



Learner Handbook

Welcome Letter

Dear Learner,

On behalf of all the staff at Masters in Building Training (Mibt), we send you a warm welcome and thank you for choosing Masters in Building Training for your professional development. Your enrolment in an important step in further developing and/or formally recognising your skills and knowledge to assist you in your career aspirations.

We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Our vision is to enable learners to achieve their chosen career goals by providing flexibility in accessing training. To provide excellence in the training and support provided to assist you in your path to career satisfaction.

Our goals are to:

- Provide accessible training for everyone
- Allow learners to choose their learning pathway and method of assessment to prove competence
- Make training enjoyable, supportive and ensure we encourage continued search for knowledge and up-skilling

This Learner handbook will provide you with information about Masters in Building Training, as well as the services we provide and how to enrol.

At any time you need additional information, please do not hesitate to contact us on 1300 642 457

We also welcome your comments. Tell us about things we have done well, or could have done better, so we can improve our services to our Learners. Comment forms are available in each our courses as well as via our website.

Once again, on behalf of the Masters in Building Training team we welcome you and look forward to working with you.

Kind regards,

CEO

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Introduction to Masters in Building Training

This Learners' handbook has been prepared to provide you with essential information that will assist you becoming aware of your rights and choices as well as those of Masters in Building Training and its staff. In this handbook you will also find information regarding:

- The structure and operations of Masters in Building Training
- Training & assessment services on offer
- Procedures for recognition of prior learning
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Learner services and the privacy of your information

The Australian Quality Framework (AQF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

Based on the AQF, the Standards for Registered Training Organisations (NVR Standards 2015) were developed as part of the National Vocational Education and Training Regulator Act 2011

The objectives of the NVR Standards 2015 are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (VET) system.

Masters in Building Training is committed to best practice and is continually seeking improvement in the development and delivery of training programs.

The staff at Masters in Building Training are available to answer any questions that you may have regarding the information in this handbook and can be contacted on:

Phone: 1300 642 457

Email: info@mibt.edu.au

Address: 3 Garnet Street Rockdale NSW 2216

Learner Overview

Standards for Registers Training Organisations

Purpose and operation

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (VET) system.

Compliance with the standards is a condition for all NVR registered training organisations and for applicants seeking registration under the NVR Act 2011.

A focus on outcomes

The standards and their elements specify the key requirements to be met by each RTO. The standards for registered training organisations do not specify detailed processes but explain the outcomes to be achieved through the application of each standard. An RTO must be able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each standard.

The quality indicator and competency completion reports support the outcome's focus on the standards by giving an overall picture of how well an RTO is meeting client needs. You will be required to complete this at the end of your course.

A systematic approach

A systematic approach to the management and delivery of services helps an RTO to meet the registration requirements throughout the registration period. Systematic approaches are planned, purposeful and repeatable actions to improve products and services for clients.

Continuous improvement

Continuous improvement is an integral part of the Standards. Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

An effective quality system includes processes that encourage and achieve continuous improvement. For RTOs this means developing a planned and on-going process to systematically review and improve policies, procedures, products and services through analysis of relevant information and collection of data from clients and other interested parties, including staff. Data from the quality indicators provides a key tool for continuous improvement.

The value for RTOs of adopting a continuous improvement cycle is in its potential to create a stronger, more sustainable business that meets the needs of clients and stakeholders. Such a cycle also enables RTOs to adapt quickly to changing external environments, such as economic factors and skills needs. Types of continuous improvement processes and tools are not prescribed and RTOs have the flexibility to consider their own business context and make improvements based on feedback from their clients and stakeholders.

Access and equity

The National Skills Framework has a strong focus on providing opportunities for everyone to access and participate in learning, and to achieve their learning outcomes. Masters in

Building Training is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of learners and provide information, advice and support this is consistent with our policies and procedures.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

Governance

Masters in Building Training will meet all legislative requirements of State and Federal Government.

