

Student Handbook

Property Management Registration

CPP30211 - Certificate III in Property Services (Agency)

CPP40307 - Certificate IV in Property Services (Real Estate)

CPP50307 - Diploma in Property Services (Agency
Management)

Introduction

Welcome to the course you have chosen to undertake with the Real Estate Training College.

We are delighted that you have chosen to invest your time and energy in one or more of our training programs. Together, we aim to further develop your skills and help you secure the future that you have planned.

We are committed to providing quality training which is developed and provided by people who are experts in their industry area and who will make every effort to assist you.

This booklet is designed to provide the general information required to gain the best from the College and ensure that you are aware of your rights and responsibilities with your study. Please read this book carefully and if you have any questions, or would like clarification, please speak to the College staff.

We know that you will enjoy your study with us and wish you the very best with your future endeavours.

Real Estate Training College Rights & Responsibilities

The College has the responsibility to:

- Provide fair assessment
- Provide high quality training
- Provide a safe and non-discriminatory study environment which meets the Workplace Health and Safety and Equal Opportunity legislation
- Provide quick and fair resolution to grievances

The College has the right to:

- Assess students
- Receive and recover fees from students
- Withhold assessment results if fees have not been paid
- Expect compliance with all legislation including Workplace Health and Safety and Equal Opportunity policies and procedures
- Suspend students for behaviour which interrupts other students from their studies
- Access student information

Student Rights & Responsibilities

As a Registered Training Organisation offering adult training courses, we expect each student to honour his/her commitment by attending all scheduled training sessions for the Course for which they have enrolled, and fulfil all course requirements. This ensures that all students' time and participation at the Course is meaningful and beneficial, thus enhancing their future employment prospects.

You have the right to:

- Confidentiality
- To be assessed fairly
- Be free from discrimination
- Free from harassment of any nature

- A safe and comfortable training environment
- Appeal against assessment decisions
- High quality training and instruction
- Be treated with respect and courtesy by your fellow students and by all staff

Your expectations of us

- To have a duty of care for you, which includes your safety and comfort in the training room
- To give you support during your study and assistance wherever you need it
- To introduce you to key people in real estate
- To assist and encourage in your endeavours to gain employment in real estate

Our expectations of you

- To attend all the lectures required on the specific day
- To advise us by phone or email if you are unable to attend
- To respect the other students by not being disruptive in class
- To inform us if anything is making you uncomfortable in the training or at any time during your lecturers
- To complete the assessments required for each unit and that it be your own work
- To hand in the assessments required by the due date



Course Pre-requisites and Vocational Outcomes

Certificate III in Property Services (Agency) CPP30211

Vocational Outcomes

Candidates completing the Certificate III in Property Services (Agency) may choose to begin their careers as administrators, receptionists, property managers or personal assistants focusing on the administrative area of sales.

Prerequisites

Satisfactory completion of SACE Stage 1 (or equivalent) or

Any Certificate II or

Six months full-time equivalent verified work experience in any area

Certificate IV in Property Services (Real Estate) CPP40307

Vocational Outcomes

Candidates completing the Certificate IV in Property Services (Real Estate) generally choose to begin careers as property managers, real estate salespeople or personal assistants. Candidates need to be aware of Consumer and Business Services requirements that entitle them to operate as sales representatives.

Prerequisites

Satisfactory completion of SACE Stage 1 (or equivalent) or

Any Certificate II or

Twelve months full-time equivalent verified work experience in any area.

Diploma of Property Services (Agency Management) CPP50307

Vocational Outcomes

Candidates completing this course may choose to operate as Real Estate Agents, Principals or undertake the study for professional development. The Diploma of Property Services is

the minimum educational requirement for registration as a Real Estate Agent in South Australia. Candidates must contact Consumer and Business Services for all licencing matters.

Prerequisites

The satisfactory completion of Certificate IV in Property (Real Estate). (Many candidates will hold other certificates which will be reviewed with you at the time of application.)

Enrolment

Prospective students who wish to undertake any RETC course will be invited for a face to face interview to determine their individual needs. If they cannot attend we will provide information as required.

Potential applicants will be interviewed (which can be initially undertaken by telephone for country students) where they will be provided with information about Skills Recognition and will be encouraged to apply for enrolment.

Students who decide to enrol will need to complete an Enrolment Form which must be accompanied by a non-refundable minimum deposit.

Students will pay the full and final payment within 8 weeks of the commencement date on the enrolment form.

All students **must** provide the RETC a Unique Student Identifier (USI) number as part of the enrolment process. Students must create their own number by going to the USI website <http://www.usi.gov.au/> and create a USI.

The RETC cannot disclose this number to any person. If the student requests their number they must obtain it by logging onto the USI website and retrieving it.

Orientation

Orientation is the time during which students become familiar with their course, procedures and policies, trainers and fellow students.

