

BUILDER MEDIUM-RISE APPLICATION GUIDE

INCLUDING ASSESSMENT OF EXPERIENCE

JANUARY 2026

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Background

About this document

This application guide is a resource for helping applicants understand what is needed in their applications in order for the QBCC to be satisfied that they meet both the technical qualification, and experience requirements, specific to the Builder - Medium Rise contractor or nominee supervisor licence types.

The information in this document reflects the legislation made by government including the *Queensland Building and Construction Commission Act 1991* (the Act) and the *Queensland Building and Construction Commission Regulation 2018* (the 'Regulation')¹. The QBCC does not create or maintain the legislated requirements. The QBCC performs the function of applying this legislation- including assessing applications for licences to ensure proper standards are maintained within the building and construction industry.

Role of a Medium - Rise Builder

As a medium-rise builder, **you are responsible for overseeing and managing all parts of the construction project** within the licence scope. This includes ensuring projects:

- comply with statutory and regulatory requirements; and
- meet contractual obligations, industry standards and follow best practice.

These responsibilities are not only essential for achieving quality outcomes but also play a critical role in safeguarding the health and safety of occupants, workers, and the broader community.

To do this effectively, builders need a strong understanding of construction processes, techniques, materials and technologies to guide projects toward completion and deliver a safe, compliant and satisfactory product delivery.

Key responsibilities:

- **Scheduling and coordination:** Builders schedule and coordinate different trades, ensuring all work is completed safely, on time and to proper standards. They act as the principal contractor - the main point of contact for coordinating and supervising all trade activities during construction, particularly managing the interfaces between trades, which is where many defects commonly arise.
- **Managing subcontractors:** Builders manage and supervise subcontractors such as plumbers, electricians, and carpenters, ensuring contracts are in place, payments are transparent, and quality documentation is maintained to ensure that accountabilities are clear. A Medium-Rise builder will often need to coordinate an even wider range of specialised trades than a Low-Rise builder, including structural steel erection, structural timber construction, cast – insitu concrete construction, precast concrete panel installation and the installation and certification of passive and active fire systems. They must ensure that all building work is adequately supervised in accordance with sections 43 and 43A of the Act. Demonstrated ability to read, interpret and comply with design and contractual documentation as well as statutory requirements.
- **Project management:** Builders ensure that all aspects of the project progress smoothly and according to the projected timeline. They oversee all aspects of the construction process, including procurement, budget management and progress reporting, ensuring projects meet design specifications and legal requirements.

Scope of work

The scope of work covers all the work you can undertake with a Builder - Medium-Rise licence:

- Building work on a class 1 or class 10 building.

¹ Refer to Schedule 2, Part 4, Section 5 of the *Queensland Building and Construction Commission Regulation 2018*

- Building work to a maximum of 3 storeys but not including Type A construction on classes 4 to 9 buildings.
- Building work consisting of non-structural work on a building, regardless of—
 - the class of the building
 - the gross floor area of the building.
- Prepare plans and specifications if the plans and specifications are:
 - for the licensee's personal use
 - for use in building work to be performed by the licensee personally.
- Temporarily until 2 May 2030—for the building work described above, install, and maintain:
 - fire collars, fire-rated penetrations, and fire-rated joint sealing
 - fire and smoke walls and fire-rated ceilings.

Technical Qualification Requirements

The technical qualifications for licensing are set by the Department of Housing and Public Works and can be found at the Business Queensland website. The qualifications needed are periodically reviewed and can change from time to time.

Currently, to obtain a contractor or nominee supervisor licence type within the Builder – Medium-Rise licence class, applicants need to hold:

- a Diploma in Building and Construction (CPC50220); or
- a qualification the QBCC considers at least equivalent to the course mentioned above.

What do I need to submit for an equivalent qualification or historical qualification consideration?

Applications wanting the QBCC to recognise a qualification as being at least equivalent to the Diploma of Building and Construction (CPC50220) qualification should make sure their application includes a copy of the completion certificate and an official academic transcript evidencing the units/subjects completed as part of the course of study; or

For university qualifications awarded prior to 2013 - an official course transcript and a certificate of completion (if available), as well as a description of the subjects completed (course outcomes), will need to be provided to the QBCC to enable the equivalency assessment.