Current legislation is available online at www.austlii.edu.au

Licensing

Each Australian state has its' own requirements for licensing as a builder or trades-person, current requirements are located only at:

- Licensing in New South Wales www.fairtrading.nsw.gov.au
- Licensing in Queensland www.qbcc.qld.gov.au
- Licensing in South Australia www.sa.gov.au
- Licensing in Victoria www.vba.vic.gov.au
- Licensing in Western Australia www.commerce.wa.gov.au
- Licensing in Northern Territory www.bpb.net.gov.au
- Licensing in Tasmania www.justice.tas.gov.au
- Licensing in ACT www.planning.act.gov.au

What courses can I study with Masters in Building Training?

Currently Masters in Building Training is able to offer Learners accredited training in the following qualifications:

- CPC10111 Certificate I in Construction
- CPC30111 Certificate III in Bricklaying/Blocklaying
- CPC30211 Certificate III in Carpentry
- CPC30313 Certificate III in Concreting
- CPC30611 Certificate III in Painting and Decorating
- CPC31011 Certificate III in Solid Plastering
- CPC31211 Certificate III in Wall and Ceiling Lining
- CPC31311 Certificate III in Wall and Floor Tiling
- CPC31411 Certificate III in Construction Waterproofing
- CPC31511 Certificate III in Formwork/Falsework
- CPC32612 Certificate III in Roof Plumbing
- CPC40110 Certificate IV in Building and Construction (Building)
- CPC50210 Diploma of Building and Construction (Building)
- CPC60212 Advanced Diploma of Building and Construction (Management)

Masters in Building Training provides clear and concise information pertaining to qualifications/courses during the enrolment process.

Enrolment and admission into some Masters in Building Training training programs is subject to meeting certain pre-requisite conditions. Specific details of the pre-requisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential Learner does not meet the pre-requisite conditions, Masters in Building Training staff will endeavour to assist them in understanding their options in regards to meeting the standards. Trainers or Masters in Building Training management can address any questions regarding pre-requisites.

The enrolment procedure commences when a Learner contacts Masters in Building Training expressing interest in a training program(s). The learner will discuss with a qualified assessor all options available for all training and assessment processes. Masters in Building Training staff will then provide a brochure outlining fees and charges, enrolment form, Learner handbook and course information.

Enrolment applications will then be assessed to ensure that the Learner meets any pre-requisites that have been set for the selected course. Learners will be informed of successful enrolment and sent information on the course and their course induction. Learners who do not meet the pre-requisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Masters in Building Training to discuss their training needs and alternative opportunities.

Language, Literacy and Numeracy (LLN) Assistance

Masters in Building Training is committed to ensuring accessibility to all perspective Learners for the training course we provide.

We also recognise that at time language and literacy problems may restrict a person from achieving the competencies required for a particular course or program.

Masters in Building Training will make every effort to assess a perspective client/learners ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs. Please refer to our Language, Literacy and Numeracy Policy for further information.

Recognition of Qualifications Policy

Masters in Building Training will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a Learner's certification, Masters in Building Training will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Recognition of Prior Learning (RPL)

Recognition of prior learning assessment is available to all learners. If you believe you have relevant skills and abilities that you have learned in your past please contact an Mibt assessor representative. They will discuss the evidence requirements you will need to provide and supporting documentation as required (see RPL learners information Kit). RPL must be completed within 13 weeks since being signed up. If this is not completed within required timeframe, a re-enrolment fee might be required.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by Learners through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Masters in Building Training. Credit transfer is granted on the basis that the credit validates the Learner's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all Learners enrolling in any training program offered by Masters in Building Training.

Issuance of Certificates and Statements of Attainment

Masters in Building Training will issue AQF qualifications and Statements of Attainment within 21 days of completion of a nationally recognized qualification or skills set. All qualifications and Statements of Attainment issued by Masters in Building Training will comply with the standards outlined in the AQF Australian Qualifications Framework.