Orientation will occur during the period following enrolment and during the first classes you attend.

College staff will

- Introduce you to other staff and students
- Provide orientation on WHS and Emergency Procedures
- Provide a tour of Facilities.

During this period, students are encouraged to speak to College staff on any matters relating to your training program. We are here to support and assist you to ensure that you get the best available training, but it is up to you to take responsibility for your learning and make sure you are fully informed.

PRIVACY POLICY Under the *Data Provision Requirements 2012*, the Real Estate Training College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by [insert RTO name] for statistical, regulatory and research purposes the Real Estate Training College] may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.
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- Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

LLN - You will be required to complete a Language, Literacy and Numeracy (LNN) assessment during week one (1) of the course. The LNN will be marked by a qualified trainer and in the event that a trainer identifies students with LLN difficulties, the RETC will implement appropriate strategies to assist your learning:

Students who have been identified as requiring LNN support:

- Will be provided with advice and support and in the provision of LLN assistance. The confidentiality of this information for any student who requires additional support and appropriate strategies are in accordance with RETC Privacy Policy.
- Are not discriminated and those students that require or request additional LLN support are referred to professional organization's
- Will be assured that reasonable adjustment of the training program delivery and assessment methods will be made by qualified staff to suit your needs.
- Will receive one-on-one support provided during the training program, delivery and progress monitored by the Director of
- The RETC to promote successful learning outcomes

The RETC requests that students notify the College of any special assistance they may require in relation to language, literacy and numeracy

If you are worried about any matter, seek advice and information so that you enjoy this opportunity to create your future.

Course Delivery

RETC will ensure suitably qualified trainers deliver all courses on time. If a Trainer is unable to complete the course, RETC will ensure that alternate arrangements are implemented.

Assessments

Assessment is the process of collecting evidence(s) and making judgments on whether competency has been achieved. The purpose is to confirm the individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

The Assessment approach is to make a judgement about whether the standards specified have been met, in line with the:

- Principle of Assessment
- Rules of Evidence

Students will be informed of general assessment requirements in Course information and at the end of each training session. Assessments will be conducted as detailed in the Training Package material and all aspects of the assessment process and requirements for each Unit will be discussed during each training session.

Both formal and informal assessments will be encouraged during the Course with the final competency assessments to be undertaken at the end of each Unit. All assessment results will be recorded as either "Competency Achieved" (CA) or "Not Yet Competent" (NYC).

The standards set by the VET Quality Framework (VQF) state that a student must meet all the assessment criteria before he/she can gain competency in any unit of an accredited course. If a student does not meet all the criteria, he/she will then be given at least one opportunity to resit the assessment.

This type of situation will be dealt with on an individual basis and details of any re-assessment will be worked out between the assessor and the affected student. However, the assessor is not able to prompt or assist a student with answers etc during the actual reassessment process.

RETC will work with any student to discuss training plans that provide forms of evidence that best meet the student's needs.

Please keep track of the assessments you have handed in. If you are unsure about which assessments you have completed please see any of the College staff.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) recognises an individual's current knowledge and skills learned from other courses, life experience and/or workplace training, and measure it against the course they wish to do.

Some students may already be competent in one or more of the learning outcomes and will therefore be given the opportunity to apply for RPL.

If successful, exemption from training for the relevant learning outcome(s) would result. In such cases, the applicant will be permitted to demonstrate his/her competency by attempting the assessment task(s) stated for the learning outcomes.

Please speak to the College Director, Greg Hansen for further information about the RPL application process.

Credit Transfer

Credit transfer refers to the agreed value of the achievement or partial achievement of one qualification when related to another qualification.

This value translates to the learner as equivalent to an exemption from undertaking a component or components of the destination qualification based on the acceptance that these components have already been successfully completed through previous formal study. This exemption reduces the amount of time and learning required in achieving the second qualification.

If you believe that Credit Transfer may apply to you, please contact one of the College staff to arrange an interview.

Plagiarism

RETC is committed to upholding standards of academic integrity and honesty. Plagiarism in any form is unacceptable and will be treated seriously by the RETC

Plagiarism has been defined by the RETC as: involves using the work (writing, recording, photography etc.) of another student and presenting it as if it is your own. This includes essays and assignments written by other students, or copied from other people's computer files. Plagiarism also includes using someone else's results or conclusions, summarising someone else's work as if it is your own, and collaborating in an assignment in such a way as to submit substantially the same piece of work as another student. Encouraging or assisting someone else to commit plagiarism is improper collusion and may attract the same penalties.

Students may quote from or summarise someone else's published work but only if they explicitly state this is what they are doing and give the precise publication details to it. This includes essays and

assignments written by other students, or copied from other people's computer files.