The QBCC has dedicated staff specifically trained in assessing course equivalency and providing this supporting information enables a proper comparative analysis. **Please note** that although qualifications sit within different hierarchical levels within the Australian Qualifications Framework, equivalency in this context is determined by comparing the course content against that of the prescribed qualification. For example, a degree in engineering or architecture, while hierarchically superior, would not be considered at least equivalent to the Diploma of Building and Construction.

Historical qualifications

If you have completed or hold an historical qualification, the QBCC **may** accept the qualification. Historical qualifications may include:

- a recognition certificate issued under the repealed *Vocational Education, Training and Employment Act 2000* as a builder qualified to carry out the scope of work for the licence class that has not been cancelled
- a qualification or statement of attainment of required competency for the class of licence.

Experience Requirements

Experience timeframes

To apply for a Builder – Medium-Rise licence you need:

- **two years of experience** in the scope of work for the Builder – Medium-Rise (or work the QBCC considers equivalent) **if you have a trade qualification in Carpentry or Bricklaying and Blocklaying;** or
- **4 years of experience** in the scope of work for the Builder – Medium-Rise **if you do not hold one of those trade qualifications.**

NOTE – Under the legislation only carpentry or bricklaying and blocklaying trade qualifications result in reduced durational requirements.

What experience to provide

To gain suitable experience the QBCC expects that your primary role was as the full-time engaged site supervisor on each site. Your experience must include **supervising work through the different stages and subtrades of the project.**

! NOTE: Experience as a leading hand or supervising a single trade is generally insufficient unless you can show that your primary role and main responsibility was supervising the full construction process as a site manager.

⚠ Note: Red indicates mandatory experience

| PRELIMINARY BUILDING STAGE | |
|---|--------------------------|
| Experience in submitting plans for approval (including assuring appropriate documentation has been prepared to the standards and approvals as required) | <input type="checkbox"/> |
| Dealing with engineers, designers, building certifiers, workplace health and safety etc. | <input type="checkbox"/> |
| Preparing contracts | <input type="checkbox"/> |
| Developing safety plans | <input type="checkbox"/> |
| BASE STAGE | |
| Appling site surveys and set out procedures to building and construction projects | <input type="checkbox"/> |
| Managing earthworks (including the protection of neighboring properties and structures as required) | <input type="checkbox"/> |
| Supervising footings and concrete slab/timber base of building (as per approval documentation) | <input type="checkbox"/> |
| Supervising the installation of initial services (plumbing & drainage, fire service, electrical) | <input type="checkbox"/> |
| ABOVE GROUND WORKS – SITE WORKS AND PRELIMINARIES | |
| Domestic construction principles, referring to the National Construction Code (NCC) and Australian Standards (AS) | <input type="checkbox"/> |
| Tilt-up/pre-cast installation | <input type="checkbox"/> |
| Structural steel installation | <input type="checkbox"/> |
| Suspended concrete floor systems | <input type="checkbox"/> |
| Structural timber construction | <input type="checkbox"/> |
| In-situ structural concrete works | <input type="checkbox"/> |

| | |
|---|--------------------------|
| Supervising truss/roofing contractor and requirements | <input type="checkbox"/> |
| ENCLOSED STAGE | |
| Quality Assurance, ensuring the construction delivery is in accordance with the contractual and statutory documentation | <input type="checkbox"/> |
| Supervising window and cladding installations and requirements | <input type="checkbox"/> |
| Fire – permanent (e.g. installation and certification of fire walls, fire doors, fire rated ceilings etc.) | <input type="checkbox"/> |
| Passive fire (service penetrations, fire collars etc.) | <input type="checkbox"/> |
| FIT-OUT STAGE | |
| Supervising finishing trades such as joiners, plumbing, electrical, plastering and painting, tilers, cabinet maker | <input type="checkbox"/> |
| PRACTICAL COMPLETION STAGE | |
| Managing statutory requirements, dealing with certifiers and engineers during the construction process | <input type="checkbox"/> |
| Conducting defect inspections & carrying out rectification works | <input type="checkbox"/> |
| Submitting documentation for final approval (contractually and certification [occupancy certificates issued]) | <input type="checkbox"/> |
| Commissioning of air conditioning, fire systems (passive and active) light and power, access (security systems), lift, plumbing (supply and drainage) | <input type="checkbox"/> |
| PROJECT MANAGEMENT | |
| Managing projects for the construction or major renovation of buildings to a maximum of 3 storeys, not including Type A construction | <input type="checkbox"/> |
| Administration services experience, including managing associated finances, e.g. quotes, invoicing, tenders, timely financial management, contracts, administration, lodging forms and applications | <input type="checkbox"/> |
| Implementing safety management systems | <input type="checkbox"/> |
| Waste management and required environmental conditions for medium scale construction projects | <input type="checkbox"/> |