Masters in Building Training will only issue AQF qualifications and Statements of Attainment within its scope of registration that certifies the achievements of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or units of competency from accredited vocational courses.

A learner who has successfully completed all of the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results

A testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'. References to 'testamurs' on this policy and procedures refer only to official documents that confirm that an AQF qualification has been awarded to an individual.

A record of results will be provided in addition to the testamur.

Flexible Delivery and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and to the most current industry standard
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material

This means that training and assessment you receive with us is done in accordance with the national quality- training framework.

Some Mibt courses may be delivered in conjunction with a Third party provider.

Working with Persons Under 18 years of age

If you are under 18 years of age and are enrolling with Masters in Building Training, your parent or guardian will be required to sign your Enrolment Form as well to indicate that they agree with your enrolment.

Fees and Refunds

It is the policy of Masters in Building Training to have fair and reasonable financial dealings with all clients and Learners.

It is the policy of Masters in Building Training:

- To protect fees paid in advance by collecting no more than \$1000.00 for course fees in advance prior to commencement of training and no more than \$1500.00 at any given time during the progress of the course to the total of the course costs
- To clearly identify the amount applicable for tuition and materials fees and timeframes for payments
- That the Financial Controller or their delegate is/are the delegates(s) for authorisation of refund of fees
- In the event that a request for refund is applied for monies paid in advance for items other than tuition fees financial delegation for such refund lies solely with the Financial Controller or their delegate. Refund of monies cannot be made without the express approved of the Financial Controller.

Masters in Building Training reserves the right to withhold Certification documents until all applicable fees are received.

Replacement of Parchments/Testamurs

A fee of \$20.00 for a replace parchment applies.

Payment of Fees

Fees for courses of \$1000.00 or less are to be paid a minimum of 7 days prior to commencement. Under special circumstances special payments arrangements may be negotiated.

An invoice for payment is issued at the time of enrolment. Formal acknowledgement of receipt of payment will be provided to the Learners within 7 days of funds clearing.

Inability to commence Course

If unable to attend a course candidates are entitled to either:

- Nominate a suitable substitute attendee to the course
- On one occasion where due notice of 7 days has been given defer participation to the next commencement of the same course

Refund of Fees Received

Early Departure

If a participant leaves prior to completion of the course they will be refunded the amount of money that was paid in advance by not expended.

A refund statement will be provided.

Refunds will only be made to the person or entity who made the original payment.

Learner Cancellation

Qualifications

Where cancellations are notified 14 days or more prior to the course commencement all course fees will be refunded.

Where cancellations are notified less than 14 day prior to course commencement of the course, deposits will not be refunded.

Failure to notify of non-commencement will result in the full course fee being payable.

Circumstances such as illness and traumatic events will be considered as Exceptional Circumstances for refund purposes. Learners will be required to provide evidence to support claims of exceptional circumstance eg Illness and accident – (Doctor's certificate) or family crisis.

Induction

On successful completion of the enrolment process, all Learners will under-go an induction program including:

- Introduction to Masters in Building Training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued

Training Services

Currently Masters in Building Training is able to offer Learners accredited training in the following qualifications:

Note: Some Masters in Building Training programs may be delivered by or in conjunction with a third party provider.

- CPC10111 Certificate I in Construction
- CPC30111 Certificate III in Bricklaying/Blocklaying
- CPC30211 Certificate III in Carpentry
- CPC30313 Certificate III in Concreting
- CPC30611 Certificate III in Painting and Decorating
- CPC31011 Certificate III in Solid Plastering
- CPC31211 Certificate III in Wall and Ceiling Lining
- CPC31311 Certificate III in Wall and Floor Tiling

- CPC31411 Certificate III in Construction Waterproofing
- CPC31511 Certificate III in Formwork/Falsework
- CPC32612 Certificate III in Roof Plumbing
- CPC40110 Certificate IV in Building and Construction (Building)
- CPC50210 Diploma of Building and Construction (Building)
- CPC60212 Advanced Diploma of Building and Construction (Management)

Masters in Building Training recognises the importance and benefits of combining industry experience with education when striving to deliver programs of highest quality and relevance to the client. Therefore, all trainers and assessors employed or contracted by Masters in Building Training have demonstrated significant industry experience in addition to holding the relevant qualifications, allowing them to provide a professional, well-rounded learning environment for participants.