The staff of the RETC has obtained the necessary academic understanding to detect incidents of plagiarism and cheating. If a trainers or staff member believes that plagiarism was likely to have been intentional or unintentional they will advise the Director immediately. The Director will investigate and if necessary discuss with the student concern:

- A student found to have plagiarised will be provided with the opportunity to respond to the Director of the RETC:
 - If the failure to acknowledge the ideas of others was not intentional, the only offence the student has committed is the academic misdemeanour of failing to reference a source correctly.
 - If the Director is satisfied that the plagiarism was done with the intention to obtain an unfair advantage in assessment, the matter will be reported as suspected cheating. If the students are unable to provide a satisfactory explanation, the Director may ask for the resubmission of work and the Director may infer that plagiarism was done with intention to cheat and may fail the student.

Withdrawal from Study

RETC staff realises that there may be circumstances beyond students control whereby they are not able to complete part of their course.

Students are able to withdraw from a course with a reasonable excuse, and the units or module of the course already successfully completed will be recorded on a Statement of Attainment. This will enable them to either return to RETC to complete the remainder of the course or at some other Recognised Training Organisation, should they wish to do so.

To re-enrol at a later stage may incur new administrative cost

Refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- The course in which they are enrolled is cancelled.
- The course in which they are enrolled is rescheduled to a time and location that is unsuitable for the student.
- A student is not given a place due to the class being full.

Under certain circumstances, RETC may arrange a refund of the proportion of the Course not completed, if fees have been paid in advance. Each case will be reviewed on an individual basis, culminating with the most appropriate outcome for each student.

5.1 Refund calculations.

A student wishing to withdraw from a Course will need to state their reasons in writing to the College, before any refund can be considered.

Acceptable reasons may include:

- Sickness (verified by a medical certificate).
- Change of employment hours or location (verified by employer).

In all cases, should a student withdraw the **non - refundable administration fee** (the deposit) will be held by the College.

Additional charges may also be applicable if a student withdraws:

- a) **AFTER 50% of classes have been conducted** - you are responsible for the total cost of the course and no refund will be made.

PAYMENT OF REFUNDS.

RETC will pay the refund to the same person or body from whom the payment was received on behalf of the student. This includes credit cards so where credit cards are used for payment, RETC will refund that credit card.

FURTHER COSTS.

If your account should remain unpaid and is passed onto debt collection services, you as the client will be solely responsible for **ALL** further costs incurred and associated with said debt collection.

COMPLAINTS AND APPEALS.

In any event that the student is unhappy with the outcome of their application for a refund, the student may lodge a complaint under the RETC Student Complaints and Appeals Procedures. The existence of this policy and complaints and appeals processes does not stop students undertaking action under Australia's consumer protection laws.

Issue of Qualifications and/or Statements of Attainment

Student academic statements, together with appropriate parchments, will be forwarded to successful graduates within three weeks of Course completion. This is provided that all Course requirements have been successfully achieved.

Complaints & Appeals Procedures

RETC guarantees that students and clients have access to a fair and equitable process for dealing with any of their concerns re their participation in any Course at this Organisation and will make every effort to resolve their complaints.

Any student who sincerely believes that they have a legitimate complaint or grounds for appeal in relation to the policies, procedures, processes, training and assessment methodology of RETC are encouraged to take the following action:

Step One: Discuss the complaint or appeal with their Course Trainer or Assessor

Step Two: If not satisfied, he/she is encouraged to seek an appointment with either the RTO Director (or the nominated person) who will make a suitable time to discuss the matter as soon as is practicable.

- The Director will examine the grounds of the complaint or appeal and discuss the matter with the student. An investigation of the complaint will then be conducted, and the matter will be discussed with the relevant Trainer or Assessor
- The Director will attempt to resolve the complaint and attend to the complaint and may either take appropriate action or advise the Complainant that there is insufficient evidence to support the issue raised. If the complaint is considered not justified, the reasons will be given to the Complainant in writing and advised that he/she may wish to pursue the matter further with external authorities.

Step Three: If a student is not satisfied with the outcome of the internal appeals process, then he/ she can lodge a formal complaint through an external body such as the Australian Skills Quality Authority (ASQA) or the Training

Advocate, (or other relevant bodies) stating, in writing, the grounds of the complaint .

- Students or representatives of students should be advised to refer their complaint to the following agencies:

Australian Skills Quality Authority (ASQA):

Webpage reference:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

- Students are able to contact ASQA for assistance in:
 - i) completing the required Form and/or
 - determining whether ASQA can assist with their complaint: complaintsstream@ASQA.gov.au
 - ☎ 1300 701 801
- Where students require an interpreter, they can call the Translating and Interpreting Service on 131 450 and ask them to telephone the Australia's Skills Quality Authority on one 1300 701 801 between the hours of 9:00am and 7:00pm EST Monday to Friday
- Once the identified form is correctly completed, it can be submitted to ASQA via the following methods:
 - Email to: complaintsstream@ASQA.gov.au
 - Print and POST to: Complaints Team
Australian Skills Quality Authority
GPO Box 9928 SYDNEY New South Wales 2001

TRAINING ADVOCATE

The Office of the Training Advocate provides support for individuals and organisations to assist with any questions about the vocational education and training system. If students have any questions or concerns about the training and/or assessment processes that they have received etc. they can contact the Training Advocate.