Broadly, you will have demonstrated experience in the scope of work for the Builder – Medium-Rise licence if you have supervised and managed the following:

- Construction of a **new class 1 buildings** may be accepted when provided in conjunction with the below listed experience, but will not be accepted on its own as sufficient experience for a Builder – Medium Rise licence
- Construction of **new class 2-9 buildings** with a gross floor area exceeding more than 2000m² within the scope of work for a Builder – Medium-Rise or Builder - Open licence, demonstrating competency in:
 - site set out and preparation
 - coordination of subtrades
 - managing compliance with building codes and safety regulations
 - completion and handover.

It is recommended that you do not entirely rely upon experience with renovations, additions or similar, as the QBCC needs to confirm your experience across all construction stages. Although renovations and additions in these building classes will involve some relevant experience, typically these projects do not broadly involve enough facets of construction within the Builder – Medium-Rise scope of work.

Classes of building work relevant to the Builder – Medium-Rise Licence

The table below identifies the different classes of building work.

Classes relevant to the Builder – Medium-Rise licence are highlighted in yellow.

| STOREY | FLOOR AREA m ² MAX | VOLUME m ³ MAX | TYPE OF CONSTRUCTION | MINIMUM LICENCE CLASS |
|---|----------------------------------|------------------------------|--------------------------------|--------------------------|
| Class 1a: A single dwelling and townhouses | | | | |
| 1 | — | — | — | LR |
| 2 | — | — | — | LR |
| 3 | — | — | — | LR |
| Class 1b: A boarding house, guest house, hostel or the like <300m² | | | | |
| 1 | — | — | — | LR |
| 2 | — | — | RTC | — |
| 3 | — | — | RTC | — |
| Class 2: A building containing 2 or more sole-occupancy units each being a separate dwelling | | | | |
| 1* | ≤ 2,000 | — | C | LR |
| 2 | — | — | B | MR |
| 3 | — | — | A | MR |
| ≥4 | — | — | A | BO |
| Class 3: A residential building, other than a building of class 1 or 2 | | | | |
| 1* | ≤ 2,000 | — | C | LR |
| 2 | — | — | B | MR |
| 3 | — | — | A | MR |
| ≥4 | — | — | A | BO |
| Class 4: A dwelling in a building that is class 5, 6, 7, 8 or 9 | | | | |
| Single | — | — | As per type of building within | — |
| Class 5: An office building used for professional or commercial purposes | | | | |
| 1 & 2* | ≤ 2,000 | — | C | LR |
| 1 | 3,000 | 18,000 | C | MR |
| 2 | 3,000 | 18,000 | C | MR |
| 3 | 5,500 | 33,000 | B | MR |
| ≥4 | 8,000 | 48,000 | A | BO |
| Class 6: A shop or other building for the sale of goods by retail or supply of services direct to the public | | | | |
| 1 | 2,000 | 12,000 | C | LR |
| 2 | 2,000 | 12,000 | C | LR |
| 3 | 3,500 | 21,000 | B | MR |
| ≥4 | 5,000 | 30,000 | A | BO |
| Class 7a: Carpark | | | | |
| 1 | 2,000 | 12,000 | C | LR |
| 2 | 2,000 | 12,000 | C | LR |
| 3 | 3,500 | 21,000 | B | MR |
| ≥4 | 5,000 | 30,000 | A | BO |

