okay to get support. Mental health disorders can be treated and managed effectively.

MBAGT has policies and guidelines in relation to mental health issues. Wherever possible, MBAGT aims to support students in the learning environment and can discuss referral options to support students that may be experiencing mental health issues.

Some helpful strategies to maintain your mental health:

- Talk to friends, relatives or professionals
- Eat a balanced diet and exercise regularly
- Get enough sleep
- Relax and have fun
- Join a sporting or interest group
- Seek help when needed
- Read a self-help book
- Visit your doctor and discuss your mental health

## CALL A 24 HOUR HELPLINE

|                         |              |
|-------------------------|--------------|
| Lifeline .....          | 131 114      |
| 1300 OzHelp .....       | 1300 694 357 |
| Mental Health ACT ..... | 132 281      |
| Beyond Blue .....       | 1300 224 636 |

You can also call or visit MBA Group Training Skills Centre to speak to one of our field officers or a staff member.



## THE OZHELP FOUNDATION

The OzHelp Foundation is an early intervention suicide prevention program based in the workplace. The people at OzHelp encourage and receive referrals of apprentices and workers who may be at risk of mental health issues, such as suicide, and provide them with appropriate support services to reduce the risk of self-harm and suicide.

The OzHelp Foundation also provides a training component through Master Builders which covers 48 hours of training over the duration of your apprenticeship. The 'LifeSkills Toolbox' program aims to build resilience in apprentices by improving awareness and understanding of suicide issues in the Building and Construction Industry.

If there are personal, work or home related issues that are holding you back from enjoying life or affecting your ability to work confidently and efficiently you should contact an OzHelp counsellor or support worker. OzHelp counsellors are professionally trained to deal with a number of issues including:

- Conflict resolution and communication



- Financial stress and debt management
- Relationship and family difficulties
- Dealing with anger and other strong emotions
- Addictions
- Depression
- Thoughts of self-harm
- Dealing with grief and loss
- Problem solving at work and at home

OzHelp team members are committed to providing confidential services and are independent from employers. You can contact OzHelp to request an appointment or a visit from a field officer. OzHelp Field Officers can meet with you at a time and place that suits you, even on site.

#### CONTACT INFORMATION FOR OZHELP FOUNDATION:

Ph.: 02 6251 4166 or 1300 OZ HELP (1300 694 357) Fax: 02 6251 4366

The OzHelp Foundation is based at Unit 6 & 7, 41-45 Tennant Street, Fyshwick, ACT, 2609.

#### TRADIES TUNE UP

Tradies Tune Up is a service provided by the OzHelp Foundation. The Tradies Tune Up program provides workers with a quick health assessment while on the worksite. These health checks or 'Tune Ups', are conducted inside a mobile van, and take approximately 15-20 minutes to complete.



## MBA GROUP TRAINING GUARANTEE OF SERVICE

MBA Group Training (MBAGT) aims to provide excellent vocational training and education to benefit individuals, industry and the wider community.

This handbook outlines the standard of service you can expect from us when you undertake training with MBAGT and your responsibilities as a student.

We believe that quality is judged by our customers (that's you!) so we welcome any suggestions or comments you may have to help us improve the way we do business.



## CODE OF PRACTICE

MBAGT as a Registered Training Organisation (RTO) and a Group Training Organisation (GTO), operates within its conditions of registration as set out by its Vocational Education and Training (VET) regulator, the Australian Skills and Quality Authority (ASQA).

- Work Health and Safety Act 2011
- Competition and Consumer Act 2010 – Schedule 2
- FairWork Act 2009
- National Building Codes 2013
- Student Identifier Act 2014

## COMPLIANCE WITH LEGISLATIONS

MBAGT complies with the requirements of, and pays all fees and bears all costs connected with all applicable laws and regulations, including without limitation all relevant privacy, anti-discrimination and equal opportunity legislation.

MBAGT will comply with all relevant legislative requirements of the Commonwealth and State government, including but not limited to:



- Privacy Act 1988
- Australian Privacy Principles
- Data Provision Requirements 2012
- National Vocational Education and Training Regulator Act 2011
- Human Rights Act 2004 (ACT)
- Copyright Act 1968
- Disability Standards for Education 2005
- Standards for Registered Training Organisations (RTOs) 2015
- Discrimination Act 1998
- Education Act 2004

## MBA GROUP TRAINING POLICIES

MBAGT is committed to providing a friendly, educational environment for all staff and students and therefore have a series of policies and procedures to comply with government legislation relevant to RTO and GTO standards. Policies relating to MBAGT can also be found at [www.mba.org.au](http://www.mba.org.au). Hard copies of these policies are also available at MBAGT Skills Centre, Fyshwick.