Contact details are as follows:

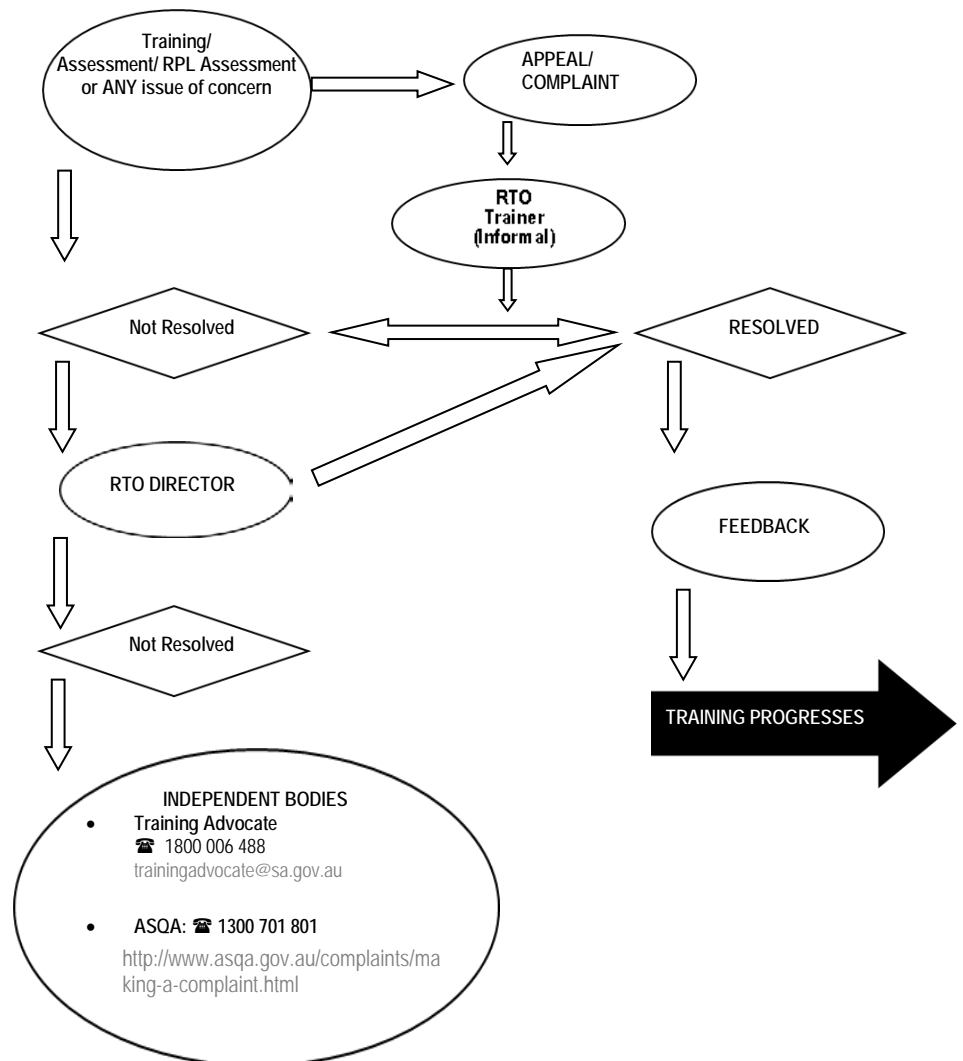
- Webpage reference:
<http://www.trainingadvocate.sa.gov.au/>
- Face-to-face contact:
Level 5, 131 Grenfell Street ADELAIDE (Cnr of Grenfell St and Hyde St)

- ☎ 1800 006 488 (Toll Free).

This phone services monitored after hours in urgent circumstances – in such circumstances students are advised to leave a message and an officer will contact them as soon as possible

- E-mail: trainingadvocate@sa.gov.au
- POST : GPO Box 320 ADELAIDE SA 5001
- During the Complaint or appeals process, the affected student will be invited to attend a mediation session with an independent mediator in an attempt to resolve the matter, should it be required
- All College staff must ensure that at no time during the entire process will any affected student be subjected to any form of harassment or victimisation for lodging a complaint appeal

RETC COMPLAINTS AND APPEALS PROCESS



Work Health & Safety

Employees, trainers and students must take reasonable care to protect their own health and safety and the health and safety of others who may be affected by their actions or omissions. Their responsibility only extends to things over which they have control; however, employees, trainers and students must co-operate with the RTO Director of RETC, in ensuring health and safety. In particular, employees, trainers and students must:

- Use equipment provided to protect their health and safety
- Obey any reasonable instructions given on health and safety
- Report any incident or hazards at work, or in the training environment to the RETC person in charge or present at the time
- Use any equipment provided according to the stated applicable standard operating procedures, to protect their health and safety and the health and safety of others in the vicinity
- Assist in the identification of hazards, assessment of risks and implementation of appropriate risk control measures
- Consider and provide feedback, as appropriate, on any matters which may affect theirs and other's health and safety
- Ensure that they are not affected by alcohol or another drug so that may endanger themselves or others

Commitment – RETC

The RTO Director is genuinely committed to providing for the Occupational, Health, Safety and Welfare of all personnel and students

Information Resources

Information related to RETC Policies and Procedures for the maintenance of Occupational, Health, Safety and Welfare of all personnel and students is always freely available from the

resources held by the RTO Director

The Law

RETC's WHS Policies and Procedures are based on the applicable Acts, Regulations and Codes of Practice as detailed at the beginning of this document.

Assistance

New personnel and Students will be made aware of assistance that is available in relation to any WHS issues arising and from whom that assistance can be sought, if so required.

Capacity to Work Safely

Within a framework of confidentiality, new personnel need to nominate if they have any disabilities or health related conditions that could affect safe working and therefore should be considered by managers and trainers when arranging duties/training.

Personal Responsibility

New personnel must be made clearly aware of three principal personal responsibilities which rest with all staff and students.

These are:

- Personnel and students may not be affected by any drug whilst on our premises, as such action could jeopardise the safety of themselves, other employees, students or visitors
- **Note that RETC has adopted the Drug and Alcohol Services Council's definition of drug, which includes alcohol.
- Personnel and students must obey and follow all reasonable directions from the Director (or supervisory nominee) on Workplace Health & Safety practice in the workplace, in particular:
 - Employees must use supplied protective safety equipment and devices as required.
 - Personnel must always be vigilant, attentive and contributory toward WHS management and to formally report all risks and hazards found.

Training

Personnel and students will be given instruction and training in order to work and undertake training safely in all aspects of their duty work/ training area.

Personnel and students should seek assistance in every case of unfamiliarity with new equipment, materials, workplaces and any other circumstances.

A return to work or training after a prolonged absence will also require refamiliarisation with Workplace Health & Safety practices.

Injuries & Illness – Reporting of Incidents

Personnel and students must report any and all accidents, near-misses, injuries, and work related ill health, including minor issues. Students can report to their Trainer/ Lecturer or any RETC staff member.

All personnel will be given prompt contact with First Aiders and or local expert medical practitioners, in all cases of need. If desired, transportation to personal medical practitioners can be arranged, but may be at the individual's cost.

Rehabilitation & Compensation – Workcover

In the event of a WHS incident, rehabilitation and compensation procedures will be instigated and processed according to procedures declared by WorkCover Corporation.

Student Support Services

Students of RETC will be treated as individuals and offered advice and support services which may be required to assist them to achieve their identified goals and outcomes.

Our commitment to equal opportunity principles will ensure no discriminatory policies or practices exist in any respect of the delivery of training products and services.

RETC will provide adequate protection for health, safety and

welfare of students and includes adequate and appropriate support services in terms of academic and personal counselling.

RTO staff are present and committed to provide with support and guidance to assist students to resolve any issues and/or concerns that may impact on their participation in training and assessment services; this may include the level and/or complexity of training delivery or competency based assessments, payments, employment opportunities in the applicable industry and assistance with literacy and numeracy skills. Assistance offered may also include the referral of some students to a range of specialised welfare and guidance services, such as those listed below:

LANGUAGE, LITERACY AND NUMERACY SUPPORT

Should any student require assistance with literacy and numeracy skills that is beyond the scope of RETCS staff, they will be directed to the following agencies for assistance:

English Language Centre

TAFE SA, Adelaide 8226 6555

TAFE SA, Adelaide 8207 8202

SERVICES FOR PEOPLE OF NON-ENGLISH SPEAKING BACKGROUND:

Ethnic Link Services (08) 8241 0201

Translating and Interpreting Service 13 14 50

READING WRITING HOTLINE:

(8am – 8pm) 1300 655 506

www.literacyline.edu.au/

**a starting point for people looking for referral to literacy and numeracy classes

ABORIGINAL UNIT: FaCHSIA (08) 8400 2100

EQUAL OPPORTUNITY COMMISSION (08) 8207 1977

COUNSELLING SERVICES

Counselling can be provided confidentially to a limited level by RETC staff in relation to Training & Assessment issues, however students may need to be directed to other agencies for professional help and guidance.

