



Master Builders Association of WA (RTO Code: 5101)

STUDENT HANDBOOK

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Introduction

Thank you for considering training with the Master Builders Association of WA.

The Master Builders Association of WA is a Registered Training Organisation (RTO Code: 5101).

The purpose of this handbook is to provide you with a quick reference about training courses, policies and processes, roles and responsibilities guiding you through your learning experience with the Master Builders Association of WA. It is the responsibility for each student to read and understand the information provided in this handbook.

The Master Builders Association of WA aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

The Master Builders Association of WA has office locations in:

- Perth
- Geraldton
- Bunbury
- Albany

The Master Builders Association of WA offers a range of training products and services which includes the following:

- Nationally recognised courses
- Industry Accredited courses
- Non-accredited courses

Service Commitment

The Master Builders Association of WA is committed to providing quality training and assessment services to its students.

We aim to:

- Provide training and assessment services that meet industry needs and trends.
- Deliver high quality, innovative and engaging training.
- Maintain a person-centred approach.
- Foster relationships with our students, supporting them through their career.
- Provide flexible learning opportunities.
- Provide a supportive, facilitative and open learning environment.
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for students.
- Produce competent and confident workers that benefit the community and industry.

Please refer to our website www.mbawa.com for the training courses offered.

Student Rights and Responsibilities

The Master Builders Association of WA conducts training courses at various venues to suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with a Master Builders training team member well in advance of the due date. This way you may be able to be granted further support and additional time. Please note there may be conditions or additional fees to gaining an extension outside of the enrolment duration.

Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

The Master Builders Association of WA regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. The Master Builders Association of WA has policies and procedures in place for dealing with assessment misconduct.

- **Cheating** - All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** - Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- **Plagiarism** - Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs. You must follow referencing guidelines if you take another person's idea and put it into your own words.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions. It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

If you are absent from class, you must advise your trainer or a training team member at Master Builders office. It is your responsibility to catch up on any work missed. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g., theft, fraud, violence, assault).
- Interfering with another person's property.
- Removing, damaging or mistreating the Master Builders Association of WA property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation or victimisation.
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for Others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

The Master Builders Association of WA retains the right at all times to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Change of Personal Details

Students are required to ensure their personal details recorded with the Master Builders Association of WA are up to date at all times. Should your circumstances or details change please update your record by emailing training@mbawa.com or diploma@mbawa.com

Disciplinary Processes

The Master Builders Association of WA may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group.
- Suspension from the training room.
- Expulsion from the training room; or
- Expulsion from the Training course.

Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment.
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments.
- Appropriate footwear must be worn at all times, preferably enclosed shoes but for high-risk work safety boots will be required.
- Since you will be working in close proximity with others, care with your personal hygiene.

Duty of Care

Under Workplace Health and safety legislation, students have a duty of care to maintain a safe environment for both them and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so the Master Builders Association of WA can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by the Master Builders Association of WA in the interests of safety, health and welfare.
- Cooperate with health and safety directives given by staff of Master Builders Association of WA.
- Ensure that you are not affected by the consumption of drugs or alcohol.

It must also be noted that if you feel unwell on the day of your training, you do not attend and contact the Training team to advise of your non-attendance. They will discuss rescheduling options with you.

Evaluation and Feedback

The Master Builders Association of WA values all feedback from students, as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback both verbally and via the requested feedback options.

Student Support Services

The Master Builders Association of WA understands that there may be times when personal issues may affect your ability to undertake your training. The Master Builders Association of WA has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning. A full list of student support services can be found on page 24 of this handbook. If you would like to speak with someone regarding any student support services, you can contact the Head of Training or the RTO Operations Coordinator at Master Builders on 08 9476 9800 or email diploma@mbawa.com.

Special Needs

Students intending to enrol for training with Master Builders Association of WA are requested to advise us if they have any physical or other impairment (e.g., English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with a Training team member any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies. The respective team member, in collaboration with the student, will assess the potential for the client to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

Mentoring and Guidance

The Master Builders Association of WA can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Examples for you to consider are as follows:

- Get organised – taking the time to get organised will set you up well and help you achieve your learning goals.
- Don't skip class – can be detrimental to you achieving your learning goals. You miss important theory and guidance on assessments.
- Take notes – to keep your brain engaged during the class, take notes, which you can refer to later.
- Talk to your trainer/assessor and ask questions.