As a Learner with Masters in Building Training, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, Learners are encouraged to give feedback throughout their enrolment.

Training Guarantee

It is the intention of the RTO Manager and Masters in Building Training that all Learners will receive the full training services at all times. Mibt undertakes to guarantee student completion of courses in the event that significant change occurs to affect the RTO's legal or operation status. We will assist and support students to complete their course to the end of the agreed course end date. In the event we are unable to provide this support, Mibt will assist the student in finding a placement for the student with another provider who will oversee the completion of your course.

Our Codes of Business

As a Registered Training Organisation Masters in Building Training operates within the standards set out by Australian Skills Quality Authority (ASQA), the National VET regulator Act 2011 and the Standards for Registered Training Organisations 2015 (NVR Standards 2015).

Masters in Building Training is committed to providing supportive and positive outcomes for all services provided to our clients. All staff recognises the rights of learners and provides information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that any staff member is not abiding by our policies and procedures then report your complaints or grievance to your supervisor/trainer or someone within Masters in Building Training, or complete our complaints and appeals form.

Access and Equity

Masters in Building Training is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognises the rights of learners and provides information, advice and support that are consistent with our policies and procedures.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

Appeals and Complaints

Masters in Building Training has a defined complaints and appeals process that will ensure learner's complaints and appeals are addressed effectively and efficiently. The CEO is the dedicated consumer protection officer.

Masters in Building Training strives to ensure that each Learner is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Learners have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints

A complaint can be defined as a Learner's expression of dissatisfaction with any aspect of Masters in Building Training services and activities such as;

- The enrolment, induction/orientation process
- The quality of education provided
- Academic matter, including Learner progress, assessment, curriculum
- Handling of personal information and access to person records
- The way someone has been treated

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Involve the minimum number of people possible

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Masters in Building Training. The complaints procedure will address both formal and informal complaints.

All complaints and appeals will be treated seriously and dealt with promptly, impartially, sensitively and confidentially. To protect the rights of both the complainant and the respondent, the following principles will be observed:

- The consideration of complaints and appeals will be dealt with according to principles of procedural fairness and natural justice which respect the right of a complainant to be heard by an impartial party
- Attempts will be made to resolve complaints and appeals with and by the person(s) involved
- Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process
- This complaints process does not restrict a person's right to pursue other legal remedies

- Complaints and/or respondents have the right to be accompanied and assisted by a support person (such as a family member, friend, counsellor or other professional support person other than a qualified legal practitioner) if they so desire
- All communications arising from the complaints process, together with the proceedings of the Appeals Committee, will remain confidential, except to the extent necessary to give effect to this policy
- Where the appeal relates to the suspension of enrolment, Learners may maintain their enrolled status whilst awaiting the outcome of the appeal
- At all stages of the process, reason and a full explanation for decision and actions taken as part of the procedures will be given in writing if so requested by the complainant or respondent
- A complainant is entitled to access the appeal procedures regardless of the location at which the complaint has arisen, the complainant's place of residence, or the mode in which they study

A Learner has the right to contact ASQA at any time before, during or after a complaint has been lodged with Masters in Building Training. ASQA Complaints Forms are available from <http://www.asqa.gov.au/forms.html> and can be submitted to:

Complaints Team
 Australian Skills Quality Authority
 PO BOX 9928
 Sydney NSW 2001

Or via email to complaints.team@asqa.gov.au

Learners may also contact the Department
 Smart and Skilled Consumer support centre if they are completing a funded program

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Appeals

The Masters in Building Training appeals process is concerned with a Learner's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a Learner's appeal against specific assessment decisions, the Learner should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the Learner's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the Learner.

