



MASTER POOL BUILDERS

# PROSPECTUS

ACCREDITATION - ENGAGEMENT - DISCIPLINE - EXCELLENCE - IMPACT

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## INTRODUCTION

Welcome to the Master Pool Builders (MPB) community.

The MPB program opens the door to a distinguished network where skilled pool and spa builders are able to elevate their craft, share knowledge, and influence industry standards, ensuring a legacy of innovation, enduring quality, and excellence.

Choosing to become an MPB Member is a pivotal step in enhancing your profile and elevating the recognition of your professionalism.

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## OUR PURPOSE

Empowering individuals to build better pools & spas:

MPB's vision is to create a professional individual membership program that will recognise pool & spa builders in their pursuit for excellence and commitment.

Its aim is to develop a professional network of pool builders, who embody craftsmanship, ethical practice, and innovative solutions, collectively elevating industry standards and enhancing consumer trust and satisfaction.

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## OUR MISSION

MPB's mission is to promote aspirational pool builders and construction industry professionals by leveraging their experience, craftsmanship and innovation.



## WHO IS A MASTER POOL BUILDER

The MPB program provides a flexible pathway designed to represent and support pool builders and their value to the industry by focusing on skills, achievements, succession planning and professional development at every stage in their careers.

The MPB Program is:

- **Accessible** to any individual pool builder who meets the MPB eligibility requirements and whose company is a member of SPASA
- **Inclusive** and designed to value/recognise the vast knowledge of its member's eligibility requirements and whose company is a member of SPASA.
- **Flexible** and focused on an individual's career pathway based on their experience, skills, knowledge, qualifications, and CPD; and
- **Aspirational** by recognising a pool and spa builder's pursuit of excellence and dedication to enhancing pool construction standards and innovation.

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## BENEFITS OF THE MPB PROGRAM

The MPB program supports the growth of its members to ensure their professional capabilities are continuously developed and recognised through:

- A dedicated advisory body tasked with championing the specific needs of the pool building sector at the local and national level
- Specific MPB award categories
- Dedicated MPB meetings and specific forums
- Exclusive co-branded MPB and SPASA approved contracts
- Enhancement of reputation and credibility among consumers, colleagues, and industry partners
- Elevating oneself in the marketplace through personal brand recognition
- Increasing recognition with exclusive MPB-branded marketing
- Highlighting best practice through a professional development framework
- Demonstrating a commitment to quality outcomes of customer stewardship
- Adhering to a disciplined strategy that ensures exceptional project management principles are consistently applied; and
- A commitment to high standards of quality, craftsmanship and innovation.

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## GUIDING PRINCIPLES

MPB Membership is underpinned by the following guiding principles:

### **Professional Development**

Embracing a culture of education and training, integral to an MPB Member's journey of continuous improvement, which broadens their knowledge and extends their industry influence.

### **Innovation**

Proactively introducing innovative ideas and generating value for customers and stakeholders, aligned with the evolving expectations of the industry and community.

### **Discipline**

Maintaining personal and professional integrity through honest, ethical, and transparent practices.

### **Sustainability**

A commitment to continuous improvement, awareness and understanding of sustainability principles and environmental stewardship to enhance the health and wellbeing of communities.



## CATEGORIES

The MPB program acknowledges the industry leadership and expertise exhibited throughout a pool builder career. The skills, achievements, and professional development are recognised and rewarded through various MPB program levels.

By submitting a comprehensive career overview, which includes current qualifications, professional development milestones, and prior learning achievements, a pool builder can become eligible to apply for one of the distinguished levels within the MPB program.:

Accredited:	Individual pool builders with a minimum of 5 years' experience and with the completion of at least 50 swimming pools and/or spas.  *20% Discounted rate for first year of membership	\$950*
Alumni:	Individual retired pool builders who have been a part of the MPB program and no longer own, direct, or have a financial interest in a pool construction business.	\$150

## CONTINUOUS PROFESSIONAL DEVELOPMENT

A minimum of 12 CPD points for Accredited Master Pool Builders is required yearly to maintain a Master Pool Builder membership.

**MPB CPD opportunities must be relevant to one of the 8 CPD topic areas listed below:**

- Technical
- Sustainability
- Compliance
- Communication
- Dispute resolution
- Contracts
- Safety; and
- Business Management.

**Examples of MPB CPD opportunities include:**

- Attending MPB meetings and forums
- Participating in MPB and associated approved seminars and conferences
- Participation on MPB industry-specific committees
- MPB approved workshops and courses
- MPB presentations and webinars
- Training and CPD provided by MPB approved suppliers and partners
- Other MPB approved activities



## MENTORING

Mentoring is important as it provides skilled, experienced, and professional pool builders the opportunity to further develop their competencies as well as prepare for future growth opportunities.

The MPB program will provide members with the opportunity to participate in a mentor / mentee capacity to lift the next generation of pool builders, championing the promotion, growth, succession planning and protection of the swimming pool and spa industry.