Language, Literacy Numeracy

Any student being identified as having any Language, Literacy or Numeracy (LLN) issues will be supported and if required, referred to external programs or support to gain the adequate skills to complete this course.

Programs or support may include:

- TAFE - <https://www.northmetrotafe.wa.edu.au/english-employment-and-work-readiness-programs/skills-education-and-employment-see>
- Read Write Now (WA) - <https://www.read-write-now.org.au/get-help/get-help>
- The Australian Literacy & Numeracy Foundation - <https://alnf.org/>
- The Reading Writing Hotline - <https://www.readingwritinghotline.edu.au/>

Learning Materials

Master Builders will provide the students with the required training resources as part of the course fee. The fee paid by the student includes training resource fee.

Making the most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities.
- Prepare well in advance of each training session.
- Be a willing participant.
- Work with fellow learners.
- Respect other people's opinions.
- Ensure you have a clear understanding of the assessment requirements.
- Take responsibility for the quality of evidence that you submit to the Assessor.
- Keep track of your progress.
- Complete and submit all assessment on time, tasks using clear and concise language.
- Be willing to contact the Training Department and specifically your designated Training Administration Officer if you have any queries or questions.

Mobile Phones

All phones must be turned off during training, as a courtesy to the trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. The Master Builders Association of WA accepts no responsibility for any belongings which may be stolen or go missing.

Course Information

Nationally Recognised Training

Nationally Recognised Training is a competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification.

Each qualification has a list of foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each unit of competency there are specific foundation skills listed.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each unit of competency is made up of the following:

- Elements.
- Performance criteria.
- Foundation skills.
- Performance and Knowledge evidence requirements.
- Any pre-or co requisites (if applicable).
- Assessment conditions.

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, foundation skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor.
- Observation reports.
- Certificates and awards.
- Examples of work completed or special projects.
- Current licenses.
- Position descriptions and performance reviews.
- Third party reports.
- Knowledge question responses.

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard.
- Understand why the job should be done in a particular way.
- Handle unexpected issues or problems.
- Work with others 'in a team'.

- Do more than one thing at a time, e.g., perform the task and be aware of the work health and safety requirements.
- Know the workplace rules and procedures.

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Support will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessment tasks /activities may be involved including, but not limited to:

- Observation of performance.
- Assignments / Online assessments.
- Written activities.
- Written / oral questioning.
- Oral presentations.
- Workplace performance.
- Projects.
- Case Studies/Role plays/ simulations.
- Demonstration of skills.
- Online assessments.

Certification will only be issued to students who successfully complete all assessment requirements for a course.

The Master Builders Association of WA is required to meet stringent quality requirements in the conduct of all assessments.

The Master Builders Association of WA has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance. • Assessment of knowledge and skills is integrated with their practical application. • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner’s needs. • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learners’ needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence

All evidence provided by students, as proof of their competency, meets the following “rules of evidence”.

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency-based learning.

Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- When sending via email, you must ensure the unit of competency and your name is in the subject line. The assessment submission must be scanned in one (1) PDF attachment only.
- All assignments are registered on the Student Management system as they are received.
- We endeavour to assess all assessments as soon as possible; however, it could take between 3 to 4 weeks of receipt.
- Students are entitled to two resubmitted assessments. If the re-submissions are still deemed NYC, students will be offered the opportunity to discuss with an allocated trainer/assessor. They may then re-submit, and an applicable fee may apply. No further re-submits are permitted after this final process and the student must then re-enrol in the relevant unit of competency, paying the full course fee of the designated day.

