

Dispute Resolution

Course Information Sheet



About the course

This course is delivered and assessed by The Master Builders Association of Victoria also known as Master Builders Victoria (MBV) - RTO no 3935.

The Dispute Resolution short course outlines how to resolve business disputes that may arise during activities in residential and commercial construction projects. It includes the development and implementation of dispute resolution processes and procedures.

Learning outcomes

You will have gained the skills and knowledge to:

- Advise on or resolve business disputes that may arise during activities in residential and commercial contracting projects.

Who should study this course?

This course is suitable for:

- builders, project managers, site managers, forepersons, construction managers, and;
- other building practitioners involved with the management of small to medium sized building businesses as well as the planning of onsite construction work.

Master Builders Victoria entry requirements

It is a Master Builders Victoria requirement for those wishing to undertake this course that they:

- are successful at a Language, Literacy and Numeracy (LLN) assessment & a Pre-Training Review
- have basic computer skills as this course is delivered partially online

Due to the accelerated nature of this course, it is recommended that you have at least three (3) years of experience in the building and construction industry. Master Builders Victoria encourages all individuals regardless of their disabilities and social, racial, cultural or educational background to apply for training courses in accordance with the requirements of the *Equal Opportunity Act (Vic) 2010* and related legislation.

What you need to bring to class

Evidence of entitlement to study in Australia

You must bring **evidence of entitlement to study in Australia** to your first class (not necessary if you have already presented this to Master Builders Victoria).

- Photo ID

and ONE of the below:

- Original or certified copy of green Medicare Card OR
- Original or certified copy of Australian or New Zealand Passport OR
- Original or certified copy of Australian Birth Certificate OR
- Original or certified copy of Naturalisation document OR
- Original or certified copy of Visa or Immigration documentation.

Please note: You will not be able to attend the class until evidence of entitlement to study has been presented.

Bring your own device

You will need to bring your own device such as a laptop or tablet to class.

For more information, please refer to the Training website: <https://www.mbavtraining.com.au/bring-your-own-device/>

Learning support

Master Builders Victoria provides additional support to students who require assistance in completing their course assessments and requirements. A range of support services are available to students who experience literacy, digital literacy and numeracy difficulties.

Master Builders Victoria encourages all individuals with disabilities to apply for training courses in accordance with the requirements of the Equal Opportunity Act (Vic) 2010 and related legislation. Master Builders Victoria further encourages individuals from all social, racial, cultural and educational backgrounds to apply.

Course induction

The course induction is available online on our Learning Management System. You should complete the online course induction prior to the first day of your class. The course induction includes the following:

- MBV contact details
- Student information
- Learning support
- Course resources
- Course evaluation and review
- Assessment



- Certificates and statements of attainment
- Policies and procedures
- Student obligations
- Frequently asked questions (FAQs)
- Quiz

Course structure and duration

Delivery Mode: Blended

The course is delivered over a period of **2 days** or equivalent night sessions.

Upon successful completion of this course, you will be awarded a Statement of Attainment by **The Master Builders Association of Victoria (RTO no 3935)** for the following unit of competency:

- CPCBC4024 Resolve business disputes

*Note: If you've studied CPC40120 Certificate IV Building and Construction (Building) with Master Builders Victoria you may already hold these units of competency or equivalent units of competency.

Assessment

Assessment activities may be a combination of scenarios/case studies, written responses, portfolio of evidence, observations, simulated role-plays, oral presentations and projects. All assessments will be contextualized to a construction workplace.

Simulated assessment scenarios may also be a part of this course. Assessments are submitted in electronic format through our Learning Management System. Training in the use of this system will be provided on the first day of the course.

Simulation learning component

Master Builders Victoria has now incorporated an exciting session at our state-of-the-art Building Leadership Simulation Centre (BLSC) into this course. You'll be able to practice some of the skills learnt in this course, firsthand in a simulated workplace environment, which has been proven to be one of the most effective ways to learn new skills. The technology and learning methods used in this facility are so realistic that you will feel like you are actually on a real construction site. This realistic style of learning is unique to Master Builders Victoria, as the BLSC facility is one of only 3 centers of this type in the world.

Unique Student Identifier

From 1 January 2015, all students who undertake Nationally Recognised Training must have a Unique Student Identifier (USI). Your USI means all your training records and results will be in one place.

See more at: <http://www.mbavtraining.com.au/content/unique-student-identifier-usi/>

To get a USI, go to: <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

IS YOUR BUILDER A MASTER BUILDER?



Recognition of prior learning (RPL) or credit transfer

The Australian Qualifications Framework (AQF) is a comprehensive national policy framework that defines all qualifications recognised nationally in post-compulsory education within Australia. As a Registered Training Organisation (RTO) authorised to deliver training and issue qualifications under the AQF, Master Builders Victoria recognises AQF qualifications and Statements of Attainment issued by RTOs throughout Australia for qualifications and Units of Competency currently on its Scope of Registration.

An application for RPL or credit transfer can be submitted prior to the commencement of the course.

Please telephone the Training Department on 03 9411 4555 if you would like to discuss this further.

Further study opportunities

For more information on all Master Builders Association courses, please refer to the Training website:

<http://www.mbavtraining.com.au/>

Exit opportunities

1. Students who successfully complete all required units/modules will receive their statement of attainment itemising the units successfully completed.
2. Following receipt of written advice from the student (or trainer) that the student does not intend to complete the full course, the student will be issued a Statement of Attainment listing all units/modules successfully completed.

Note: Some students may decide to exit the course for further foundational learning and content studies if a lack of work experience (years and type) has been identified within the induction pre-training review.

Master Builders Victoria training policies

Refer to the following link for a list of Master Builders' training policies:

<http://www.mbavtraining.com.au/content/policies-and-procedures/>

IS YOUR BUILDER A MASTER BUILDER?

