

MBA Group Training

Student Handbook



MASTER BUILDERS
GROUP TRAINING

RTO NO. 88163



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MBA GROUP TRAINING – QUALITY TRAINING

MBA GT strives 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 MBA GT.

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. All trainers are appropriately qualified to deliver the courses they facilitate.

This handbook is applicable to all students attending training at the MBA GT facility in the ACT. Course specific information will be included in the course guide or outline provided to you prior to the commencement of any training and assessment.

SOUTHERN TRAINING ORGANISATION (STO)

The MBA GT office is also home to Southern Training Organisation (STO), RTO: 91378. The policies, procedures and information in this handbook is applicable to any STO student attending training at the MBA GT facility.

STO students attending training in NSW should refer to the STO NSW handbook.

OFF SITE TRAINING

MBA GT and STO can facilitate training at other locations in NSW and ACT. It is expected that students participating in any course delivered off site oblige with the guidelines set out in this handbook and the relevant policies and procedures.

The quality of training delivered will not be impacted by a change in location, student expectations should remain the same. However, additional policies and procedures relevant to that work site will also apply.

YOUR RIGHTS AND RESPONSIBILITIES

When you enrol for training, you make an agreement with MBA GT that you will follow MBA GT policies and procedures. This section outlines your rights and responsibilities as a student attending training, further information is included throughout this handbook and within the RTO's policies and procedures located on the MBA website: <https://mba.org.au/policies-and-procedures/>.

YOU MUST:

- Notify MBA staff immediately of any change in circumstance, including injury, illness or other personal matters that may impact on your enrolments or attendance.
- Communicate appropriately with MBA staff including both admin and trainers/assessors. 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.
- Wear appropriate clothing and footwear as required i.e. hi-vis shirt, safety boots, etc.
- Use protective equipment as required and follow all WH&S procedures as directed.
- Drive in a safe manner whilst driving on, entering or exiting the facilities.



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.

YOU MUST NOT:

- Plagiarise, collude or cheat in any assessment task or examination.
- Swear or use offensive language.
- Smoke or vape inside or around the building. Smoking or vaping is only permitted in the designated smoking area, located near the corner with Newcastle St and Iron Knob St.
- Harass fellow students, staff or the general public.
- Use mobile phones or similar devices in class, the workshop or during exams, unless directed by the trainer.
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
- Damage, steal, modify or misuse MBA property.
- Be under the influence of alcohol or illegal drugs during attendance to training.
- Attend MBA premises if you are unwell and / or displaying symptoms that could be contagious.
- Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public- including email, posting on social media, SMS messaging or any form of cyber bullying.

SAFE & INCLUSIVE TRAINING ENVIRONMENT

When attending training with MBA GT, we do our best to ensure a harassment-free facility for all students, staff and visitors to our training facilities. This means that there is an expectation that all students, staff and visitors will always treat other people with respect and courtesy.

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 do not want to do or to grant favours (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 behaviour 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 social media, or elsewhere 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 soon, 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 behaviour should stop immediately.
- As a rule, if in doubt, do not make comment or share any material (visual images or in writing) that could be considered as offensive.

OFFENSIVE GESTURES



Offensive gestures may include:

- 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 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 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.

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. MBA GT has a zero tolerance policy for bullying and harassment. If you feel that you have experienced bullying and harassment during your training with MBA GT you may wish to speak with:

- Your trainer
- A member of the administration staff
- Either the Director or other manager of MBA GT

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 MBA GT 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:

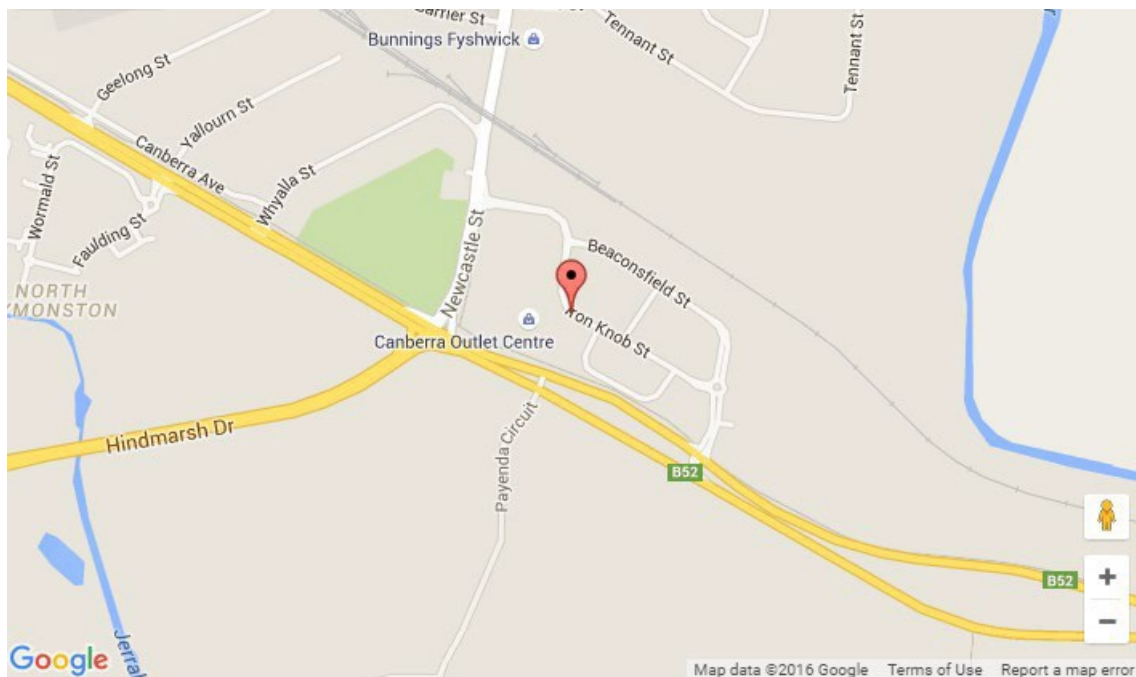
- Gender
- Pregnancy
- Race- including their colour, nationality, ethnic or ethno-religious background
- Marital status
- Disability- past, present or future; actual or presumed
- Homosexuality- actual or presumed
- Transgender (transsexual) - actual or presumed
- Age
- Carers responsibilities