Assessment Results

Results of assessment are provided to students as soon as is practical. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustments

Students with disabilities are encouraged to discuss with the Master Builders Association of WA any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Master Builders Association of WA to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all required assessments are submitted by the enrolment expiry date of the qualification. Any further extensions beyond the expiry date will be approved subject to the number of units completed by the student and whether communication with the Training Team has been maintained throughout the enrolment duration. An enrolment extension fee may be applicable for approved extensions.

Certificates

Types of Certifications:

In general, four types of certificates are issued by the Master Builders Association of WA. Certificates can only be awarded by the Master Builders Association of WA in accordance with our approved qualification scope.

- **Qualification (Testamur)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Transcript of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency.
- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian Qualifications Framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance record.

Certificates will only be posted to students at their nominated postal address as shown in their enrolment form. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates may incur a fee.

Course Delivery

The Master Builders Association of WA ensures the following resources are in place:

- Trainer/assessors with required qualifications, and experience.
- Course materials appropriate to the methods of delivery and assessment requirements.
- All necessary copyright authorisations.
- Required equipment and facilities.

Training and assessment methods used by the Master Builders Association of WA meet specific quality requirements and are chosen to best suit the unit of competency, whilst giving consideration to the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training.
- case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Master Builders Association of WA offers various forms of delivery to accommodate the varying needs of students. Modes of delivery for courses can include classroom (face-to-face), technological platform Zoom, Recognition of Prior Learning (RPL), on-line or a combination of any of the above.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy (LLN) of participants, with which the Master Builders Association of WA must abide.

LLN requirements as required in accordance with the course requirements are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Master Builders Association of WA can assist in providing this additional development prior to completing your enrolment into vocational skills. Where Master Builders Association of WA cannot provide the assistance themselves, you will be referred to other organisations who are able to provide this assistance.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL).
- Credit transfer (CT); and

All students have the opportunity to apply for RPL. This means that you can submit a portfolio of evidence for a unit(s) of competency or a full qualification, and have it assessed by a qualified Assessor to verify your claim of the recognition of the skills and knowledge.

Master Builders Association of WA aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Master Builders Association of WA may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact a training team member on 9476 9800 who will provide the information you need to complete an application.

The onus will be on you to provide a portfolio of evidence which supports your application for RPL. Evidence will need to show that you are competent in all of the elements, performance criteria, required skills and knowledge and the critical aspects of evidence. If you are applying for RPL for a qualification and the assessor only finds you competent for some of the units, you will be required to attend gap training for the remainder of the units.

Recognition of Prior Learning (RPL) Process

RPL is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an **assumption of competence**.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training.
- work experience; and/or
- life experience.

RPL therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of RPL is what has been learned rather than how, where or when it was

learned. RPL focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for RPL and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition of Prior Learning (RPL) Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s).
- Any Regulatory requirements.
- Authenticity - that it is your own evidence and can be authenticated.
- That you can perform the competency consistently and reliably.
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF).
- Sufficiency - there is sufficient evidence to make a judgment.

Master Builders Association of WA is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency.
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to attend gap training as indicated by the assessor. Please talk to your assessor if you have any concerns.

Credit Transfer

Master Builders Association of WA recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as National Recognition or Credit Transfer. This is applicable when a Statement of Attainment or Qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol.

Students are required to formally apply for Credit Transfer(s). Once approved students are not required to undertake learning in the unit/s again, the student is exempt. All Statements of Attainment or Qualifications are required to meet the Standards for Registered Training Organisations (SRTOs 2015).

Use of Artificial Intelligence (AI)

The Master Builders Association of WA acknowledges the evolving role of Artificial Intelligence (AI) in education and industry. Students may use AI tools to support their learning, including research, idea generation, and study assistance. However, all submitted assessments must reflect the student's own understanding and work. Uncredited use of AI-generated content is considered academic misconduct and may result in disciplinary action. Students are encouraged to seek guidance from their trainer/assessor on appropriate AI use. Master Builders WA reserves the right to review and update its AI usage policy in accordance with future directions from relevant regulatory bodies, including the Training Accreditation Council.

Policies

Access and Equity

Master Builders Association of WA is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Master Builders Association of WA will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Master Builders Association of WA abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, please see Master Builders Association of WA Access & Equity Policy.