## ACCESS AND EQUITY POLICY (POL002)

As a Group Training Organisation and a Registered Training Organisation, MBAGT is committed to the best practice provision of building and construction related vocational educational training in the ACT. MBAGT acknowledges its obligations under various laws which require it to provide equal opportunity, access and equity to employees. The laws which apply in the ACT include but are not limited to the:

- Discrimination Act 1991 (ACT);
- Fair Work Act 2009 (Cth);
- Work Health and Safety Act 2011 (ACT); and
- Workplace Gender Equality Act 2009 (Cth).

MBA is also aware of a range of associated and potentially overlapping legislation which operates in relation to the Commonwealth, such as the:

- Age Discrimination Act 2004;
- Disability Discrimination Act 1992;
- Racial Discrimination Act 1975; and
- Sex Discrimination Act 1984.

The manner in which MBAGT provides equal opportunity, access and equity to its students can be found on our website.

## ASSURANCE SCHEME

MBAGT will maintain a tuition assurance scheme to safeguard students in the event of MBAGT becoming insolvent and being unable to return fees that have been paid in advance. The tuition assurance scheme will source similar training to allow the affected learner or student under this condition to complete their studies without further financial burden.

However if the student cannot be placed, the tuition assurance scheme will provide a refund. MBAGT, as a member of ACPET is covered by ACPET's Australian Student Tuition Assurance Scheme (ASTAS), an approved scheme which is compliant with the requirements of the Higher Education Support Act 2003.

## COMPLAINTS (POL003)

### ACADEMIC COMPLAINTS AND APPEALS

Students who have concerns relating to the delivery of training and/or assessment, the RTO, trainers/assessors, RTO staff or another learner should first discuss the matter with the relevant trainer/assessor or staff member (as appropriate). If the concern is unable to be resolved the student may lodge a formal complaint. Learners may lodge a formal complaint at any stage by completing the Complaints and Appeals Form (COM003) which is available on the website - [www.mba.org.au](http://www.mba.org.au) or may be requested from any staff member and posted to learners.

The complainant is required to submit the completed Complaints and Appeals Form to MBAGT by:  
Post: Commercial Director, MBAGT, PO Box 1211, Fyshwick, ACT 2609, or Email: Commercial Director, [training@mba.org.au](mailto:training@mba.org.au)

The complaint will be reviewed by the Commercial Director (if the complaint is about the Commercial Director it will be reviewed by the CEO, if the complaint is about the CEO it will be reviewed by a Director).

A confirmation of receipt will be sent to the complainant and a show cause letter will be sent to the person to whom the complaint refers to.

All parties to the complaint will have the opportunity to address the complaint or respond to the allegation/s.

The Commercial Director will assess all information and make a decision based on all available information – after taking into account the complaint and responses and any other investigation which may take place.

The Commercial Director will write to all parties involved setting out the decision and reasons for the decisions.

If any party is not satisfied with the outcome of the decision, they may appeal the decision and ask for a review of the decision. Decision appeals will be reviewed by the CEO.

If the complainant is still not satisfied with the outcome of the decision they may ask for a review of the decision by an independent mediator as outlined below or may complain directly to the Australian Skills

Quality Authority. If a complainant is still dissatisfied or is unsatisfied with the fairness of the process they have the right to lodge a complaint externally with an appropriate agency.

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## GENERAL COMPLAINTS

Students who have concerns other than academic may speak to any MBAGT representative. Concerns will be treated with confidentiality. If these concerns cannot be resolved it is advisable to complete a complaint and appeal form (COM003) found on MBAGT website [www.mba.org.au](http://www.mba.org.au) and all necessary steps will be taken to resolve this complaint.

## FEES, CHARGES AND REFUND POLICY (POL005)

MBAGT is committed to providing a fair and transparent policy and procedure for students and prospective students in regard to fees charged, protection of fees and refunds where warranted. This policy applies to all students enrolled with MBAGT.

