



---

Real Estate Academy of Learning RTO 45825

**Student Handbook**

DOC ID REAL003 Version 1.0

Date: July 2021

## Table of Contents

### **SECTION 1 - INTRODUCTION AND OVERVIEW**

About Real Estate Academy of Learning	7
Our Services	7
Our Mission	7
Our Objectives	7

### **SECTION 2 - QUALITY BUSINESS PROCESS**

Marketing – Accurate, Clear and Ethical	9
Consumer Protection – Fees Paid in Advance	9
Fees Payable	9
Student Cancellation	9
Replacement of text & training workbooks	9
Refunds	9
Payment Method	10
Substitutions	10
Pricing	10
Fee-for-Service	11
Transfers	11
Statutory cooling off period	11
Our Guarantee to Clients	11
Changes to Terms and Conditions	11

### **SECTION 3 - SAFETY AND SECURITY**

Safety	12
Electrical Equipment	12
Fire Safety	12
First Aid	12
Safety	13
Work And Study Areas	13
Non Critical Incidents	13

Critical Incidents	13
<b>SECTION 4 - STUDENT WELFARE</b>	15
Access and Equity	15
Your privacy	15
<b>Support and Progress</b>	16
Our Expectation of You	17
<b>SECTION 5 - ENROLMENT AND ORIENTATION</b>	18
Pre - enrolment	18
Pre Training Review	18
Enrolment Dates	18
Entry Requirements	18
Language, Literacy & Numeracy Skills	19
Induction and Orientation	19
Unique Student Identifier (USI)	19
<b>SECTION 6 - COURSE STRUCTURE</b>	21
Core and Elective Units	21
Course Duration	21
Mode of Delivery	21
Our Trainers	22
Credit Transfer (CT)	22
Recognition of Prior Learning (RPL)	22
<b>SECTION 7 - TRAINING AND ASSESSMENT STRATEGY</b>	24
Training and Assessment Practices	25
Competency Based Training (CBT)	25
Submitting Assessments	25
Resubmissions	25
Trainer and Supervisor Feedback	26
Re-assessment	26
Plagiarism, Academic Dishonesty and Referencing	26
Issuing Qualifications and Statements of Attainment	27

<b>SECTION 8 - CONTINUOUS IMPROVEMENT AND RECORDS</b>	28
Continuous improvement	28
Suggesting Improvements	28
Learner Satisfaction Survey	28
Making Complaints & Appeals	28
What Is A Complaint?	28
What Is An Appeal?	29
Early Resolution Of Complaints & Appeals	29
Complaint and appeals handling	29
Review by an independent person	30
Unresolved Complaints and Appeals	30
Access to Your Records	31
<b>SECTION 9 - LEGISLATIONS AND REGULATIONS</b>	32
Legislative and Regulatory Responsibilities	32
Work Health and Safety Act 2011	32
Privacy Act 1988	32
Disability Discrimination Act 1992	33
Sex Discrimination Act 1984	33
Age Discrimination Act 2004	33
Racial Discrimination Act 1975	34
Copyright Act 1968	34
Fair Work Act 2009	34
National Vocational Education and Training Regulator Act 2011	35
National recognition	35
<b>SECTION 10 HANDBOOK DISCLAIMER</b>	35
<b>SECTION 11 - STUDENT ACKNOWLEDGEMENT AND DECLARATION</b>	35
<b>SECTION 12 - THIS SECTION TO BE COMPLETED BY STUDENT AND RETURN TO REAL ESTATE ACADEMY OF LEARNING</b>	36

## Important Details

<b>Registered Training Organisation</b>	Real Estate Academy of Learning
<b>Head Office:</b>	18 Redman Avenue, Illawong NSW 2234.
<b>Provider RTO Number/Code:</b>	<b>45825</b>
<b>Postal Address:</b>	18 Redman Avenue, Illawong NSW 2234.
<b>Phone:</b>	Alicia Borg on 0411590785 or Stephen Borg on 0411593200
<b>Email:</b>	admim@realestateacademyoflearning.net.
<b>Website:</b>	<a href="http://www.realestateacademyoflearning.net">www.realestateacademyoflearning.net</a>
<b>Office Hours:</b>	8:00am – 5:00pm Monday - Friday

## CEO's Message

Welcome to the Real Estate Academy of Learning.

Thank you for choosing Real Estate Academy for Learning (REAL) as your place to study.

Today's world is a challenging and moving environment. The fundamental key to success in today's business culture is firm concentration, professional training and a strong belief in yourself and the achievement of your goals.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook.

Real Estate is one of the most salient sectors in the economy. The relationship between real estate, the capital flows driven by it and its positive impact on the three pillars of sustainable development (environment, social and economic) is increasingly growing.

Real Estate Academy of Learning is dedicated to providing high standard training and assessment to meet your personal and career objectives to join one of Australia's fastest-growing industries. Our courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students.

Our Trainers are industry-experienced professionals committed to remaining up to date with industry skills and knowledge while providing flexible, workplace relevant training.

