

## 39219 QLD Course in Preparation of Owner Builder Permit

Accredited under the Australian National Training Authority.

The 39219 QLD Course in Preparation for Owner Builder Permit is an essential requirement of the Queensland Building Services Authority in the granting of an Owner Builder Permit for building work where the total commercial value (including GST) exceeds \$11,000.

We believe our Correspondence Course is the most comprehensive and user friendly course available.

- Our course delivery has been designed with simple instructions and explanations to enable you to complete each section quickly and easily.
- Our instruction sheet allows you to follow your progress through the course.
- It caters for ALL persons, whether they have building experience or none at all.
- We will provide a Renovating/Building Book & additional information to assist you with your particular project.

(Please complete questionnaire below so that we can provide this information)

*See reverse for Refund Policy, Support Services and Information for Trainees.*

*The provider is at all times willing to facilitate a satisfactory outcome for all course participants.*

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### APPLICATION FOR ENROLMENT – ONLINE COURSE

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In order to provide you with the best possible course and additional information relative to your type of construction, please *tick* ( ✓ ) which applies to you.

**Type of Construction:** New House ..... Pole home ..... Kit Home ..... Renovation .....  
 Extension ..... Garage ..... Shed ..... Swimming Pool .....  
 Other (specify) .....

**Construction Material:**

**Exterior Walls:** Masonry Block ..... Timber..... Brick ..... Brick Veneer .....  
 Concrete ..... Steel/iron ..... Other (specify) .....  
**Floor:** Timber ..... Concrete ..... Other .....  
**Roof Sheeting:** Colorbond ..... Zinalume ..... Tile (clay/concrete) ..... Other.....

**Previous building experience** .....

Email Address: .....

**Applicant's Full Name:** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

**Postcode** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Method of Payment:** Cheque, Money Order, Cash, Direct Deposit, Credit Card or Paypal for \$ 260.00\*

\*Yes, I also wish to combine this course with the Online Safety Induction Course at the discounted price of \$325 for both. You will require this course if you wish to do any construction work yourself.

Money orders and cheques marked 'not negotiable' to be made out to "The Peach Institute" and posted to:  
 PO Box 890, Edge Hill, Qld 4870

**Phone: (07) 4053 2933 or Mobile: 0408 772 653 Fax 07 4053 2633**

**Email: [info@peachinstitute.com](mailto:info@peachinstitute.com) website: [www.peachinstitute.com](http://www.peachinstitute.com)**

### **RECRUITMENT**

1. Recruitment of participants will be conducted at all times in an ethical, fair and reasonable manner and shall comply with our Access and Equity Policy to ensure compliance with equal opportunity legislation.
2. There are no pre-requisites for entry to this course.

### **SUPPORT SERVICES/ Language, Literacy and Numeracy needs**

1. Initial enrolment provides a means of identifying learner issues and support requirements.
2. Trainees with specific needs with regards to language, literacy and numeracy (LLN) or who have a physical disability, will be offered a personal/confidential interview with the provider so that suitable assistance can be offered for successful completion of the course.
3. Trainees will be offered the opportunity to access their support personnel without charge to complete the course with the trainee (e.g. interpreter, carer, friend). All claims of disability must be substantiated before enrolment.
4. Both on-line and telephone support is available to persons undertaking the correspondence, online & Face-to-Face course during normal office hours and after hours where necessary.

### **PRIVACY POLICY**

All information collected by this organisation about clients, students or trainees is confidential and used only for the purpose of maintaining accurate and complete training records as required by Registered Training Organisations (RTO's).

This organisation shall not release information about any client, student or trainee to any other person or organization without that person's approval, except as required under the Training organisation's registration requirements (eg for auditing purposes) or to other RTO's who demonstrate the right to verify with Trainers that individuals have satisfied the required competencies (eg. Recognition of Prior Learning purposes).

### **REFUND POLICY**

#### **Face to face Course:**

1. A full refund of fees paid in advance will apply if the course is cancelled or this organization is informed of cancellation 48 hours prior to course commencement.
  2. A partial refund of 80% of fees paid will be refunded if this organization is informed within 48 hours of commencement of the course.
- Alternatively, enrollees may re-enrol in a following course without any reduction in fees.

#### **Correspondence/online Course:**

1. A full refund of fees paid in advance will apply if the course is cancelled by the provider.
2. A refund of 90% of fees paid less postage (if applicable) will be refunded should the trainee contact the Peach Institute within 7 days of receiving the course. The Course material needs to be returned unopened and in its original condition within 7 days of agreement being reached with The Peach Institute before the refund can be issued.
3. Should the trainee contact The Peach Institute after 7 days of receiving the course it is solely at the discretion of the provider whether or not to issue a partial refund. To attract a refund the course material must be returned unopened and in original condition.