MBA Group Training has measures in place to ensure that fee for service students receive a refund of fees for services not provided. These measures include services not provided as a result of the financial failure or deregistration of MBA Group Training. Please refer to Assurance Scheme section above and the Fees, Charges and Refunds Policy on MBAGT website – [www.mba.org.au](http://www.mba.org.au).

## INTERNAL AND EXTERNAL AUDITS

MBAGT undertake external monitoring and audit processes as required by our VET regulator (ASQA). This may include:

- Regular Quality Assurance audits for the continuous improvement of MBAGT processes and practices
- Audits following complaints; and /or
- Internal and External Audits on its management systems, policies and processes and operational functions for the purpose of determining compliance with legislative requirements relevant to its operations as a GTO and RTO, including the Standards for RTOs 2015 and the requirements of the ACT Funding body.

## NATIONAL RECOGNITION AND CREDIT TRANSFER POLICY (POL006)

In the enrolment process students will need to provide information to alert MBAGT of prior training undertaken and qualifications or statements of attainment issued to them from other training organisations and/or education providers. We will request that you provide the original documents for verification by an MBAGT staff member, or a certified copy of the transcripts to allow MBAGT to conduct the process of recognition for the qualifications or the units of competency you have achieved.

Evidence provided by the student will be verified and successful applicants will be granted Credit Transfer for the unit/s or module/s previously attained with the other registered training provider.

Students will not be required to repeat or undertake further learning for the units / modules of their course for which Credit Transfer has been provided.

This policy provide costs and time lines for RPL and advises student further on the process.

The full National recognition and Credit Transfer policy can be found on our website – [www.mba.org.au](http://www.mba.org.au).

### PRIVACY POLICY (POL013)

When you enroll with MBAGT, the personal information you provide is protected under the Privacy and Personal Information Protection Act 1988. This Act places an obligation on public sector agencies, such as Master Builders, regarding their collection, storage, use and disclosure of your personal information. The information we ask you to provide will only be that which is necessary for the purposes of your training, study records or for statistical purposes.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections if necessary. We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval unless legal reasons oblige us to do so. This means we will not tell callers if you are registered to train with MBAGT or reveal details of your training, with the exception of law enforcement authorities as required under some circumstances. Results and attendance details will be provided to employers.

Where a student is under the age of 18 years, parents or guardians can be informed of personal information about students where it is in the best interest of the student.

MBAGT Privacy policy can be found on our website – [www.mbagt.com.au](http://www.mbagt.com.au).

### RECOGNITION OF PRIOR LEARNING (RPL) (POL007)

**Recognition for Prior Learning (RPL)** is an assessment process for the purpose of recognising skills and competencies an individual may have already attained and to provide them with a formal qualification (or statement of attainment) from a nationally recognised training package or curriculum. Individuals wishing to apply for RPL may already have skills and knowledge through:

- formal or informal training and education
- work experience
- general life experience

RPL assesses a person's skills and competencies to determine and ensure these are current.

RPL is not required when a person already has the same unit of competency issued by another Registered Training Organisation (RTO). In this case, the concept of National Recognition will apply and **Credit Transfer** will be provided to a successful applicant – see MBA Group Training Poo6 - National Recognition and Credit Transfer Policy.

MBAGT will undertake a recognition of prior learning process for students applying for RPL, prior to commencement of training and adjust the training and assessment program for the learners who are granted RPL.

An exemption from study will be granted for units of competency or subjects in your course for which you have received recognition through the process of RPL. Please speak with your trainer if you wish to apply for recognition. The RPL Policy (POL006) can be found on our website – [www.mba.org.au](http://www.mba.org.au).

### TRANSITION AND TEACH-OUT POLICY (POL017)

MBAGT will transition students to new Training Package Qualifications within twelve months of their release and publication on the training.gov.au (TGA) website.

All new students will be enrolled into the new qualification, as soon as this is registered on MBAGT's scope of registration.

Existing learners scheduled to complete the qualification within the 12 month transition period, will continue their program in the superseded qualification and will be assisted to complete this within the specified timeframe.

Students unable to complete their course within the specified period of 12 months will be transitioned to the new qualification as soon as this is registered on MBAGT's Scope of registration.

For a copy of the Transition and Teach-Out Policy please refer to POL017 on our website.