We believe that the standard of our curriculum, the excellence of our academic staff, the strength of our industry partners and ultimately the success of our graduates can measure the quality of the education and training we provide.

Real Estate Academy of Learning's distance learning education enables you to fit within your busy schedules by allowing you to study when and where you like. This flexible delivery will also facilitate direct access to academic teaching staff and support services.

Our vision is to be recognised as one of the leading Real Estate Academy of Learning Estate education and training providers in Australia and the Asia Pacific.

Our Mission is to deliver quality education and training programs that give you the chance to create a positive future for yourself in the form of employment, career advancement and pathways to further education and self-development.

Our commitment is to provide you with high-quality training tailored to meet your needs and empower you with the knowledge shaping and directing your careers.

Welcome on board!

Stephen Borg and Alicia Borg

## 1. SECTION 1 - INTRODUCTION AND OVERVIEW

This information booklet is designed to provide you with information about the services provided by the Real Estate Academy of Learning and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. For specific and detailed information about a particular course offered by Real Estate Academy of Learning, please refer to the Course Brochure which is supplied separately.

#### A. ABOUT REAL ESTATE ACADEMY OF LEARNING

Real Estate Academy of Learning is a Registered Training Organisation providing high-quality training to students in Australia. Real Estate Academy of Learning is dedicated to providing teaching and learning processes that are both highly innovative and engaging. You can find out more about Real Estate Academy of Learning at the following website by clicking [HERE](#).

Real Estate Academy of Learning is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered in your chosen course and is also responsible for the issuance of an AQF certificate based on your achievement of the course requirements.

#### B. OUR SERVICES

Real Estate Academy of Learning provides training and assessment services in support of the following nationally endorsed training products:

CPP41419 Certificate IV in Real Estate Practice

#### C. OUR MISSION

Our mission is to nurture and aspire learners by providing quality trainers and assessors who will in turn maintain and enhance the quality and status of our education to meet the demands in the world of work.

Our goal is to implement proven, state-of-the-art professional techniques of real estate, specialising in NSW marketing and investment opportunities.

We will push the boundaries of knowledge and skills of our learners to provide the NSW consumer with the highest level of service of any Real Estate company, thereby ensuring that properties are sold or rented in an ethical manner.

We endeavour to conduct high standards of teaching and learning and encourage our students to carry out research so that they will be able to enhance their knowledge through continuous improvement efforts even after their graduation from REAL.

We will create an enabling environment that makes the course we deliver increasingly relevant to NSW and the Australian economy through high-quality teaching and learning.

In recognition of our mission, our objectives are:

- **Industry Engagement:** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services that are founded on industry needs and expectations.
- **People:** We strive to attract, recruit and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and ongoing targeted professional development.
- **Safety and Equality:** We are committed to providing a safe, equitable environment and promoting a confident and productive training and assessment environment.
- **Integrity and Ethics:** We conduct ourselves in accordance with shared and agreed standards of behaviour, which holds ethical conduct and integrity as our highest priorities.
- **Quality Committed:** We aspire to deliver consistent, high-quality services and apply quality systems that support training and assessment superiority.
- **Learner Focused:** We thrive on providing training and assessment that is learner-focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high-quality training and assessment experiences.



## 9. SECTION 2 - QUALITY BUSINESS PROCESSES

### A. MARKETING – ACCURATE, CLEAR AND ETHICAL

Real Estate Academy of Learning is committed to ensuring the protection of its students' rights as consumers and providing accurate information in the marketplace. Real Estate Academy of Learning applies a systematic approach to its consumer protection strategy. It has processes and systems in place for the transparency of its operations to protect its consumers.

### B. CONSUMER PROTECTION – FEES PAID IN ADVANCE

Real Estate Academy of Learning acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, Real Estate Academy of Learning will accept payment of no more than \$1500 (no GST applies) from a student prior to the commencement of the course.

### C. FEES PAYABLE

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within ten (10) days of receiving an invoice from Real Estate Academy of Learning. Real Estate Academy of Learning may discontinue training if fees are not paid as required. For a full list of current fees and charges, please request a copy of Real Estate Academy of Learning's schedule of fees and charges.

### D. STUDENT CANCELLATION

Students who cancel their enrolment part way through a training program must notify Real Estate Academy of Learning in writing via email or letter at the earliest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options, such as a request to suspend their enrolment and re-commencing in another scheduled training program.

### E. REPLACEMENT OF TEXT & TRAINING WORKBOOKS

Students who require the replacement of issued text or training workbooks will be required to notify our administration department in writing.

### F. REFUNDS

Students, who give the notice to cancel their enrolment ten (10) business days or less prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that a Registered Training Organisation must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students who give notice to cancel their enrolment nine (9) business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained

(25%) by Real Estate Academy of Learning is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text or training workbook and subsequently cancels, Real Estate Academy of Learning will not refund monies for the text.

#### G. PAYMENT METHOD

Real Estate Academy of Learning accepts payment for fees using:

- EFT (Electronic Funds Transfer)
- Cheque (made payable to Real Estate Academy of Learning)

Payment in cash is discouraged.

Once enrolment has been completed, the learner will receive an invoice.