If the matter cannot be resolved at a local level or if the complainant is not satisfied with the outcome, either the complainant or the respondent can refer the matter to the training manager or the dedicated consumer protection officer.

If the Learner is still not satisfied with the resolution of the appeal or compliant after following the procedure, the Learner may contact ASQA and lodge a written complaint as outlined above.

Client/Learner Support

We will endeavour to provide information and guidance to all learners. This includes but is not limited to:

- Learning pathways and possible RPL opportunities
- Provision for special learning needs including Language, Literacy and Numeracy

Discrimination and Harassment

Masters in Building Training abides by the anti-discrimination and equal opportunity legislations by providing a work environment in which:

- All people are treated with dignity and respect;
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- All selection is based on merit, ie the best person for the job; and
- Diversity is valued.

These acts promote equality of opportunity for everyone, by protecting from unfair discrimination.

These different acts ensure that there is not discrimination based on:

- Sex
- Marital status
- Parental status
- Age
- Race/culture
- Disability
- Religious belief etc

Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person.

Related links:

- Australian Human Rights Commission
<http://www.humanrights.gov.au/>

Masters in Building Training Code of Conduct

Whilst a Learner of the Masters in Building Training, you are expected to:

- Obey all Australian laws and regulations
- Be respectful to other people: harassment, bullying, physical or verbal assault will not be tolerated
- Be polite and treat everyone equally and fairly, regardless of gender, age, race, sexual preference or religious belief
- Respect the property of others, whether at your accommodation, your training campus, Masters in Building Training office or any other venue.
- Comply fully with the notified Work Health and Safety requirements in your accommodation, your tuition campus and in all Masters in Building Training property

- Do not use mobile phones in class or in meetings (turn them off during class times)
- Smoke only in designated smoking areas

Health and Safety

Masters in Building Training has a comprehensive Workplace Health and Safety Policy that is displayed throughout the RTO.

Workplace Health & Safety Policy

Masters in Building Training is committed to providing a safe and healthy workplace for all of our employees, Learners and clients and recognises all of its responsibilities to provide a safe and healthy work environment for employees, Learners, contractors, clients, visitors and the public.

Creating a safe work environment and care for the environment is the responsibility of **ALL** Masters in Building Training personnel at every level of the Company.

To achieve this stated policy outcome, the commitment and contribution of each and every employee is required through:

- Taking responsibility for the health and safety of themselves and their fellow workmates;
- Not compromising personal health and safety in the mistaken belief that other requirements are more important;
- Considering health and safety as an integral part of our work.

Masters in Building Training promotes a work environment and safety management system that is characterised by:

- A systematic approach to controlling health and safety hazards and risks through the development and implementation of suitable policies and procedures;
- effective management demonstrated by commitment and direct involvement at all levels of the company;
- outperforming teamwork with effective two-way communication as an integral part of every job;
- Provision of appropriate facilities, equipment, education, training and supervision for employees and contractors to ensure healthy and safe working conditions and methods.

In its activities Masters in Building Training maintains so far as practicable a working environment that is safe and without risks to health, eliminates or controls work-related hazards and risks by:

- ensuring as far as practicable all operations conducted by employees, Learners, contractors and visitors are in accordance with relevant legislation and regulatory requirements and relevant industry standards;
- the application of a systematic approach to identifying, assessing and controlling workplace hazards and risks; and

- Facilitating continuous improvement through periodic review of objectives and performance measures, systems, practices and procedures to ensure their continued effectiveness and relevance.

Signed by CEO

Privacy

Australian privacy laws place very strict conditions on the collection and use of private information by organisations.

Masters in Building Training is bound by the National Privacy Principles contained in the Commonwealth Privacy Act.