### UNIQUE STUDENT IDENTIFIER (USI)

The USI is a mandatory reference number that is made up of numbers and letters and is unique for each individual student. Accordance to the Student Identifier Act 2014, it is a legal requirement that all students undertaking nationally recognised training as of 1 January 2015 obtain a USI through the USI Registrar's website and provide this to the training organization that deliver the course in which they are enrolled. The USI is reported to the Registrar by the training organization, at the completion of a student's study.

The benefit of having a USI is that it allows for all training undertaken by a student in their lifetime to be recorded in one register so that they can have easy access to their training records and results throughout their life.

It doesn't cost anything to obtain a USI, and once you have it, it will stay with you for life.

The advantage for you is that you can electronically access your results for any training you've completed (after 1 January 2015) anywhere, anytime.

All students enrolled in any course/qualification must provide MBAGT with a USI. Information on the USI is provided to you at induction and other information can be found at [www.mba.org.au](http://www.mba.org.au) or [www.usi.gov.au](http://www.usi.gov.au).



MBAGT USI privacy policy (POL009) and USI policy (POL008) can be found on our website, mba.org.au.

MBAGT can apply for a USI on your behalf if you provide us with a signed USI privacy notice and a copy of valid identification. All identification given to MBAGT will be securely destroyed on successful USI verification.

MBAGT is unable to issue a Certificate or Statement of Attainment until the student's USI is provided.

## WORK HEALTH AND SAFETY (WHS)

MBAGT is committed to creating and maintaining a safe and healthy working environment for workers and others. Our goal is to ensure all reasonably practical steps are taken in managing health and safety with the aim of reducing workplace injuries and illnesses.

In your first induction, you will be given information about any protective clothing and equipment you need for training. You will also be given information about what to do in an emergency or if you are injured and need first aid. In the course of your studies, you will learn about occupational health and safety relevant to your training.

You are required by law to take reasonable care for the health and safety of yourself and others in the workplace, and at MBAGT Skills Centre. You must not interfere with or misuse anything provided for you in the interest of health and safety. You are obligated to follow safety instructions given to you by the trainer. You should report any safety issues or concerns to your trainer or administration staff as soon as possible.

### ***THE USE OF ALCOHOL AND OTHER DRUGS IS NOT PERMITTED WHILST ON THE PREMISES OR WHILE UNDERTAKING MBAGT ACTIVITIES.***

Such use may compromise safety and place both students and staff at risk of harm. Staff members have a duty of care to students and therefore have the right and responsibility to discuss possible alcohol and/or other drug concerns with them. Staff members also have the right to ask a student to leave their class and the training centre if they are affected by alcohol and/or other drugs. They may contact a student's employer to discuss any concerns.

Following amendments to the National Building Code 2013, Principal Contractors must manage alcohol and other drugs. To achieve this all workers, including students on construction sites, will be subject to alcohol and other drugs testing in accordance with the Principal Contractors' policies.

## COMMUNITY INFORMATION

### EMERGENCY NUMBERS

Police Fire Ambulance

000 (24 hour- emergency only)

|                        |              |
|------------------------|--------------|
| Police Assistance Line | 131 444      |
| Crimestoppers          | 1800 333 000 |

## HOSPITALS

|                                      |            |
|--------------------------------------|------------|
| The Canberra Hospital                | 62 442 222 |
| The Canberra Sexual Health Centre    | 62 442 184 |
| Calvary Hospital                     | 62 016 111 |
| Calvary John James Hospital          | 62 818 100 |
| Lidia Perin Memorial Hospital        | 62 827 755 |
| National Capital Private Hospital    | 62 226 666 |
| Queanbeyan Hospital                  | 62 989 211 |
| Poisons Info Line (Aust. wide- 24/7) | 131 126    |

## MEDICAL CENTRES

|                                |              |
|--------------------------------|--------------|
| Ginninderra Medical and Dental | 61 127 111   |
| Phillip Medical and Dental     | 61 127 000   |
| Gungahlin Medical Centre       | 62 550 888   |
| Airport General Practice       | 62 482 600   |
| Calms (After hours medical)    | 1300 422 567 |
| Capital Women's Health         | 61 621 649   |