- Payments can be made:
  - By cheque payable to Real Estate Academy of Learning
  - Or by EFT (Electronic Funds Transfer) account details provided on the invoice.  
Account Name: Real Estate Academy of Learning

#### H. SUBSTITUTIONS

Requests for substitutions are to be made in writing and can be made at any time up to two (2) working days before the program commencement date.

#### I. PRICING

We are committed to supporting students in their quest to obtain a high-quality education and up-to-date industry qualifications, no matter what their background or personal situation. Therefore, to support the greatest possible demographic, our policy is to become an innovative provider of quality training and strive for excellence in our services.

We aim to provide students with a caring learning environment that enhances their ability to succeed and assist individuals of all backgrounds and cultures in working and learning in harmony.

Our competitive pricing policy is in line with industry guidelines. We offer competitive rates on all our services and will meet the demands of a competitive industry.

Course Code	Course Name	Course Fees
CPP41419	Certificate IV Real Estate Practice	\$3600.00
	Assistant Agent	\$895.00

	Assistant Agent Continual Professional Development	\$895.00
CPP51122	Diploma of Property (Agency Management)	\$2800.00

#### J. FEE-FOR-SERVICE

All fees charged to students are itemised with payment made in full by students before a statement of attainment is issued. Real Estate Academy of Learning also has payment plans available to students.

#### K. TRANSFERS

Requests for transfers to alternate programs can be arranged if Real Estate Academy of Learning is advised in writing more than ten (10) working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where the Real Estate Academy of Learning has been notified in writing at least ten (10) working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

#### L. STATUTORY COOLING-OFF PERIOD

The Standards for Registered Training Organisations require Real Estate Academy of Learning to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is ten (10) days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within ten (10) days of having received a sale contract without penalty. It must be noted that Real Estate Academy of Learning does not engage in unsolicited marketing or sales tactics. Therefore, a statutory cooling-off period is not applicable to our students who have enrolled in a program. For refund options in other circumstances, students must refer to the refund policy above.

#### M. OUR GUARANTEE TO CLIENTS

If Real Estate Academy of Learning cancels or ceases to provide training, Real Estate Academy of Learning must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

***As an example:*** A student enrolled in a course of 10 units of competency and paid \$1,500.00 upfront as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student's enrolment would be finalised, and the student

would receive a *Statement of Attainment* for the 4 completed units. The student would also receive a refund of \$900.00, which represents the value of the training not delivered.

#### N. CHANGES TO TERMS AND CONDITIONS

Real Estate Academy of Learning reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment, the student will be informed seven (7) days prior to changes taking effect.

## 10. SECTION 3 - SAFETY AND SECURITY

### A. SAFETY

Real Estate Academy of Learning is committed to providing you with a safe environment in which to participate in training and assessment. We are aware of our responsibilities to maintain a safe environment under the Work Health and Safety Act 2011.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items, e.g., move furniture in a training area; and
- Observe hygiene standards, particularly in eating and bathroom areas.

Real Estate Academy of Learning does not run sessions before 9.00 am in the morning and after 9:30 pm at night. Real Estate Academy of Learning does not schedule sessions for more than 8 hours per day.

Park your car as close to the Real Estate Academy of Learning campus as possible. Avoid lanes and poorly lit areas. Walk to car parks with other cohort members where possible. Ensure that the driver picks you up as close to your finishing time as possible if you are being picked up. Wait in the foyer or a well-lit area if you are waiting to be picked up. Keep a phone on you at all times.

### B. ELECTRICAL EQUIPMENT

Electrical equipment that is not working should be reported to the Real Estate Academy of Learning staff.

Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### C. FIRE SAFETY

All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine their location.

It is the user's responsibility to understand fire drill procedures displayed around the premises. Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### D. FIRST AID

Provision for first aid facilities is available where training is delivered.

All accidents must be reported to staff. The accident and any aid administered must be recorded by staff involved in the injury register.

## E. SAFETY

Never attempt to lift anything that is beyond your capacity.

Always bend the knees and keep the back straight when picking up items.

If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## F. WORK AND STUDY AREAS

Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of an accident by tripping or falling over.

- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## G. NON CRITICAL INCIDENTS

If you have an accident or injury whilst undertaking your training, this must be reported to your supervisor immediately or your trainer if you are in training at the time. Every injury or near miss should be reported, to ensure you are adequately protected should there be a recurrence of the injury, or problem arising from, or attributed to, the accident.

## H. CRITICAL INCIDENTS

Real Estate Academy of Learning has policies and guidelines designed to ensure appropriate action is taken in the case of a traumatic event or the threat of such an event, which causes extreme stress, fear or injury.