Mediation Services	8350 0376
Disability Services	1300 786 117
Lifeline (24hr service)	131 114

TRAINING SUPPORT

TRAINING ADVOCATE

Contact details are as follows:

- Webpage reference:
<http://www.trainingadvocate.sa.gov.au/>
- Face-to-face contact: Ground Floor/ 55 Currie Street ADELAIDE Entrance doors at Bus Stop W1 on Currie Street) ☎ 1800 006 488 (Toll Free). This phone services monitored after hours in urgent circumstances – in such circumstances students are advised to leave a message and an officer will contact them as soon as possible
- E-mail: trainingadvocate@sa.gov.au
- Post : GPO Box 320 ADELAIDE SA 5001

CPP07 TRAINING PACKAGE (incorporating Real Estate qualifications) Training Package advice re CPP07

Contact Name: Elizabeth Lendrum Phone: 08 8363 4054

Organisation: Business Services Industry Skills Board SA (Training Package developer)

Email: eo@bsisb.com.au Web address: www.bsisb.com.au

FUNDED TRAINING OPPORTUNITIES (SA):

SKILLS SA

☎ 1800 506 266 (Toll Free): 8:30am – 5:30pm Weekdays

- Email skillsforall@sa.gov.au or via the [online enquiry form](#)

Skills SA Department of Further Education, Employment, Science and Technology GPO Box 320 Adelaide SA 5001

INDUSTRY SUPPORT Consumer and Business Services (CBS)

<http://www.cbs.sa.gov.au>

Real Estate, Commercial and other licences

Phone: 131 882 Fax: (08) 8204 9171

Email: occupational@sa.gov.au

91-97 Grenfell Street ADELAIDE SA 5000

Equal Opportunities

RETC is committed to Equal Opportunity

Our policies are designed to promote equality of opportunity for entry into and participation in the course and to prevent discrimination based on race, disability, gender, sexuality, marital status and pregnancy.

All our staffs have a responsibility to ensure that discrimination does not occur in any form in the provision of our training services. Any problems or queries should be directed to the College Staff

Sexual Harassment

All incidents of sexual harassment that may occur within your training are to be treated with seriousness, confidentiality and sensitivity. The emphasis is on resolution of complaints through conciliation and the re-establishment of good working relations. There is both an informal system of dealing with problems through counselling and conciliation and a formal system for hearing complaints.

Applicable Legislation

Legal obligations for RETC under State and Federal Equal Opportunity law, include:

- Racial Discrimination Act, 1975 (Commonwealth)
- Racial Vilification Act, 1996 (South Australia)
- Sex Discrimination Act, 1984 (Commonwealth);
- Disability Discrimination Act, 1992 (Commonwealth);
- Disability Services Act, 1986 (Commonwealth)
- Age Discrimination Act, 2004 (Commonwealth)

- Privacy Act, 1988 (Commonwealth)
- Occupational Health, Safety and Welfare Act, 1986 (South Australia)
- Sect 55A: (OHSW Act 1986 SA) (Inappropriate behaviour/bullying)
- Equal Opportunity Act, 1984 (South Australia)
- National Vocational Education and Training Regulator Act 2011

Smoking

Smoking is prohibited at RETC, as well as any training venue that this organisation may use. Smokers may use the designated outside areas for smoking. These responsibilities are placed on the RTO by the Occupational Health, Safety and Welfare Act 1986 (SA).

First Aid

RETC staff will assist with all first aid requirements.

Evacuation Procedures

On occasions you may be required to participate in a fire drill which will require you to proceed as follows:

- On hearing the evacuation alarm, leave the building by the rear exit stairwell door, unless otherwise directed.
- DO NOT USE THE LIFT.
- Assemble in training group in the designated assembly area.
- Remain in the assembly area until a roll call check has been made. No one may re-enter the building under any circumstances until the officer in charge gives the all-clear signal.

Employability Skills

- Employability Skills including Communication, Teamwork, Problem solving, Initiative & Enterprise, Planning & Organisation, Self-Management, Technology and Learning

are embedded in training and assessment.

- For more information on Employability Skills visit:
- <http://www.employabilityskills.training.com.au>

Parking

Parking is available at a variety of public car parks located nearby the college.

Industry Related Acts

- Land Agents Regulations 2010 (South Australia)
- Land Agents Act 1994 (South Australia)
- Fair Trading Act 1987 (South Australia)
- Fair Trading Regulations 2010 (South Australia)
- Landlord and Tenant (Commercial Tenancies) Regulations 1986 (South Australia)
- Landlord and Tenant Act 1936 (South Australia)

Looking for an employer?

Here is a proven way to approach a prospective employer.

Drive around where you live or do an internet search, a 10-kilometre radius should do it, take note of all the real estate companies.

Go on to the real estate web sites, for example L J Hooker at Brighton. You will find a 'CAREER' tab and 'MEET THE TEAM' tab, now match the 'Principal' (office owner) to the Open Inspections listed on realestate.com.au and/or the newspaper. Attend his/her open inspections and start a conversation.