## COMMUNITY ASSISTANCE

|   |                            |
|---|----------------------------|
| Aboriginal Justice Centre               | 61 62 1000                 |
| Actew AGL- Electricity                  | 131 093                    |
| Actew AGL- Natural Gas                  | 131 909                    |
| Actew AGL – Water                       | 132 245                    |
| Alcohol & Drug Information (24 hr.)     | 62 079 977 or 1800 422 599 |
| Child Abuse Prevention Service (24 hr.) | 1800 688 009               |

|   |                            |
|---|----------------------------|
| Child Protection  | 1300 556 729               |
| Domestic Violence Crisis Centre (24 hr.)  | 62 800 900                 |
| Family Drug Support (24 hr.)  | 1300 368 186               |
| G Line (problem gambling, crisis counselling and referral) (free call) (24 hr.) | 1800 633 635               |
| Health Advice (health direct Aust) (24 hr.)                                     | 1300 130 147               |
| HIV/AIDS Information Line   | 1800 451 600               |
| Kids Help Line (24 hr.)   | 1800 551 800               |
| Lifeline (24 hr.)   | 131 114                    |
| Mental Health Crisis Team (free call)   | 1800 629 354 or 62 051 065 |
| Canberra Rape Crisis Centre (24 hr.)  | 62 472 525                 |
| Salvation Army  | 13 7 258                   |
| Samaritans Youth Info Line (free call)  | 135 247                    |
| Sexual Health Information Line  | 1800 451 624               |
| State Emergency Service   | 132 500                    |
| Youthline (24 hr.)  | 131 114                    |

#### GOVERNMENT SERVICES

|  |              |
|--|--------------|
| Aboriginal Hostels                               | 62 12 2085   |
| ACT Health                                       | 132 281      |
| Anti-Discrimination Board (free call) Centrelink | 1800 670 812 |
| Youth Allowance/Austudy/ABSTUDY                  | 132 490      |
| Department of Immigration & Citizenship          | 132 317      |
| Legal Aid Hotline- under 18s (free call)         | 131 881      |
| Legal Aid- Law Access (24 hr.)                   | 1800 101 810 |
| Renting & Strata Information                     | 133 220      |

#### TRANSPORT INFORMATION

|              |         |
|--------------|---------|
| ACTION Buses | 131 710 |
|--------------|---------|



|                      |                   |
|----------------------|-------------------|
| Canberra Elite Taxis | 132 227           |
| Uber                 | 138 237 (13 UBER) |

## USEFUL WEBSITES

|                                    |  |
|------------------------------------|--|
| Alcohol and Other Drugs assistance | <a href="http://www.saveamate.org.au">www.saveamate.org.au</a><br><a href="http://www.alcohol.gov.au">www.alcohol.gov.au</a><br><a href="http://www.ncpic.org.au">www.ncpic.org.au</a>                   |
| Apprenticeships and Traineeships   | <a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.au</a>   |
| Career Information                 | <a href="http://www.education.gov.au">www.education.gov.au</a>   |
| Centrelink                         | <a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>   |
| Disability                         | <a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>   |
| General Health                     | <a href="http://www.healthdirect.gov.au">www.healthdirect.gov.au</a>   |
| HIV/AIDS/STIs                      | <a href="http://www.acon.org.au">www.acon.org.au</a>   |
| Homelessness                       | <a href="http://www.vinnies.org.au">www.vinnies.org.au</a> <a href="http://www.anglicare.org.au">www.anglicare.org.au</a>  |
| MBAGT                              | <a href="http://www.mba.org.au/training">www.mba.org.au/training</a>   |
| Master Builders Association        | <a href="http://www.mba.org.au">www.mba.org.au</a>   |
| Mental Health                      | <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a><br><a href="http://www.mentalhealth.asn.au">www.mentalhealth.asn.au</a><br><a href="http://www.au.reachout.com">www.au.reachout.com</a> |
| Money Matters                      | <a href="http://www.moneysmart.gov.au">www.moneysmart.gov.au</a>   |
| OzHelp Foundation                  | <a href="http://www.ozhelp.org.au">www.ozhelp.org.au</a>   |
| Pregnancy/Family Planning          | <a href="http://www.shfpact.org.au">www.shfpact.org.au</a>   |
| Public Transport                   | <a href="http://www.action.act.gov.au">www.action.act.gov.au</a><br><a href="http://www.canberracabs.com.au">www.canberracabs.com.au</a><br><a href="http://www.uber.com">www.uber.com</a>               |
| Sexual Assault                     | <a href="http://www.crc.org.au">www.crc.org.au</a><br><a href="http://www.everyman.org.au">www.everyman.org.au</a>   |
| Smoking Quit Line                  | <a href="http://www.quitnow.gov.au">www.quitnow.gov.au</a>   |
| USI                                | <a href="http://www.usi.gov.au">www.usi.gov.au</a>   |
| Worldskills Australia              | <a href="http://www.worldskills.org.au">www.worldskills.org.au</a>   |
| Youth Services                     | <a href="http://www.youth.act.gov.au">www.youth.act.gov.au</a>   |