| STOREY | FLOOR AREA m ² MAX | VOLUME m ³ MAX | TYPE OF CONSTRUCTION | MINIMUM LICENCE CLASS |
|--|----------------------------------|------------------------------|-------------------------|--------------------------|
| Class 7b: for storage, or display of goods or produce for sale by wholesale | | | | |
| 1 | 2,000 | 12,000 | C | LR |
| 2 | 2,000 | 12,000 | C | LR |
| 3 | 3,500 | 21,000 | B | MR |
| ≥4 | 5,000 | 30,000 | A | BO |
| Class 8: Laboratory, or a building in which a handicraft or process for the production | | | | |
| 1 | 2,000 | 12,000 | C | LR |
| 2 | 2,000 | 12,000 | C | LR |
| 3 | 3,500 | 21,000 | B | MR |
| ≥4 | 5,000 | 30,000 | A | BO |
| Class 9a: A health-care building | | | | |
| 1 | 2,000 | 12,000 | C | LR |
| 2 | 3,500 | 21,000 | B | MR |
| ≥3 | 5,000 | 30,000 | A | BO |
| Class 9b: Assembly building, including a trade workshop, laboratory | | | | |
| 1* | ≤ 2,000 | — | C | LR |
| 1 | 3,000 | 18,000 | C | MR |
| 2 | 5,500 | 33,000 | B | MR |
| ≥3 | 8,000 | 48,000 | A | BO |
| Class 9c: Aged care building | | | | |
| 1* | ≤ 2,000 | — | C | LR |
| 1 | 3,000 | 18,000 | C | MR |
| 2 | 5,500 | 33,000 | B | MR |
| ≥3 | 8,000 | 48,000 | A | BO |
| Class 10a: A non-habitable building being a private garage, carport, shed or the like | | | | |
| 1 | — | — | — | LR |
| Class 10b: A structure being a fence, mast, antenna, retaining or free-standing wall, swimming pool or the like | | | | |
| — | — | — | — | LR/RTC |
| Class 10c: A private bushfire shelter | | | | |
| — | — | — | — | RTC |

Builder - Low Rise = LR
 Builder - Medium Rise = MR
 Builder - Open = BO
 Refer to engaged certifier = RTC
 ≥ = Equal to and greater than
 ≤ = Equal to and less than.

* **QBCC Licensing limitation**
 NCC 2022 Building Code of Australia - **Volume One**

DISCLAIMER: This table reflects the Deemed to Satisfy requirements as specified by the NCC and does not cover Performance Solution scenarios. This fact sheet provides general guidance only and is not intended as advice for individual circumstances. For detailed advice on your specific requirements, refer to engaged certifier (RTC).

Importance of fire-resistant requirements for Type A, B and C construction

Your application should also demonstrate awareness of the National Construction Code (NCC) requirements, particularly fire-resistance levels associated with building classifications. Type A and B

constructions typically relate to multi-storey or complex buildings where higher fire protection standards apply.

It is essential that you have experience relevant to the fire safety provisions applicable to these types of construction as this confirms you are capable of supervising and managing critical building work within the scope of the Builder – Medium-Rise licence. The minimum type of fire-resistant construction applicable to a building must be determined in accordance with Table C1.1 of the National Construction Code 2019, Volume 1.

Table C1.1 TYPE OF CONSTRUCTION REQUIRED

| Rise in storeys | Class of building | |
|-----------------|-------------------|------------|
| | 2, 3, 9 | 5, 6, 7, 8 |
| 4 OR MORE | A | A |
| 3 | A | B |
| 2 | B | C |
| 1 | C | C |

Reference to support your application

Who should be your referees?

Ideally, the licensed builder responsible for the projects in your examples would be your referee. The QBCC checks referees to make sure they have the right qualifications and licences for the experience being assessed. They also look at the relationship between the referee and the builder on site to ensure the reference is credible.

For each experience example you provide, include the details of a referee who:

- held a licence or qualification at the same (or higher level) than the Builder – Medium-Rise licence class you are applying for.
- was a qualified builder or principal contractor on the project and was actively licensed as a builder at the time.
- can confirm your onsite experience by signing the referee declaration in the experience record on your licence application.

Other experience examples

If you would like the QBCC to consider experience gained from other types of construction work, you will need to provide the additional information and supporting documentation. The details you submit must clearly demonstrate work relevant to the scope of work and stages within the Builder – Medium-Rise licence.

Once your information is submitted, the QBCC will then assess your experience based on the material you have provided.

Renovations and additions

Experience with renovations, additions or other scenarios that are not a new construction within classes 2-9 with a gross floor area of more than 2000m² may be relevant if it involves a structural alteration or work that impacts the building's compliance with the NCC. In these cases, you may be required to provide supporting information to demonstrate that your experience is appropriate. This may include providing material explaining the project's complexity.