Critical incidents are not limited to, but could include:

- Death/suicide,
- Serious injury or any threat of these
- Serious accident,
- injury or illness
- Missing Student
- Deprivation of liberty,
- Domestic violence,
- Threats of violence,
- Assault, rape/sexual assault,
- Drug or alcohol abuse,
- Aggravated burglary,
- Biological or chemical weapons
- Fire, bomb threat, explosion,
- Gas/chemical hazards,
- Discharge of firearms
- Threat of widespread infection or contamination
- Students or staff lost or injured during fieldwork excursions

- Disruption to operations of Real Estate Academy of Learning Learning
- Serious damage to facilities
- Serious Workplace Health and Safety risk
- Severe verbal or psychological aggression
- Natural disaster

## 11. SECTION 4 - STUDENT WELFARE

### A. ACCESS AND EQUITY

Real Estate Academy of Learning is committed to providing a training and assessment environment free from discrimination and harassment. All Real Estate Academy of Learning staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment are found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Real Estate Academy of Learning staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Real Estate Academy of Learning that they feel they can trust. This will initiate a complaint handling procedure that will be fair and transparent and will protect your rights as a complainant. Alternatively, suppose a student wishes to report an instance of discrimination or harassment to an agency external to Real Estate Academy of Learning. In that case, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

### B. YOUR PRIVACY

Real Estate Academy of Learning takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Australian Privacy Principles (effective from 12 March 2014).

Here's what you need to know:

Real Estate Academy of Learning will retain personal information about you relating to your enrolment with us. This includes your personal details, any individual needs, and your educational background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of related administrative forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our server, which is secure.

The National Vocational Education requires Real Estate Academy of Learning and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has been completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, Real Estate Academy of Learning will seek the written permission of the student for such disclosure. Real Estate Academy of Learning will not disclose your information to any person or organisation unless we have written instructions from you to do so. If



you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise, this access will be denied.

You have the right to access information that the Real Estate Academy of Learning is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how Real Estate Academy of Learning is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act), you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about handling your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at <http://www.oaic.gov.au/privacy/privacy-complaints>.

### C. SUPPORT AND PROGRESS

Real Estate Academy of Learning Estate Academy of Learning is committed to providing students with appropriate academic and welfare support services, information, advice and assistance to help them attain academic success and improve their personal well-being whilst undertaking a course at Real Estate Academy of Learning.

You may not have studied for a while, and or you might need help with study skills. You may also need assistance with skills such as language, literacy and numeracy. The pre-enrolment review, including an LLN Assessment and enrolment forms will help us to identify any support you may require.

Based on the information you provide in your enrolment and/or your language, literacy and numeracy assessment results, we will contact you to discuss your support needs. We provide students with a broad range of educational and support services, including qualified trainers and assessors, learning resources, training facilities and equipment, and student support services.

Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment through to completion. Your support needs can also be discussed during the induction to your course.

Your academic progress and attendance are monitored, and guidance and support are provided where non-satisfactory results are identified.

The Training Manager and Student Administration is available to assist you with information and advice in regard to enrolment issues, academic progress or educational outcomes or pathways.

If you are identified as "at-risk" and needing additional support, you will be offered a variety of options either before or during the course of study in a group or one to one basis.

If you are seeking academic study skills support, you should contact the Student Administration to discuss your requirements.

If you are identified as requiring Language, Literacy and Numeracy support, you will have access to discuss options with the Training Manager, who can then seek advice from a LLN qualified practitioner.

Where staff are unable or not appropriate to provide assistance, you will be referred to a relevant person or support service.

#### D. OUR EXPECTATION OF YOU

Real Estate Academy of Learning expects you to:

- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- Comply with the policies and procedures of Real Estate Academy of Learning.
- Be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- Be responsible for your learning by participating actively and positively (this will ensure that your training progresses).
- Keep your personal details up to date, regularly checking emails and notifying us if an appointment needs to be cancelled or changed.
- Monitor your own progress by ensuring that assessment deadlines are observed.
- Utilise facilities and Real Estate Academy of Learning publications with respect and to honour our copyrights, and prevent our publication from being distributed to unauthorised persons.
- Respect other students and Real Estate Academy of Learning staff members and their right to privacy and confidentiality.
- Be regularly checking and responding to emails from Real Estate Academy of Learning
- Actively participate in the study-specific information provided to students

## 12. SECTION 5 - ENROLMENT AND ORIENTATION

### A. PRE - ENROLMENT

When you receive your Enrolment Information Pack it will contain the following:

- Link to this Student Handbook
- Real Estate Academy of Learning Course Outline, which explains the delivery method, core and elective units and student co-contribution fee payable by you
- Enrolment Application and Commitment Contract
- Unique Student Identifier (USI)

You will need to read and understand this information prior to submitting your application.

### B. PRETRAINING REVIEW

You are informed of your rights, responsibilities and training and assessment requirements prior to enrolment. Real Estate Academy of Learning conducts pre-enrolment reviews with students prior to confirming your enrolment.

Real Estate Academy of Learning uses this information to determine whether the qualification is suitable and relevant for you based on your needs and objectives. It will also assist in determining whether you require any additional learning support during your enrolment.

The pretraining review will cover LLN suitability, study method, student objective/goals, prior education, employment history, entry requirements, trainer and administration support, the volume of learning, resource requirements, Credit Transfer (CT), Recognition of Prior Learning (RPL), funding eligibility and payment options.