Masters in Building Training considers Learner privacy to be of utmost importance and will practice a high standard of care and concern in regards to maintaining Learner privacy in all aspects of business operations. Masters in Building Training will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles www.privacy.gov.au

Overview

This statement outlines how Masters in Building Training uses and manages personal information provided to or collected by it.

Masters in Building Training may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to operations and practices and to make sure it remains appropriate to the changing training environment.

Information Collected

The type of information Masters in Building Training collects and holds includes, but is not limited to, personal information, including sensitive information, about trainees before, during and after the course of a trainee's enrolment at Masters in Building Training.

Information Provided

Masters in Building Training will generally collect personal information held about an individual by way of forms filled out by trainees, face-to-face meeting and interviews, and telephone calls.

Use of Personal Information

Masters in Building Training will collect and use personal information about individuals for the primary purpose of facilitating and enabling the provision of training and welfare services to trainees.

The purposes for which Masters in Building Training uses personal information related to trainees include (but are not necessarily limited to):

- day-to-day administration

- looking after learner's educational well-being
- reporting to your employer / sponsor
- to satisfy our legal obligations and to allow us to discharge our duty of care
- to meet State Government requirement through Smart and Skilled contract

Disclosing Personal Information

Unless prevented by law, Masters in Building Training may disclose personal information, including sensitive information, held about an individual to:

- an individual's employer/sponsor/guardian
- government departments
- medical practitioners
- people providing services to Masters in Building Training, including education and accommodation providers
- anyone an individual authorises Masters in Building Training to disclose information to.

Sensitive Information

Under Australian legislation, in referring to 'sensitive information', Masters in Building Training means information relating to a person's:

- racial or ethnic origin
- political opinions
- religion
- trade union or other professional or trade association membership
- sexual preferences
- criminal record, that is also personal information
- health information.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and Security of Personal Information

Masters in Building Training's staff members are required to respect the confidentiality of trainee's personal information and the privacy of individuals. Masters in Building Training has in place steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password access rights to computerised records.

Updating Personal Information

Masters in Building Training endeavours to ensure that the personal information it holds is accurate, complete and current.

Under the Commonwealth Privacy Act, an individual has the right to obtain access to any personal information which Masters in Building Training holds about them and to advise Masters in Building Training of any perceived inaccuracy.

To obtain access to your personal information, for the purpose of ensuring its accuracy, please contact the Masters in Building Training RTO Manager.

Authorisations

Photographs and Particulars of Achievements

Masters in Building Training may seek Learner authority to use photographs and particulars of Learner achievements for the promotion of Masters in Building Training's capabilities and achievements and will provide an authority form for this purpose for Learner signature.

Note that this authority is also subject to approval by the each Learner's employer/sponsor. A Learner may decline to provide Masters in Building Training with such authority and may also withdraw any previously provided authorisation by advising Masters in Building Training in writing of such withdrawal.

Privacy Principles

Collection

Masters in Building Training will only collect necessary information pertaining to one or more specific operations. The Learner will be informed as to the purpose for which details are being collected.

Use and disclosure

Masters in Building Training will ensure Learner personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the Learner, unless a prescribed exception applies.

Data quality

Masters in Building Training will take all reasonable measures to ensure that all Learner personal information that is collected, used or disclosed is accurate, current and complete.

Data security

Masters in Building Training will take all reasonable measures to ensure all collected Learner personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

Masters in Building Training will maintain documentation which detail how Learner personal information is collected, managed and used. When a Learner makes an enquiry in relation to information collected, Masters in Building Training will explain what information is held, for what purpose it is held, and what procedures outline the collection and use of information.

Access and correction

Masters in Building Training will allow Learners access to personal information held in all circumstances unless prescribed exceptions apply. If the Learner identifies errors within the information, Masters in Building Training will correct and update to file.

Anonymity

Masters in Building Training will provide Learners the opportunity to interact with the business without requiring the Learner to make their identity known in any circumstances it is practical and possible to do so.