Always mention that you have enrolled in study for the Certificate IV in Property Services (Real Estate). By doing this they will know you are proactive and interested in a serious career in real estate.

They will be open to questions and it is also your opportunity to see the way they conduct their business.

While you are studying with us we encourage you to attend as many auctions and open inspections as you can. This gives you an appreciation of a small part of what you will be doing once you complete the course.

We will have 'Guest Speakers' during your course, some of these will be Principals looking for trainees or sales people, it will be up to you to follow these contacts up. Many of our students have been employed by doing this.

We also encourage you to visit our Employment Website at www.retc.net.au/jobs/ and also 'like' our Facebook page at <https://www.facebook.com/realestatetrainingcollege>.

CODE OF PRACTICE

INTRODUCTION

The aim of this policy is to ensure that RETC, as a Registered Training Organisation (RTO 7038), provides quality training and assessment for individual students, clients, industry and the Vocational Education and Training (VET) sector.

This means RETC (must operate in accordance with its Conditions of Registration throughout its period of registration. These conditions include those that apply to all RTOs and are described within

National Vocational Education & Training Regulator Act 2011 (C'wth)

And can also include those additionally imposed by ASQA following registration of the RTO.

Legislative Requirements

RETC RTO will meet all relevant legislative requirements of Commonwealth, State or Territory legislation and regulations relevant to its operations and scope of registration. In particular:

- Workplace Health and Safety/OHS

- Privacy
- Equal Opportunity/ Equal Employment Opportunity
- Access & Equity
- Anti-discrimination of all kinds
- Adherence to the Standards for Continuing Registration as a NVR Registered Training Organisation

RETC RTO has policies and procedures in place which enable us to maintain the interests and welfare of students and/or clients and all stakeholders in regard to our provision of nationally accredited competency-based training and assessment.

Access and Equity

- Access & Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity
- This may require RETC RTO to (but not limited to):
 - Consider physical access to a training venue
 - Ensure that selection criteria does not discriminate against clients
 - Adapting marketing activities to encourage all clients
- Our organisation is committed to access and equity principles and processes in the delivery of all of our services and in working effectively with all students and/or clients
- The Access and Equity policy ensures that student selection decisions are based on merit, and also comply with Equal Opportunity legislation.
- Appropriately qualified staff will interview potential candidates and provide information both in verbal and hard copy print format to assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the Course, based on his/her current qualifications and experience.
- No new student/client will be denied access to services where he/she is deemed eligible, and where RETC RTO

personnel can provide an appropriate level of support services and flexibility to any student(s) who may require it to complete the identified requirements of the Course for which they seek enrolment.

All staff and clients will be treated with on a fair and equitable basis in relation to selection and equal access to all activities and positions within the organisation. This includes, but is not limited to the following groups of people:

- Indigenous People
- People with disabilities
- People from remote and/or rural locations
- People from non-English speaking backgrounds

Provision of Training and Assessment Services

- We will provide training and assessment services to all of our students that meet all identified requirements for Certification and any licensing requirement, where it applies, relevant to the Qualification for which the Student has enrolled.
- RETC RTO will ensure that all training staff are suitably qualified, experienced, professional and specialists in their respective area of expertise and are able to deliver the training and facilitate the assessment relevant to the training products offered. RETC Staff and contractors meet the requirements for competency in line with the guidelines set by the National Skills Standards Council (NSSC) All staff will maintain their competence in both Industry knowledge & experience and also training competency
- Adequate facilities, equipment and training materials and methods will be utilised to maintain a learning environment that is conducive to the success of students.
- All assessment processes undertaken by RETC will be based on an assessment against industry competency standards, ensuring the process conducted within the RTO's scope

remains reliable, valid, flexible and fair, which is consistent with national assessment principles.

- RETC Assessors abide by the Assessors Code of Conduct (**See Appendix) in the provision of assessment service delivery ensuring that, at all times:
 - Ethical
 - Responsive to differing student needs, as required
 - Transparent
 - Fair & equitable
- Assessment also refers to and includes Recognition of Prior Learning associated processes such as Credit Transfer and National Recognition, which is the acknowledgement of an individual's full range of skills and knowledge, irrespective of how it has been acquired. The Skills Recognition process will include that individual's skills and knowledge gained through either/or formal study, work service and /or "life" experience.

Issuance of Qualifications

RETC RTO will only issue Qualification(s) and/ or Statement(s) of Attainment to students who meet the requirements of the accredited course and/or Training Package on its Scope of Registration. Where appropriate, module(s) completed and/or national competencies achieved will be identified.

All Qualification(s) and Statement(s) of Attainment issued will meet the requirements of the National Vet Regulator (NVR) standards for RTOs, including AQF guidelines and relevant logo specifications.