Class 1 and 10 building work

Experience building new class 1 and 10 structures (which also fall within the Builder – Medium-Rise scope of work) can contribute to some of the experience, however, these projects alone do not typically involve the same complexity as work that can only be performed under the Builder – Medium-Rise or Builder - Open licence classes. As the technical requirement to perform building work within the Builder – Medium-Rise scope of work is at a higher Australian Qualification Framework (AQF) level than for the Builder – Low-Rise licence, the skills and knowledge required to supervise the construction of class 2-9 buildings with a gross floor area more than 2000m² has been clearly identified to exceed the requirements for building work on class 1 and 10 buildings. Therefore, it is expected that you demonstrate experience in building work that exceeds the scope of work for a Builder- Low-Rise licence.

Preferred pathway to gain experience

Site supervisor pathway to gain experience

There are different pathways for meeting the experience requirements, including variations in the required duration of experience depending on the qualifications you hold.

For Queensland-based experience, the preferred approach is to first obtain a site supervisor licence. Holding this licence demonstrates that you have completed units of study directly related to the supervision and management of building projects, providing confidence that your supervision and coordination work is of an appropriate standard.

However, it is not a legal requirement to hold a site supervisor licence before gaining the necessary experience. The experience can still be verified as meeting the required standard, although this process may take longer due to a greater reliance on referees and other supporting information.

OPTION 1: STARTING WITH A QUALIFICATION

- Carpentry or Bricklaying and Blocklaying technical qualification (completed through an apprenticeship or RPL). Note: Having either of these qualifications reduces the length of time for experience required.
- Study Diploma of Building and Construction (CPC50220).
- Apply for and obtain a QBCC Builder - Medium Rise site supervisor licence. Note: This will enable you to lawfully supervise building work as an employee within the Builder - Medium Rise scope of work.
- Obtain at least 24 months full-time experience in the Builder - Medium Rise scope of work as an employee (or work the QBCC considers at least equivalent).
- Apply for and obtain a Builder - Medium Rise contractor or nominee supervisor licence.

OPTION 2: STARTING WITH NO QUALIFICATION

- No technical qualification in either Carpentry or Bricklaying and Blocklaying.
- Study Diploma of Building of Building and Construction (CPC50220).
- Apply for and obtain a QBCC Builder - Medium Rise site supervisor licence. Note: This will enable you to lawfully supervise building work as an employee within the Builder - Medium Rise scope of work.
- Obtain at least 48 months full-time experience in the Builder - Medium Rise scope of work as an employee (or work the QBCC considers at least equivalent).
- Apply for Builder - Medium Rise contractor or nominee supervisor licence.

What if I do not hold a site supervisor licence prior to gaining my experience?

For the QBCC to be satisfied that your experience is sufficient and meets the required standards, it is important to provide clear explanations of the work you carried out (as outlined earlier in this guide), along with reliable means of verifying those claims.

If the projects you have submitted as experience were completed under the supervision/direction of a licensed builder for this class of building or higher, and that licensed builder is able to verify your experience, this will generally result in a faster assessment process.

In situations where you did not hold a site supervisor licence, deeper analysis of the experience claims and very specific verification with the employing builder may be required.

On rare occasions, it may not be possible to easily verify experience. In such cases, a licensing officer may seek alternative methods of verification.

Assessing your experience

How will the QBCC assess my experience?

Each individual site is unique and your experience on each site will go through a detailed assessment. This includes calculating project timeframes, reviewing all documentation and evidence, and contacting your referees to verify the statements given.

To assess your application for a Builder – Medium-Rise licence, the QBCC will evaluate:

Experience across each project:

- Was the construction work within the acceptable standards defined by the relevant regulations and building codes (builder class, rise in storey, type of construction, fire rating and project description)?
- Was the construction work you performed or supervised within the acceptable scope for a Builder - Medium-Rise licence?
- Is there enough detail to demonstrate your role, responsibilities, and the project timeframes?
- Does it include details on your involvement in supervising different stages of construction, project management, and quality control?

Key verification is typically done with the head contractor for the sites listed in your experience usually your employer and often a QBCC licensee. They can confirm essential details such as the dates, location, type of building work, your role, and your working relationship with them.

If this verification is not available, supporting evidence to confirm the responsible builder and verify the accuracy of your claims is required. For example, you might be able to include evidence that:

- verifies the builder, site, and project commencement date — such as copies of building contracts
- confirms timeframes through inspection stages — such as building permits across different stages of the project
- verifies your role and confirms your connection to the builder — such as copies of employment contracts and payslips

The QBCC may rely on third-party information to verify building sites. Examples may include information obtained from Google Maps and RP Data, which can provide satellite imagery and property data to corroborate the existence of construction sites and activities.