Sensitive information

Masters in Building Training will request specific consent from a Learner in circumstances where it is necessary to collect sensitive information. Sensitive information may include, but is not limited to; information relating to a Learner's health, criminal record, racial or ethnic background.

Unique Learner Identifier (USI)

Masters in Building Training will comply with USI requirements as the system is implemented.

Learner Training Records Policy

Upon enrolment, Learner's details will be entered into the RTO database system. This process initiates the establishment of the Learner's individual file which is then used to record all future details pertaining to the client. The file is retained by Masters in Building Training and management of the file will be in accordance with the RTO training records policy.

Masters in Building Training is committed to maintaining the accuracy, integrity and currency of all Learner files, as well as ensuring appropriate security of all records to uphold confidentiality and protect Learner privacy. Masters in Building Training management will undertake a validation of the training records and report the findings at the monthly management meeting.

When in paper format, Learner's work will be filed according to the competency / unit number, competency / unit cluster or alphabetically according to the Learners' names. Individual Learner records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where Learner or public access is possible, the cabinets should remain locked. For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and are protected by password access.

Completed assessments

Each and every assessment submitted by every Learner will be retained for a minimum period of six (6) months.

At the expiration of six (6) months period, the Learner's assessments will be stored in a safe and secure facility for (2) years.

Results of assessment records

Learner assessment results will be recorded electronically within the RTO's database system. This information may be used to provide annual competency completion reports and / or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

Further security of records is ensured by complying with the storage requirements detailed in ASQA's general directive: Retention requirements for completed Learner assessment items dated 22 June 2012.

Ceasing operation

In the event that Masters in Building Training ceases to operate, the RTO's records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations and state governing body.

Acknowledgements and Authorisations

In summary, Masters in Building Training will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual Learners
- Consideration of each individuals' needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and Learners, so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of Learners' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist Learners in planning their pathway from school or the community to vocational education and training

Acknowledgement declaration

I acknowledge that I, _____, have read and fully understand the contents of this Learner handbook, which outlines the conditions of my rights and responsibilities as a Learner of Masters in Building Training.

Signature

Date

Name of Witness

Signature of Witness

General Privacy Authority Form

I hereby provide authority for Masters in Building Training to obtain and use photographs of me and particulars of my activities and achievements whilst a Learner at Masters in Building Training for purposes including (but not limited to):

- Newsletters
- Social Media Sites (such as Facebook TM)
- Masters in Building Training Promotional Material.

I understand that I can withdraw my authority at any time by providing written advice to Masters in Building Training.

Signature:.....

Name:.....

Date:.....

Witnessed by:

Signature:.....

Name:.....

Complaints and Appeals Form

This form must be completed when you need to make a formal complaint or appeal with Masters in Building Training. Please keep a copy for your records and post or deliver to our office for attention.

1. YOUR DETAILS		
Full Name:		
Learner ID:		
Program:		
Address:		
Phone:		Email:

2. YOUR COMPLAINT/APPEAL	
Please provide an accurate statement of the matter you wish to have resolved and the steps you have taken to try to resolve the matter. Attached extra pages as necessary.	
Describe your Complaint/Appeal:	
What have you done to try to resolve the complaint or appeal?	
What outcomes are you seeking? Do you have a suggested remedy for the complaint or appeal?	
Complainant/Appealer Signature:	Date:

3. FOR OFFICE USE ONLY

3. FOR OFFICE USE ONLY		
Received by:	Date:	Signature:
Complaint/Appeal Referred to:		Date:
Panel Meeting:	Date meeting was held:	
Outcomes of the meeting:		
Letter issued to the Complainant/Appealer with the outcome of the Panel Meeting YES/NO		Date letter was sent:
Issues/Panel meeting outcome entered to Continuous Improvement Register: YES/NO		

Please forward this completed form to: - **Masters in Building Training**

PO Box 124, St Peters, NSW 2044

Tel: 1300 642 457

info@mibt.edu.au