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

TRAINING INTRODUCTION

TRAINING FACILITY

When you commence training, your trainer will give you essential information about your training program and information on the emergency procedures and the facility.



MBA GT Skill Centre is located at 1 Iron Knob Street, Fyshwick, ACT 2609 (opposite Canberra Outlet Centre). The Skill Centre has a range of classrooms and meeting rooms to cater for various training groups and a workshop area used to conduct practical training and assessment. The training centre provides free on-site parking to meet the needs of students and visitors to our centre.

STUDENT AMENITIES

MBA GT provides a student kitchen for students' use. The student kitchen is equipped with a refrigerator, microwave, dishwasher, access to drinking water and a vending machine. Tea, coffee and milk is supplied in the kitchens available to students. 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 several food outlets in the vicinity. Please ensure you have enough time to return to class for the commencement of the next session.



Toilets are located on either side of the elevator at reception and at either end of the building, next to training room 8 and just outside the entrance to the practical training workshop.

WORK HEALTH AND SAFETY (WHS)

MBA GT 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.

When you enrol and during your induction, you will be given information about any protective clothing and equipment you need for training. During your first class, you will also be given information about what to do in an emergency or if you are injured and need first aid. During your studies, you will learn about work, 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 MBA GT 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 any lawful and reasonable 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 MBA GT 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/or the training centre, if they are affected by alcohol and/or other drugs. They may contact a student's employer (or in the case of minors, a parent or guardian) to discuss any concerns.

EMERGENCY PROCEDURE (ACT)

If you hear the Fire Alarm Evacuation Tone 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 belongings 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 Association of the ACT/MBA GT sign, near the carpark entrance.

NOTE: All classrooms have detailed instructions posted near the entrance, outlining what to do in an emergency, as well as a map in the event of an evacuation.

FIRST AID

First Aid officers and first aid kits 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.

TRAINING SERVICES

MBA GT as a Registered Training Organisation (RTO) offers training in full qualifications, single units of competency or modules, and other accredited courses (short courses).

To view all training offered by MBA GT, including short course training, whole qualifications, professional development training and workshops, industry information updates and the training calendar please visit our website at <https://mba.org.au/training-page/>

The full Scope of Training for MBA Group Training (RTO Number 88163) can be found on the training.gov.au website. Additional programs are also offered at the MBA GT facility delivered by Southern Training Organisation (STO), RTO Number 91378.



ENROLMENT

Students wishing to undertake training through MBA GT must complete either an online enrolment or 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 an LLN (Language, Literacy and Numeracy) assessment prior to attending and identify any disabilities or learning difficulties that they may require additional support for.

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

Any specific requirements regarding PPE, specialist clothing or equipment required to attend training will be outlined in your individual course enrolment confirmation email.

For further information regarding MBA GT enrolment practices please see our [Enrolment Policy \(POL006\)](#) published on the MBA GT website.

MBA ONLINE LEARNING RESOURCES AND ASSESSMENT

MBA GT has an online learning management system (LMS), known as Canvas. This system will allow students to use online learning resources during training and may also complete assessment activities online. For some specialist courses (eg Cert IV in WHS) an external LMS may be used, such as Catapult.



For whole qualifications, students are asked to bring their own device such as a laptop, iPad, tablet or other smart device to access the relevant LMS. The Canvas system can be accessed at <http://masterbuilders.instructure.com> or through the student app which can be downloaded from Apple or Google Play stores. Students will be provided training at the commencement of their studies on how to use the relevant system.

ASSESSMENT

MBA GT is committed to implementing assessment practices that are consistent with the requirements of the relevant Training Package, workplace, and where applicable, regulatory frameworks that will result in the valid, reliable, fair, and flexible assessment of all students at all times.

Further information about MBA GT and STO's assessment practices can be found within our [Assessment Policy \(POL002\)](#) published on our website.