For the Builder Medium-Rise licence, the assessment prioritises experience involving Type B or Type C construction with a total floor area exceeding 2,000m². The most relevant experience typically involves new builds or complex additions and renovations that cover all stages of construction.



How to calculate your experience timeframes

The QBCC counts experience by calendar months at a full-time capacity to ensure you meet the required competency standards. A good way to calculate whether you have enough experience is to add the total number of individual calendar months your experience covers.

Overlapping Experience

The QBCC appreciates that there may be times when projects overlap. If you seek to rely on projects with overlapping experience the QBCC may ask you to provide further evidence to help decide how your experience should be calculated.

If further material does not adequately explain the overlapping experience, then overlapping projects will not be counted separately as the 2 or 4 year duration will not have been met.

Example: You are a site manager working full-time for your employer on the projects below:

- Project 1 timeframe – January 2024 – March 2024
- Project 2 timeframe – February 2024 – June 2024

Total experience timeframe evidenced is six months.

Project durations

The QBCC may require supporting material to support the amount of experience claimed for a project.

If the relevant supporting material cannot be produced to support the amount of experience claimed the QBCC may not count the entire amount claimed or at all.

OTHER APPLICATION REQUIREMENTS

In addition to meeting the technical and experience requirements, to be entitled to a licence you must also demonstrate that you:

- are a fit and proper person to hold the licence
- satisfy the minimum financial requirements for the licence (i.e. contractor applicants only)
- can lawfully work in Queensland
- are not an excluded individual for a relevant event or a permanently excluded individual
- are not a disqualified individual
- are not a banned individual
- you do not have an unpaid judgment debt for an amount the QBCC may recover, relating to a payment made under the statutory insurance scheme.

Further information on fit and proper person assessments can be found on the QBCC website.

Limitations on acceptable experience



Experience the QBCC generally does not accept

Generally, the following types of experience are not recognised as they do not demonstrate sufficient responsibility for quality and compliance on a project, and are not supervised by an appropriate licensee:

- ✗ Experience that does not meet the standards of an appropriately licensed person (for example, unlawful building work)
- ✗ Unpaid experience (for example, volunteering)
- ✗ Experience gained as an owner builder or supervised by an owner builder
- ✗ Experience gained as part of a training course
- ✗ Experience supervising a single trade (e.g. leading hand carpenter only engaged to supervise and perform carpentry work)
- ✗ Experience as a trade contractor within the scope of a trade licence (e.g. concreter)

| |  Does not meet requirements for a Builder - Medium Rise licence |  Meets requirements for a Builder - Medium Rise licence |
|-------------------------|---|---|
| Responsibilities | <ul style="list-style-type: none"> • Specialise in a specific area of construction (e.g. plumbing, HVAC) • Performs specific tasks or installations as assigned by the contractor or site manager • Work on-site alongside other trades people to complete tasks according to the project timeline and specifications • Seeks and takes direction from the leading contractor or site manager. • Not responsible for the completion of the project | <ul style="list-style-type: none"> • Oversee the entire construction project from start to finish • Manage and coordinate all site activities, including scheduling, budgeting • Ensure compliance with safety regulations and building codes • Interpret construction plans and liaise with architects, engineers and subcontractors • Resolve issues that arise during construction. |
| Skills | <ul style="list-style-type: none"> • Technical proficiency in their trade • Understanding of codes and regulations relevant to their trade • Attention to detail and problem-solving abilities • Ability to work effectively within a multi-team environment | <ul style="list-style-type: none"> • Effective communication • Project management and leadership • Problem-solving and decision making • Broad understanding of all construction aspects including codes and regulations • Ability to manage multiple tasks simultaneously |

⚠ Note: If upon assessment the QBCC is not satisfied you meet the requirements, you may be requested to provide further information within a reasonable time frame.

Typically, a request would be made by email, telephone call or both. Please ensure correct contact details are entered into applications.

If, after enquiries, the QBCC remains unsatisfied the requirements are met, you will receive a refusal letter outlining:

- the reasons for the decision
AND
- your rights including allowing you to request a review of the decision through either the QBCC's Internal Review Unit or the Queensland Civil and Administrative Tribunal (QCAT).