Complaints

Master Builders Association of WA has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Training Manager of Master Builders Association of WA or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be at the expense of the complainant.
- If the complaint will take in excess of 60 calendar days to finalise, Master Builders Association of WA will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer /assessor/the State Training and Workforce Development Manager.

The student completes a Complaints Form to commence the process.

To access the detailed Complaints Policy, Procedure form, please contact Master Builders training team member via email on training@mbawa.com or call 9476 9800.

Appeals

Master Builders Association of WA ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The Appeals Policy is publicly available on request.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be at the expense of the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Master Builders Association of WA may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be the expense of the appellant.
- If the appeal will take in excess of 60 calendar days to finalise, Master Builders Association of WA will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- The Master Builders Association of WA strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of Appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly.
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor.
- Alleged lack of competence of the assessor.
- Alleged wrong information from the assessor regarding the assessment process.
- Alleged inappropriate assessment process for the particular competency.
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.

- b) Appeal is rejected/ not upheld; in accordance with Master Builders Association of WA assessment policy the student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment.

To access the Appeals Policy Procedure and Form please contact Master Builders training team at training@mbawa.com or call 9476 9800.

Equal Opportunity

Master Builders Association of WA is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Master Builders Association of WA has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

Master Builders Association of WA is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. Master Builders Association of WA is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

Master Builders Association of WA will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues.

This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Training Manager should be contacted.

As a student of Master Builders Association of WA, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others.
- Respect differences among other staff, students and contractors, such as cultural and social diversity.
- Treat people fairly, without discrimination, harassment or victimization.
- Refuse to join in with these behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. Master Builders Association of WA will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their gender, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status or disability. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Gender (male, female or other).
- Age
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, gender, marital status, disability or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting.

Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.

- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Master Builders Association of WA abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

As an RTO, Master Builders Association of WA is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student's information only for the purposes for which it was gathered. All students always have access to their own records.

Master Builders Association of WA collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The Master Builders Association of WA may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Master Builders Association of WA will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988, and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

Refund and Cancellation Policies

Master Builders Association of WA offers the following nationally recognised courses.

Please see below for the specific refund and cancellation policies:

Diploma PIT Funding Course

Master Builders WA adheres to the Department of Training and Workforce Development (DTWD) VET Fees and Charges Policy. Refunds and cancellations are processed as follows:

- a) Payment of all refunds is made within two weeks (14 days) of successful approval of the application for refund.
- b) Written notification of withdrawal from a course must be provided by a student to apply for a refund.
- c) A full refund will be provided to the student only if withdrawal occurs within four (4) weeks from the commencement date of the unit and is due to reasonable circumstances
- d) There is no refund to students who do not obtain their qualification after assessment.
- e) Master Builders Association of WA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- f) If Master Builders Association of WA postpones a course to another date, students will be offered a transfer to the new date or full refund if not able to attend.
- g) Master Builders Association of WA provides a full refund to all students, should there be a need for the Master Builders Association of WA to cancel a course.
- h) If Master Builders Association of WA cancels a course, students do not have to apply for a refund, the Master Builders Association of WA will process the refunds automatically.

- i) Any additional costs incurred by Master Builders Association of WA involved in collection of any outstanding amounts being more than 90 days overdue is payable by the student.

Refund and Cancellation calculated as follows:

Reason for Refund	Notification Requirements	Refund Applicable
1. Student withdraws from course. Enrolment fee paid.	Cancellation received in writing at least five (5) business days prior to commencement.	100% of the enrolment fee paid by the student.
	Cancellation received less than five (5) business days before course commencement.	Nil refund of enrolment fee.
	Cancellation received at any stage after course commencement.	No refund applicable.
2. Student suspended from the course by Master Builders Association of WA.	After course commencement, due to inappropriate behaviour or any other reason.	No refund applicable.
3. Course cancelled by Master Builders Association of WA.	Master Builders Association of WA will notify students within two (2) business days of the cancellation.	100% of the enrolment fee paid by the student.