CERTIFICATION

All students undertaking training through MBA GT or STO will receive certification to reflect the training and any assessment completed.

AQF CERTIFICATION

Students who enrol to complete a whole qualification and satisfy all training and assessment requirements will be issued with a Certificate to reflect the qualification completed.

Where the qualification has been partially completed a Statement of Attainment will be issued. Both documents will include a record of results or transcript detailing the units of competency successfully completed.

Short course participants who satisfy all training and assessment requirements will also be issued with a Statement of Attainment, and in some cases a card, reflecting the course completed. This statement will not be accompanied by a record of results however the unit/s completed will be listed on the document.

OTHER TRAINING OUTCOMES AND CERTIFICATION

If a student enrolls for a non-accredited course or does not complete the required assessment items a certificate of attendance will be issued.

COPIES OF CERTIFICATION

MBA GT can provide a copy of any certificate or card issued upon request. No fees apply to gain a copy of a certificate, record of results or transcript stored at MBA GT. Identification must be provided prior to a certificate copy being issued.

Copies are subject to the following fees:

- Retrieval of archived records: \$150.00
- Copy of card: \$35.00

Certification prior to 2015 is not retained on site at MBA GT and may need to be retrieved from our archive facility. If certification records are located at our archive facility, the retrieval fee must be paid prior to a copy being issued.

LETTERS OF SUPPORT

Some courses require a licencing or card application to be submitted to Access Canberra within 60 days of successfully completing the course. If an application is made outside of 60 days a letter of support is required to complete your application. All letters of support are subject to a fee of \$20.00.

WITHDRAWING FROM YOUR COURSE

If you are having difficulty with your training, or you are unavailable to attend training, talk to a member of the administration staff to discuss options available to you. The phone contact for the MBA GT office is (02) 6175 5900 or email: training@mba.org.au.



Please note that fees may still apply in line with MBA GT's [Enrolment Policy \(POL006\)](#) published on the MBA GT website.

SURVEYS & LEARNER FEEDBACK

MBA GT undertakes a survey program which provides student, employer and other related stakeholders feedback to collect information regarding our performance as an RTO. These 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 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.

Learner Feedback is collected via an online form which can be accessed using the QR Code posters displayed in every classroom. Feedback can also be provided by scanning the QR Code below.



Students are encouraged to provide feedback following the completion of training. This feedback is regularly reviewed and used to make improvements to our training quality.

Scan the QR Code or [click here](#) to provide Learner Feedback.

COMPLAINTS AND APPEALS

If you are graded for an assessment, and you disagree with this grade, you have the right of appeal. Similarly, if you wish to make a complaint about any services delivered by MBA GT you have the right to do so.

Complaints and appeals are handled as described in the [Complaints and Appeals Policy \(POL008\)](#) on MBA GT's website.

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 regarding plagiarism.
- Reference all assessment submissions appropriately (as required).
- Seek advice and support from MBA GT trainers and staff.

CHEATING

Cheating occurs when an individual copy 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 or looking at another student's answers for a written assessment.

The consequence of cheating may include: re-enrolling and repeating the entire unit, resubmitting the assignment or alternative assignment, suspension from the course and/or cancellation of course enrolment without refund.



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 must obtain a USI through the USI Registrar's website and provide this to the training organisation that delivers the course in which they are enrolled. The USI is reported to the Registrar by the training organisation, 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 does not 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 MBA GT with a USI. Information on the USI is provided to you at induction and other information can be found at <https://mba.org.au/policies-and-procedures/> or www.usi.gov.au.

MBA GT 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 MBA GT will be securely destroyed on successful USI verification.

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

SUPPORT SERVICES

MBA GT 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.

EDUCATIONAL SUPPORT SERVICES

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



Nexus Human Services provides free government-funded assistance to support learners with language, literacy, numeracy and digital literacy support. They also provide support to individuals with mental health issues or other disabilities in finding employment.

This can include tailored support to individuals during and after completion of training with MBA GT.

For more information, refer to: www.nexushumanservices.com.au or telephone: 1800 163 987.

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.
- One-on-one tutorial support with a qualified trainer to better assist the needs of the apprentice.



For full details refer to [Learner Support Policy \(POL007\)](#) on the MBA GT website.

If you are struggling with any aspect of your study, it is important to reach out to either your trainer or one of the administration staff. MBA GT Staff may be contacted directly or on (02) 6175 5900 or email: training@mba.org.au.

EMERGENCY – GET HELP NOW:

In an emergency call 000

Help is available 24 hours a day, 7 days a week anywhere in Australia.

IF A PERSON IS IN CRISIS OR NEEDS HELP NOW, CALL:

Lifeline – 131 114

Kids Helpline – 1800 55 1800

Mental Health ACT – 132 281

Beyond Blue – 1300 224 636

MBA GROUP TRAINING POLICIES

MBA GT 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 standards. Policies relating to MBA GT can also be found at <https://mba.org.au/policies-and-procedures/>.

MBA GROUP TRAINING GUARANTEE OF SERVICE

MBA GT 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 MBA GT 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.