### **COMPLAINTS/GRIEVANCES AND APPEALS**

1. Every effort is made by this organization to resolve trainees' grievances promptly and with minimum distress and maximum protection to all parties. Trainees have access to a fair and equitable process for dealing with grievances and provide an avenue for trainees to appeal to a third party if a dispute cannot be resolved with the trainer.
2. This organisation will ensure that all complaints are recorded in writing. The trainee will be provided with a written statement of the appeal outcome which includes reasons for the decision and this organisation shall act on the subject of any substantiated complaint.
3. This organisation views its complaint procedure as providing an opportunity to review & improve its policies & practices & also to gain insight into levels of satisfaction.

### **PROVISION OF TRAINING AND ASSESSMENT SERVICES**

1. This organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees. The provider is at all times willing to facilitate a satisfactory outcome for all course participants.
2. This organisation seeks feedback from trainees and provides a questionnaire survey at the conclusion of each course to identify trainee's additional requirements and/or expectations to improve training delivery and quality service.
3. This organisation maintains a learning environment which is conducive to the success of trainees by providing suitable classroom space/training environment, participant work manuals and training notes, access to support materials and library resources which shall be updated as required, additional assistance to meet access and equity requirements and instruction sheets and online/telephone support for person's undertaking the correspondence course.
4. This organisation ensures that teaching staff are suitably qualified in accordance with AQTF 2007 Standard 1.4 and are given appropriate induction on this organisation's Code of Practice including access and equity requirements.
5. Assessments are conducted in accordance with Standards 1 of the AQTF 2007 Standards for Registered Training Organisations. Assessment is the gathering of evidence using various methods to verify possession of underpinning knowledge in the unit of competency and may include written or oral short answer questions, case studies, role plays or simulated on-the-job exercises, as well as the trainer/assessor's judgement on the student's competency. Person's undertaking the correspondence course shall be provided with a stamped addressed envelope to return their assessments to the RTO and are required to complete a Statutory Declaration to validate that the person completing the training and assessment matches to the enrolment information.
6. Trainees will be accredited any former learning or qualification towards the present course undertaken upon substantiation of that claim and in accordance the Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) assessment process.
7. This organisation recognises qualifications and Statements of Attainment issued by other Registered Training Organisations.
8. Assessment tasks will be validated by forwarding for comment to an appropriate industry representative who has experience in determining appropriate course outcomes. This validation will be endorsed by a letter from the validating authority.

### **COURSE OUTCOME**

The Peach Institute has sound management practices to ensure timely issue of assessment results and qualifications, which are appropriate to competencies achieved and are issued in accordance with national guidelines.

This Organisation will issue the following qualification to trainees who successfully complete all elements of the competency:

1. A Statement of Attainment issued by this organisation.
2. Should Trainee be deemed as not yet competent, the assessor will contact the trainee via telephone, email or post with regards to the specific competency not yet achieved. The Trainee will be given the opportunity to submit further information to be re-assessed. On the trainee achieving a competent level a "Statement of Attainment" will be issued immediately.
3. Should Trainee be deemed as not yet competent, the assessor will contact the trainee via telephone, email or post with regards to the specific unit of competency not yet achieved. The trainee will be given the opportunity to submit further information to be re-assessed. On the trainee's achieving a competent level a "Statement of Attainment" will be issued immediately.

### **PROVISION OF INFORMATION & RECORD KEEPING**

1. This organisation supplies accurate, relevant and up-to-date information to prospective trainees covering, but not limited to, the matters listed herein and supplies this information to trainees before it enters into written agreements with them and regularly reviews all information provided to ensure its accuracy and relevance.
2. This organisation keeps complete and accurate records of the attendance, progress and Statements of Attainment of trainees in order to satisfy audit requirements and sufficient to enable a Qualification or Statement of Attainment to be reissued if required.
3. This organisation maintains financial records that reflect all payments & charges & the balance due, & provides copies of these records to trainees on request.

### **OCCUPATIONAL HEALTH & SAFETY**

Smoking (tobacco or any other substance) & attending a Face-to-Face course under the influence of alcohol or of non-prescriptive drugs is prohibited where activities take place which are under the direct control of this organization and where the organization has responsibility for the occupational health and safety of those who use the facility. Designated smoking areas outside the premises of the organization with receptacle for the cigarette butts will be provided.

### **SEXUAL HARASSMENT, INTIMIDATION & DISCRIMINATION**

All forms of harassment, direct or indirect discrimination or sexual innuendo (such as subtle or implied sexual pressure) or any other form of unwelcome behaviour or conduct of sexual nature or having asexual connotation will not be tolerated in this organisation. This includes persons who have dealings with this Organisation. This Organisation is committed to ensure all staff and trainees are provided with a workplace and learning facility based on integrity and mutual respect and encourage staff and trainees to bring forward any complaints of sexual harassment, intimidation and/or discrimination.