MPB participants will have the following attributes:

- Expertise and proficiency in all aspects of pool and spa building
- Excellent communication and negotiation skills
- A willingness to listen and support their peers, regardless of experience level
- An understanding of different perspectives and cultures within the industry
- The ability to help their mentees develop new skills or refine existing ones; and
- A positive outlook and passion for the swimming pool and spa building profession.

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## CONTRACT & PROJECT SAMPLING

Contract and project sampling is a vital tool used by MPB to reduce risk and ensure best practice so that pool builders meet the required quality standards.

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## WORK HEALTH & SAFETY

MPB as part of its commitment under Work, Health and Safety may request evidence from members that promote a safe and healthy work environment through the implementation of comprehensive policies, training, and proactive measures to prevent accidents, injuries, and occupational hazards.

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## CUSTOMER SERVICE STEWARDSHIP

To ensure high standards of customer stewardship, the MPB program requires a commitment to exceptional customer service by consistently going above and beyond to meet and exceed customer needs, providing personalised assistance, and fostering positive relationships.



# ELIGIBILITY

## Mandatory MPB eligibility criteria

For all categories: SPASA membership (encompassing all criteria including the SPASA Code of Conduct (and Ethics), the Membership by laws and SPASA insurance requirements).

Foundational Criteria:	<ul style="list-style-type: none"><li>• SPASA membership</li><li>• An individual must be operating a building or construction business that transacts through a regulatory licence type in their jurisdictional region, where licensing is available and</li><li>• Minimum of 5 years experience and with the completion of at least 50 swimming pools and/or spas.</li></ul>
Enduring Criteria:	<ul style="list-style-type: none"><li>• Use of contracts approved by MPB / SPASA</li><li>• Attend at least (2) two nominated MPB Meetings per annum</li><li>• A minimum of 12 CPD points is required every year to maintain MPB-accredited status</li><li>• Opportunity to participate in mentor/mentee programs.</li><li>• Sampling of building contracts and project records.</li><li>• Invitation to MPB breakout session at SPLASH! EXPO.</li><li>• Demonstrated evidence of Work, Health and Safety Policies and Procedures</li><li>• Participation in industry surveys.</li><li>• Review of business customer service stewardship such as quality assurance programs, testimonials, satisfaction surveys and social media feedback.</li></ul>



# MEMBERSHIP PROCESS

## Application

The MPB executive, on behalf of the Swimming Pool & Spa Association (SPASA), is responsible for the governance and management of the MPB program.

To apply for membership as a Master Pool Builder, applicants must complete the Application Form and provide all necessary supporting documentation.

1. Completion of the MPB application form
2. Confirmation of SPASA membership
3. Review of application, ensuring criteria are met
4. Determination of outcome
5. Applicants notified of the status

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## COMPLAINTS

MPB applicants and MPB Members may raise concerns in writing (via email or letter to MPB Head Office) regarding their membership or membership application by outlining the nature of the concern and providing relevant supporting evidence or documentation to support their position.

Complaints will be referred to the MPB Committee for review.

The MPB Committee will advise the complainant of the outcome post-investigation. All MPB Committee decisions are final.



# TERMS & CONDITIONS

## PROGRAM PARTICIPATION

Participation in the MPB program is voluntary and is available exclusively to individual pool builder members of SPASA. MPB reserves the right to vary the Terms and Conditions of the MPB program at any time.

## REGISTRATION

As part of the application process, all candidates will be assessed by the MPB executive and their eligibility confirmed. All decisions will be considered final.

## TERM

The MPB program is valid for 12 months and runs concurrently with an individual's company SPASA membership term.

## MAINTAINING MEMBERSHIP

To maintain membership under the MPB program, applicants must maintain their SPASA membership and demonstrate continued compliance with the MPB program eligibility requirements.

## RENEWAL

Renewal of the MPB program will commence within two months of the expiry of the 12-month term and alongside the individual's company SPASA membership.

## MEMBERSHIP CANCELLATION

MPB has the right to cancel or amend a member's membership status in the following circumstances:

- If a member ceases to be a financial member of SPASA
- If a member fails at any time to meet the MPB program eligibility criteria
- If a member is unable to substantiate claims made at any time during the MPB program term
- The member fails to comply with the SPASA Constitution and Code of Conduct; and/or
- The member fails to disclose matters or adverse findings that may affect their MPB or SPASA status

Note: MPB and SPASA reserve the right to publish the cancellation of MPB membership as it sees fit.

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## USE OF PROGRAM LOGO(S)

MPB Members can use the MPB logo(s) in advertising and marketing materials to promote their MPB Membership (in line with the Terms and Conditions).

All MPB and related logos are the exclusive property of Master Pool Builders (MPB) and the Swimming Pool & Spa Association (SPASA).

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## LOGOS









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