Diploma RPL and Gap Training – Fee for Service Course

Students who may be eligible for a refund, are refunded in accordance with the following policy.

- a) There is no refund for the recognition of prior learning fee paid on course enrolment, where recognition of prior learning resources and services have been supplied to the student.
- b) If no resources have been supplied to the student and they decide to withdraw, a full refund of the fee paid will be issued.
- c) Written notification of withdrawal from a course must be provided by a student to apply for a refund.
- d) Payment of all refunds is made within two weeks (14 days) of successful approval of the application for refund.
- e) Course fees to be paid per unit of RPL and gap training (if applicable) are due after the RPL outcome has been determined. The student will be advised of the relevant payment plan.
- f) If a student's block/unit(s) are cancelled by Master Builders Association of WA, due to a missed payment plan fee within 5 business days, the student will still be liable to pay for the block/unit(s).
- g) If Master Builders Association of WA does not provide the assessment within the stated service standards, a full refund will be applicable.
- h) There is no refund to students who do not obtain their qualification after assessment.
- i) Master Builders Association of WA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- j) Master Builders Association of WA provides a full refund to all students, should there be a need for the Master Builders Association of WA to cancel a course.
- k) If Master Builders Association of WA cancels a course, students do not have to apply for a refund, the Master Builders Association of WA will process the refunds automatically.
- l) Any additional costs incurred by Master Builders Association of WA involved in collection of any outstanding amounts being more than 90 days overdue is payable by the student.

- m) There may be exceptional circumstances where Master Builders Association of WA will consider a refund outside the stated policy. These exceptions will be reviewed on a case-by-case basis, and any decision will be at the sole discretion of Master Builders Association of WA.

Refund and Cancellation calculated as follows:

Reason for Refund	Notification Requirements	Refund Applicable
1. Student withdraws from course. Fee paid on course enrolment and the balance of the full fee is paid off over the duration of the study.	Refund request received prior to learning resources and services have been supplied to the student.	100% of the fee paid on course enrolment by the student.
	Refund request received after the learning resources and services have been supplied to the student.	Nil refund of fee paid on enrolment.
	Payment plan not paid within 5 business days before block/unit(s).	Still liable for payment for the block/unit(s).
	Cancellation received at any stage after course commencement.	Still liable for payment of the full course fee and no refund applicable.
2. Student suspended from the course by Master Builders Association of WA.	After course commencement, due to inappropriate behaviour or any other reason.	Still liable for payment of the full course fee and no refund applicable.
3. Course cancelled by Master Builders Association of WA.	Master Builders Association of WA will notify students within two (2) business days of the cancellation.	100% of the course fees paid by the student.

White Card Face to Face Course

Students who may be eligible for a refund, are refunded in accordance with the following policy.

- Payment of all refunds is made within two weeks (14 days) of successful approval of the application for refund.
- Written notification of withdrawal from a course must be provided by a student to apply for a refund.
- There is no refund applicable where a student has commenced their course.
- There is no refund to participants who do not obtain their statement of attainment.
- Master Builders Association of WA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- Master Builders Association of WA provides a full refund to all students, should there be a need for the Master Builders Association of WA to cancel a course.
- If Master Builders Association of WA cancels a course, students do not have to apply for a refund, the Master Builders Association of WA will process the refunds automatically.

Refund and Cancellation calculated as follows:

Reason for Refund	Notification Requirements	Refund Applicable
1. Student withdraws from course.	In writing, five (5) business days or more prior to the course commencement.	100% of the course fee paid by the student.
2. Student withdraws from course.	In writing, less than five (5) business days prior to course commencement.	Nil refund.

Reason for Refund	Notification Requirements	Refund Applicable
	Does not attend on the day of the course.	
3. Student suspended from the course by Master Builders Association of WA.	After course commencement, due to inappropriate behaviour or any other reason.	Nil refund.
4. Course cancelled by Master Builders Association of WA.	Master Builders Association of WA will notify students within two (2) business days of the cancellation.	100% of the course fee paid by the student.

White Card Online

Students who may be eligible for a refund, are refunded in accordance with the following policy.