By conducting a one on one pretraining review, Real Estate Academy of Learning will identify any existing competencies gaps including, but not limited to language, literacy and numeracy skills, prior qualification etc. The process is set up to ensure that all applicants seeking entry into our qualification have the appropriate level of foundation/LLN skills to successfully achieve the competencies of the courses.

The pretraining review further ensures our staff provide adequate support and services to those in need.

### C. ENROLMENT DATES

Real Estate Academy of Learning operates on a system of rolling start dates. This means you are able to enrol and start studying straight away.

#### D. ENTRY REQUIREMENTS

There are no formal entry requirements for persons seeking enrolment into this qualification. However, students seeking enrolment into this qualification must have an appropriate level of written and spoken English and numeracy suitable for the qualification.

Other entry requirements may relate to things such as;

- Previous work experience
- Levels of language, literacy and numeracy skills appropriate for effective performance in the workplace in the specific job-role
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials
- Access to course-specific materials

#### E. LANGUAGE, LITERACY & NUMERACY SKILLS

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as calculating fees and charges and comprehending written work instructions.

To support this approach Real Estate Academy of Learning Estate Academy of Learning will:

- Assess a student's language, literacy and numeracy skills prior to their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about language, literacy and numeracy assistance available.

#### F. INDUCTION AND ORIENTATION

All students participate in a course induction or orientation prior to starting their training program. Induction includes a brief review of information contained in this handbook – it is important that you have read this handbook and are ready with any questions to clarify any areas of concern.

Other information provided will include course/program structure, training facilities and resources, attendance/participation requirements and assessment procedures, as well as the additional support services we provide.

#### G. UNIQUE STUDENT IDENTIFIER (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students

with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smartphone anytime. Fact sheets –available to download Student Information for the USI

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this, we will need some additional identification information from you, such as your driver's licence number.

This procedure applies to all student enrolments in nationally recognised training, except those students who are deemed to be exempt. Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.
- Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

Students who express a genuine personal objection to being assigned a USI must be advised to apply to the Student Identifiers Registrar for an exemption

Ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

If you do not have a USI, you can apply for one through the USI website at <https://www.usi.gov.au>. The process is quite simple and only takes a few minutes. How to apply for a USI:

- Have at least one form of ID ready, e.g. Drivers licence, Medicare card, Australian passport etc.
- Have your personal contact details ready.
- Visit the USI website at <https://www.usi.gov.au>.
- Select 'Create my USI' link.
- Agree to the terms and conditions.
- Select the ID you will be using to create your USI.
- Enter your personal details, e.g. name, date of birth, gender, country and place of birth.
- Enter your contact details, e.g. email address, phone number, address details.
- Confirm your identity.
- Set your USI password and check questions.
- You're done! Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact. You should then write down the USI and keep it somewhere handy and safe.

## 13. SECTION 6 - COURSE STRUCTURE

### A. CORE AND ELECTIVE UNITS

To achieve the qualification of CPP41419 - Certificate IV in Real Estate Practice, competency must be demonstrated in:

- 18 units of competency:
- 5 core units
- 13 elective units.

Real Estate Academy of Learning chose the elective units and the sequence of delivery in consultation with the industry to ensure the course maintains the integrity of the AQF alignment and contributes to a valid, industry-supported vocational outcome.

The industry consultation process helps improve learner employment prospects and helps us attract learners who know that we have close links to employers.

The elective units ensure the integrity of the Australian Qualifications Framework (AQF) qualification alignment, contribute to a valid, industry-supported vocational outcome and are chosen by Real Estate Academy of Learning as listed in the CPP Property Services Training Packages.

### B. COURSE DURATION

The volume of learning allocated to a qualification will include all teaching, learning and assessment activities that are required to be undertaken by the student (distance learning, one to one support when required by students for example, special need students) to achieve the learning outcomes.

This qualification is at AQF level four (4) which is described in the AQF as the following.

	L1	L2	L3	L4	L5	L6
AQF outcome level and volume of learning	0.5 – 1.0 year	0.5 – 1.0 year	1-2 years	0.5-2 years	1-2 years	1.5-2 years
	(Certificate I)	(Certificate II)	(Certificate III)	(Certificate IV)	(Diploma)	(Adv Dip)

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your experience and prior learning, your study load (i.e. full or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration.

### C. MODE OF DELIVERY

Real Estate Academy of Learning offers various forms of delivery to accommodate the varying needs of students. The mode of delivery for this course is distance learning.

Real Estate Academy of Learning ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Real Estate Academy of Learning meet specific quality requirements and are chosen to best suit the unit of competency while considering the learning style of the student. The provision of training often includes a blended approach with a combination of on and off-the-job methods.

#### D. OUR TRAINERS

Our Trainers and Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. The trainers' industry experience is continuously updated by participation in professional development activities, giving our students the best practical industry experience.

At Real Estate Academy of Learning, we deliver a nationally accredited qualification via distance learning. When you study with the Real Estate Academy of Learning, your Trainer Assessor will be there to assist you throughout your course.

Students receive access to comprehensive learning materials and a trainer for each unit of study. Student Administration is available to assist students and trainers with any related issues.