## DEFINITIONS

**MBA Group Training (MBAGT)** a GTO and a RTO (RTO No: 88163) employing and training apprentices/trainees and students in the construction industry.

**Group Training Organisation (GTO)** Group Training is an employment and training arrangement whereby an organisation employs apprentices and trainees under an Apprenticeship/Traineeship Training Contract and places them with host employers.

**Registered Training Organisation (RTO).** A training organisation who is registered with ASQA.

**Master Builders (MBA)** – Master Builders Association represents the interest of commercial builders, residential builders, civil contractors, suppliers/subcontractors and professionals.

**Unit of competency (UOC)** - A unit of competency that lies within a training package.

**Recognition of Prior Learning (RPL)** is the process of recognising an individual's current skills and competencies, which are attained through prior experience and/or learning.

**Credit Transfer (CTs)** is the process by which a registered training organisation acknowledges and provides credit to the learner for units of competency where certificates with authenticated VET transcripts issued by another RTO or AQF authorised issuing organisation are submitted for this purpose.

**Competent (COMP)** – is a competent result recorded against a unit of competency.

**Not yet Competent (NYC)** – is a result that the unit of competency studies is not yet competent

**Did not Attend (DNA)** – result of did not attend required training

**Did not Complete (DNC)** - result of did not complete training and assessment

**Unique Student Identifier (USI)** – to enable students to obtain a complete record of their vocational education from 1 January 2015.

**Statement of Attainment (SOA)** – statements of attainment issued by an RTO to certify the completion of one or more units from a VET qualification or an accredited short course

**Certificate/Testamur – Certificate** or testamur is issued by a registered training organisation (RTO) to learners who have met the requirements of a vocational education and training [VET] qualification.

**Records of results** - is issued by an RTO to accompany the Certificate/testamur

**Skills Canberra – Formally ACT Education and Training Directorate** – responsible and accountable for the provision of strategic advice and overall management of vocational education and training (VET) and higher education. Skills Canberra also manages Commonwealth and ACT funding directed to VET programs in the ACT.

**Australian Skills Quality Authority (ASQA)** – National regulator for the vocational education and training sector.

**Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)** – A national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students.

**MBAGT Student Management System (VETtrak)** – Student management system that tracks all information relating to students undertaking training at MBAGT which is Avetmiss compliant.

**MBA Member** – A student who currently meets the membership criteria of the Master Builders Association of ACT (MBA) and also who's membership application to the MBA has been completed and who has passed all of the entrant criteria and has been ratified by, or is pending ratification by, the Board of the MBA. A Master Builders ACT member may also nominate an employee to undertake training in the Member fee category.

**Non MBA Member** – a student who is not a registered master Builder member, and/or has in any way failed or fails to meet the criteria for membership as set out above.

## RELATED DOCUMENTS AND FORMS

POL002 – Access and equity policy  
POL005 – Fees, charges and refund policy  
POL018 – Enrolment Policy  
POL003 – Complaints and Appeals policy  
POL004 – Certificate issuance policy  
POL008 – USI policy  
POL009 – USI Privacy Policy  
POL012 – Equal Opportunity Policy  
POL013 – Privacy Policy  
POL016 – Learner Support Policy  
POL017 – Transition and Teach out Policy  
COM003 – Complaints and appeals form  
POL006 – National recognition and credit transfer policy  
POL007 – RPL Policy  
POL011 – Insurance Policy

**Relevant Standard:** 4.1, 5.1 (Standards for RTOs 2015)

**Responsibility:** Commercial Director

**Approved By:** Commercial Director \_\_\_\_\_

**Date:** \_\_\_\_\_