- a) No refund is applicable where students have enrolled and commenced the online course learning.
- b) If a student is unable to complete the course due to technical issues with the online portal, Master Builders Association of WA will provide a full refund.
- c) No refund is applicable where the student's enrolment has expired after the three (3) month enrolment period. A new enrolment and course fee will be applicable to commence the online course again.

Student Selection

Master Builders Association of WA conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

Master Builders Association of WA is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

Master Builders Association of WA shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Student Enrolment

To enrol in a training program simply access a registration form via our web site www.mbawa.com or contact the Training Administrator on 9476 9800 and we will send out an enrolment form and the information email about the course. Simply complete an enrolment form and send to us, either by email or post.

Enrolment forms should be returned with stipulated fee. Enrolments will be considered tentative until payment has been received.

For the Diploma qualification enrolment, an interview either over the phone or face to face will be scheduled prior to the enrolment being finalised. At this interview you will do the following:

- Discuss the course in detail.
- Discuss eligibility for the course.
- Discuss undertaking a training program.
- Establish whether you are eligible for government funding (if available).
- Confirm the fees you will have to pay.
- Complete a language literacy numeracy test (if required) to determine your learning needs.

- Be informed about any further requirements.

The Enrolment Confirmation Interview Form will be completed and signed by both parties.

Unique Student Identifier

As of 1 January 2015, each student registering for a nationally accredited unit of competency or qualification is required to provide a Unique Student Identifier (USI) when they enrol which can be obtained at <http://www.usi.gov.au/Pages/default.aspx> . If the student elects, they can consent for Master Builders Association of WA to create the USI on their behalf. Master Builders Association of WA will require proof of identity as the student's consent.

Enrolment Confirmation

All students receive a letter/email to confirm their enrolment. Written confirmation will outline relevant details, such as venue, date, and course duration.

They will also receive SMS messages, a week and 24 hours prior to the course commencement as a reminder of their booking.

Student Induction

A link to this Student Handbook is available on the Master Builders WA website: www.mbawa.com or in PDF format upon request to our training team at training@mbawa.com or diploma@mbawa.com

Course Fees

Master Builders Association of WA has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible Payment Options

Master Builders Association of WA accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard or Direct Deposit.

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification Enrolments

Fees for qualification program are paid in accordance with the payment schedule and acknowledgement detailed on the enrolment form.

Cancellation and Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to notify Master Builders Association of WA in writing.

Student Transfers

- a) **Transfer to another "Course date"** – Students are able to transfer to another course date, providing they make a request in writing in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a student wish to transfer to another course, they need to make the request in writing in advance. The transfer is subject to course availability.
- c) **Transfer to another "Student"** – Prior arrangement to be requested prior to commencement of the course. An administration fee will be applicable for all transfers to another student. Where a subsidy was applicable the new student would need to meet the same eligibility requirements.

Cancellation of Courses

Master Builders Association of WA reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made.

Student Records

Master Builders Association of WA maintains an individual student file for every student who undertakes any formal qualification including assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you. For units of competency the records are retained electronically, and no paper records are retained.

No other person/student can and will have access to your personal file without your prior written permission.

If you would like access to your personal records simply contact the State Training and Development Manager of Master Builders Association of WA.

Workplace Health and Safety (WHS)

Master Builders Association of WA is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

The Master Builders Association of WA encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

The Master Builders Association of WA recognises its responsibility under the Work Health and Safety Act 2020 and Work Health and Safety (General) Regulations 2021. The State Training and Development Manager has responsibility for ensuring the health and safety of staff, students, contractors and visitors.

This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

The Master Builders Association of WA is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

The Master Builders Association of WA Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to the Master Builders Association of WA Continuous Improvement processes.
- Are responsible for ensuring that an WHS management system is implemented.

Staff, Contractors, Students and Visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant the Master Builders Association of WA WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the relevant Manager.

Incidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

The Master Builders Association of WA will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

The Master Builders Association of WA is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating Incidents and Accidents

The Head of Training is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the Head of Training will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action.
- Once action is approved, communicates outcomes and planned actions.