Real Estate Academy of Learning's trainers are professionally qualified and have industry and job role experience. Our trainers deliver training in a way that students will enjoy.

#### E. CREDIT TRANSFER (CT)

Real Estate Academy of Learning will recognise qualifications and statements of attainment issued by other RTOs, which align with your proposed course of study. To apply for Credit Transfer for a course you wish to undertake at Real Estate Academy of Learning, you will need to complete the Credit Transfer Application Form and submit it with the required supporting certified documentation within four (4) weeks of the course commencement.

The units of competency must be equivalent to the units delivered by Real Estate Academy of Learning to receive credit transfer. There are no fees attached to the Credit Transfer of qualifications and statements of attainment from another RTO.

Real Estate Academy of Learning will deduct all fees and charges for the approved unit(s) from your overall course fees and charges. You will also be required to sign an Authority to Release Training Information form to enable Real Estate Academy of Learning to verify the validity of the qualification or statement of attainment with the issuing RTO.

## F. RECOGNITION OF PRIOR LEARNING (RPL)

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Real Estate Academy of Learning provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is Recognition of Prior Learning

Recognition of prior learning involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition of prior learning assesses this unrecognised learning against the requirements of a unit of competency in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### Our Guidelines

The following guidelines are to be followed when an application for recognition for prior learning is received:

- Any student is entitled to apply for recognition of prior learning in a course or qualification they are currently enrolled in.
- Students may not apply for recognition of units of competency or a qualification that is not included in Real Estate Academy of Learning's scope of registration.
- Whilst students may apply for recognition of prior learning at any time; they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition of prior learning in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition of prior learning may only be awarded for whole units of competency.

### Forms of Evidence for RPL

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways, including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the intended workplace or industry context.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third-party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;



- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together with a number of evidence items, the candidate will start to provide a strong case for competence. Real Estate Academy of Learning reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy themselves of a candidate's current competence.

## 14. SECTION 7 - TRAINING AND ASSESSMENT STRATEGY

### A. TRAINING AND ASSESSMENT PRACTICES

Our training and assessment strategies and practices, including the amount of training we provide, are consistent with the requirements of training packages and VET accreditation requirements. The high-quality training and assessment we deliver will ensure our students are well equipped for employment or further study; their qualification is seen as credible when they enter the job market, and employers judge them as holding the skills and competencies specified in their qualification.

### B. COMPETENCY BASED TRAINING (CBT)

Competency-based training is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. CBT is used in the VET sector to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry. CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to perform in the workplace effectively. Assessment is based upon the learning outcomes expected from each Unit of Competency.

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, the assessment of CBT determines if you have the required skills and knowledge...or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency

At the Real Estate Academy of Learning, assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies and Work Log Book.

Throughout your course, you will undertake a variety of assessment tasks. A broad outline of your assessment tasks is provided in your training plan. At the start of each unit of competency, you will be provided with the details of each assessment task required for that unit and the assessment due date. If you need assistance with assessment tasks or other issues relating to your training, your trainer and assessor will be happy to help.

### C. SUBMITTING ASSESSMENTS

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

### D. RESUBMISSIONS

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency.

This may mean re-doing some of the questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

Real Estate Academy of Learning does not charge a fee for resubmission of assessments. If, after two submissions, your work is still assessed as not yet competent, you will be awarded a result of 'Not Yet Competent' and required to re-enrol and re-do the work for the unit of competency. Talk to Student Administration for more information.

Our trainers and assessors will make every reasonable effort to help you succeed in your course.

#### E. TRAINER AND SUPERVISOR FEEDBACK

All students will be provided with detailed feedback, either written or verbal and be given the opportunity to resubmit the task. If you are a work-based learner, the assessor will periodically engage with workplace supervisors, licensees and agency principals to seek their feedback about your performance. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded in the assessment record. The ultimate assessment will remain the responsibility of the Trainer/Assessor.

#### F. REASSESSMENT

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them in identifying the gaps in their knowledge and skills to be addressed through further training. In addition, these students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Real Estate Academy of Learning to provide two opportunities for training and assessment at no additional cost to the student or employer. Students who require additional training and reassessment after they have exhausted their two opportunities will be required to pay a fee for additional training and reassessment. Please refer to the current fee schedule to identify the reassessment fee.

Students requiring additional learning support are to be brought to the attention of Real Estate Academy of Learning management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for reassessment.

#### G. PLAGIARISM, ACADEMIC DISHONESTY AND REFERENCING

Real Estate Academy of Learning will not tolerate student dishonesty, including the following:

**Plagiarism** is defined as presenting someone else's work, including ideas, words, images, or opinions without proper citation, as if they are their own. Plagiarism may take several forms:

Direct copying of someone else's work such as "phrases, paragraphs, graphs, tables or ideas" without acknowledgment, this also includes downloading of internet materials without referencing;

- ii) Minor paraphrasing of other people's work by changing words or altering phrases or paragraph order without acknowledgment;
- iii) Submitting work that has been developed fully or partly by other people as if it were their own.