National Recognition of Qualifications

RETC RTO recognises all Australian Quality Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations, as part of its National Recognition obligations.

Client Service

Student information provided will ensure that all fees and charges are known to students before enrolment. Course content and assessment procedures will also be explained and vocational outcomes outlined.

RETC RTO will provide potential students with timely and accurate information to prior to enrolment which includes details of:

- Course information
- Costs
- Refund Policy
- Competency Standards
- Learning Outcomes
- Assessment Criteria
- RETC Grievance/ Complaint Procedures and avenues of Appeal

Quality Management Focus

RETC RTO has sound management practices to ensure effective client service. In particular it has client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to the competence achieved by students and will be issued in accordance with national guidelines.

The quality focus includes a Recognition of Prior Learning (RPL) Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and, where appropriate, student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy training to be referred to appropriate support programs.

Every opportunity will be taken to ensure that this information is disseminated, understood and valued by personnel and clients.

RETC RTO has clearly defined and documented procedures for monitoring all training and assessment services delivered by our

organisation including:

- Risk management strategies
- Continuous Improvement initiatives and processes
- Review of student/ client satisfaction

External Review

RETC RTO agrees to actively participate and/ or cooperate in the provision of any required data/ information, where requested as a part of the external monitoring and auditing processes required by the ASQA and its delegated representatives

Record Keeping

We will continually monitor and assess the progress and performance of all our students, and maintain appropriate systems to record student:

- Enrolments
- Attendance
- Assessment outcomes
- RPL (where applicable)
- Payment of fees including funding arrangements e.g. Fee – for – Service or Publically Funded Places (Traineeships and/or Skills for All etc.)
- Complaints of any kind
- All Qualification(s) and/or Statement(s) of Attainment issued
- Feedback:
 - Quality Indicators: i) Learner Engagement ii) Employer Satisfaction and iii) Competency Completion Data
 - Internal RETC Feedback
 - Effective engagement with the Real Estate Industry sector to review RETC Course Learning and Assessment Strategies to determine suitability and responsiveness to current Industry requirements
 - Internal and external audit and review of RETC Systems

Management and Administration

RETC RTO has policies and management strategies that ensure

sound financial and administrative practices

- Management guarantees RETC's sound financial position and safeguards student fees paid, ensuring that they receive the training and assessment products for which they have enrolled and paid.
- It has in place a Refund Policy that is fair and equitable and within the required guidelines
- Student records are managed securely and confidentially and are available for student perusal on request. RETC RTO has adequate insurance policies.

Marketing and Advertising

RETC RTO markets its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Support Services

RETC RTO will provide responsive student support services on an individual and case-by-case basis to ensure each student is able to successfully complete their chosen course. Initiatives include:

- Full support during the Course, including face-to-face and telephone support, as and where required
- Follow-up advice for a period of two years following the end of the Course

Guarantee

RETC RTO guarantees to:

- Maintain adequate and appropriate insurance coverage, including Public Liability, Business Insurance and Work Cover
- Allow examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by ASQA (the registering body for the purposes of audit
- Apply to ASQA for any extension to Scope of Registration, as required to maintain Course currency and to reflect client and/or Industry requirements including;

- ensuring RETC has on its Scope, the most current version of the identified Training Package and associated relevant Qualifications (and allied Units of Competence)
- removal of Qualifications that are superseded and/or no longer required
- Provide all details, upon the request of ASQA and its representatives, of all operations within its Scope of registration including operations in other States or Territories and outside Australia
- Advise ASQA:
 - within 21 calendar days of commencing delivery and/or assessment outside the state or territory if registration and/or
 - within 3 months of ceasing delivery and/or assessment in a location outside the state or territory of registration
- Provide ASQA with accurate and timely information regarding registration and RETC's compliance to the identified Standards e.g.:
 - RETC students' participation and achievement
 - Notification of major changes to the RTO's system or staffing profile
 - Relocation of the RTO, when and if it occurs
 - Relevant changing financial issues and transfer of client records etc.
- Assume total financial responsibility for the business to ensure that RETC is at times financially viable including the annual certification of all RTO accounts by a Registered accounting practitioner
- Resolve any/all grievances conveyed by students/clients to:
 - RETC internally
 - the ASQA and/or Training Advocate
 fairly and equitably and within reasonable timeframes
- in the event that RETC ceases operations, all records of student results will be sent to ASQA for archiving

Sanctions

RETC RTO will honour all guarantees outlined in this Code of Practice. There is an understanding that if the obligations under the Standards for *National VET Regulator (NVR) Registered*

Training Organisations 2011 and the underpinning regulatory requirements of the National VET Regulator Act 2011 and the associated Standards are not met, then ASQA may apply for enforcement powers which provide for civil and criminal penalties, and sanctions may also be applied, resulting in withdrawal its registration status as a Registered Training Organisation.

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