**Academic misconduct** includes but is not restricted to: cheating, plagiarism, collusion and improper collaboration during the preparation of any prescribed assessment tasks. Student Academic Misconduct is prohibited at REAL, and any violations of REAL's misconduct policy by students may result in academic penalties.

**Cheating** Dishonest Act (s) by a student to gain an unfair advantage in taking an assessment or examination or test in a dishonest way. This may take several forms, including:

- i) Unauthorised communications with other students or unauthorised persons during an assessment;
- ii) Copying someone else's assessment or using unauthorised material such as textbooks, notebooks or any other written materials during an assessment;
- iii) Obtaining unauthorised access to assessment materials during or before the assessment;
- iv) Communicating material to other students in a closed book assessment by leaving answer papers exposed for other students to copy;
- v) Copying another student's work and submitting it as your own;
- vi) Hiring or asking another person to do an assignment or attend an examination or assessment on the student's behalf;
- vii) Falsification or fabrication of research, lab reports or computer results.

### **Student and Staff understanding –**

Students are expected to comply with this policy and the procedures regarding plagiarism, collusion and cheating. Students should also seek assistance from trainers and assessors if they are not sure about the correct way to gather and use data or references.

- REAL expects all assessors to be aware of the potential of plagiarism and cheating and apply appropriate risk management strategies.
- Trainers and Assessors are to make sure that students understand the implications of either Act and the reputational and financial cost of undertaking such practices.
- Students and staff have details about the improper use of the material in their respective handbooks and on the website.
- Students must consult with their trainer when in doubt regarding this matter.

### **Detection of Plagiarism –**

Trainers and Assessors are expected to actively plan to detect plagiarism. If a Trainers and Assessor, when assessing a piece of work, suspect plagiarism, they must do sufficient research to satisfy themselves of the extent of the plagiarism (if any). Many tools exist on the internet to help detect plagiarism (some tools are listed at: <http://www.web-miner.com/plagiarism#tools>).

Plagiarism can vary in scale, from incorrect referencing to the copying of large chunks of information. Staff will have to exercise judgment in how to deal with each incident

- i) Comments may be made in terms of the assessment (minor infringement) and a reminder of how to reference correctly
- ii) A formal warning may be issued, and the student required to be re-assessed
- iii) The student will be marked as failing their assessment - See Actions below.

### **Detection of Cheating –**

Staff will need to have evidence of cheating

- The student(s) offending should be immediately made aware that the assessor knows and if it is a test situation, remove the student from that test.
- If just one student is involved (e.g. obtaining answers without another student's knowledge), then that student will be marked as "unsatisfactory" or "Not yet competent" and will lose the right to repeat the assessment under the Assessment Policy.
- If collusion is suspected, ALL students will be declared cheating and will be marked as failing their assessment - See Actions below.

### **Actions –**

The assessor will inform the Training Manager. The Training Manager will then review and investigate the allegations. If the allegations are found to be true, the students found to have cheated or plagiarised work will not be entitled to repeat the assessments – see below.

A meeting will be arranged within ten working days to inform the student of the course of action taken. The student will receive a formal letter confirming the decision and informing them of their right to appeal under the Complaints and Appeals Policy

### **Assessment Failure –**

Students found to have cheated or plagiarised work will lose the right under the Assessment Policy to take a repeat and the student will be required to repeat the unit and pay the appropriate repeat fee.

### **Referencing**

When it comes to acknowledging where information has come from properly, students should be aware of and be able to use referencing protocols properly. Real Estate Academy of Learning expects that you use the Harvard style of referencing when writing your assessments. More information about how to do this can be found at this or other similar guidelines.

<https://www.anu.edu.au/students/academic-skills/academic-integrity/referencing>

<https://www.canberra.edu.au/about-uc/faculties/arts-design/attachments2/pdf/n-and-mrc-conference/APA-Referencing-Guide.pdf>

## H. ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Real Estate Academy of Learning will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within thirty (30) days of the student being assessed as meeting the requirements of the units of competency or the qualification or program in which the student has been enrolled and provided all fees have been paid.

## 15. SECTION 8 - CONTINUOUS IMPROVEMENT AND RECORDS

### A. CONTINUOUS IMPROVEMENT

Real Estate Academy of Learning is committed to continuously improving our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### B. SUGGESTING IMPROVEMENTS

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Real Estate Academy of Learning so we can improve our services in the future.

### C. LEARNER SATISFACTION SURVEY

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool that is designed to collect feedback from students about their experience with a Registered Training Organisation and in undertaking nationally recognised training. Your completion and return of this survey is important to Real Estate Academy of Learning for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

We welcome any feedback at any time but will also specifically ask for it at the completion of your study.

### D. MAKING COMPLAINTS & APPEALS

Real Estate Academy of Learning is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

Complaint Form  
Request for Appeal of a Decision

These forms will be available from Student Administration, or you can request one by emailing:  
[steve@borgconsulting.com.au](mailto:steve@borgconsulting.com.au)

Once you have completed the required form, you are requested to submit this to the Operations Manager, Alicia Borg, either in hard copy or electronically via the following contact details:

[admin@realestateacemyoflearning.net](mailto:admin@realestateacemyoflearning.net)

If you are having any difficulty accessing the required form or submitting it to us, please contact us at the following number: 0411 593200

## E. WHAT IS A COMPLAINT?

A complaint is negative feedback about services or staff that has not been resolved locally. A complaint may be received by Real Estate Academy of Learning in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by a student or an employer.

This includes any allegations involving the conduct of the training organisation's processes or procedures, the trainers or assessors and other staff. It can also involve other students.

## F. WHAT IS AN APPEAL?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Real Estate Academy of Learning within **28 days** of the student being informed of the assessment decision or finding.

## G. EARLY RESOLUTION OF COMPLAINTS & APPEALS

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible, and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## H. COMPLAINT AND APPEALS HANDLING

Real Estate Academy of Learning applies the following principles to its complaints and appeals handling:

Written records of all complaints /appeals are to be kept by Real Estate Academy of Learning, including all details of lodgement, response and resolution. Real Estate Academy of Learning will maintain a complaints/appeals register to be used to record the details of the complaint/appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint/appeal handling are stored securely to prevent access to unauthorised personnel.

- A person making a complaint or seeking an appeal is to be provided with an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint/appeal is to commence within ten (10) working days of the lodgement of the complaint/appeal, and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided with a written response to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint/appeal.
- Complaints/appeals must be resolved to a final outcome within sixty (60) days of the complaint/appeal is initially received. Where Real Estate Academy of Learning's Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the person making the complaint or seeking the appeal in writing, including reasons why more than 60 calendar days are



required. As a benchmark, Real Estate Academy of Learning will attempt to resolve complaints/appeals as soon as possible. A timeframe to resolve a complaint/appeal within thirty (30) days is considered acceptable and in the best interest of Real Estate Academy of Learning and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of four (4) weekly intervals.

- Real Estate Academy of Learning shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint/appeal handling process that find in favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints/appeals are to be handled in the strictest of confidence. No Real Estate Academy of Learning representative will disclose information to any person without the permission of Real Estate Academy of Learning Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence, and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

## I. REVIEW BY AN INDEPENDENT PERSON

Real Estate Academy of Learning provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances, the Chief Executive Officer will advise an appropriate party independent of Real Estate Academy of Learning to review the complaint (and its subsequent handling) and provide advice to Real Estate Academy of Learning in regards to the recommended outcomes.

Where Real Estate Academy of Learning appoints or engages an appropriate independent person to review a complaint/appeal, Real Estate Academy of Learning will meet the full cost to facilitate the review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, Real Estate Academy of Learning may seek the person making the complaint or seeking the appeal to contribute to the cost of engaging this person.

Following an independent review, advice received from the independent person is to be accepted by Real Estate Academy of Learning as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

## J. UNRESOLVED COMPLAINTS AND APPEALS

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Real Estate Academy of Learning, they have the opportunity for a body that is external to Real Estate Academy of Learning to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Real Estate Academy of Learning may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.
- You are entitled to have access to your records. These records include your:
  - student file
  - learning and assessment record,
  - administrative records,
  - AQF certificates include a re-issuance of a statement of attainment or qualification which has been previously issued.

#### K. ACCESS TO YOUR RECORDS

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Real Estate Academy of Learning, you are welcome to have access anytime; just ask your trainer, and it will be organised.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form.

Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Real Estate Academy of Learning reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to view records at our office.

In the case of accessing a re-issuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate, you may obtain a reissued certificate from Real Estate Academy of Learning. To obtain this, you must complete the Student Records Request Form and return this to the Office Manager.

The cost of \$25.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document, which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post.

A student may also nominate another person to collect the certificate; however, these persons must be notified to Real Estate Academy of Learning beforehand, and the person must provide a photo ID to validate their identity.

## 16. SECTION 9 - LEGISLATIONS AND REGULATIONS

### A. LEGISLATIVE AND REGULATORY RESPONSIBILITIES

Real Estate Academy of Learning is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Real Estate Academy of Learning has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Real Estate Academy of Learning.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Real Estate Academy of Learning scope of registration.
- Whilst students may apply for national recognition at any time; they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition, and Real Estate Academy of Learning does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

### B. WORK HEALTH AND SAFETY ACT 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plants.

The WHS Act covers workers by providing nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### C. PRIVACY ACT 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12 March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

#### D. DISABILITY DISCRIMINATION ACT 1992

##### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

#### E. SEX DISCRIMINATION ACT 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving the dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

#### F. AGE DISCRIMINATION ACT 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and

- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

#### G. RACIAL DISCRIMINATION ACT 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

#### H. COPYRIGHT ACT 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matters. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyrighted material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus, an infringement has occurred. However, there is a 10% rule that applies in relation to fair dealing copying for research or study purposes. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

#### I. FAIR WORK ACT 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment

and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

#### J. NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This legislation provides the basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator, who are the registration authority for Registered Training Organisations. A core component of this legislation is that it defines the condition for the registration of a training organisation which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

#### K. NATIONAL RECOGNITION

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any Registered Training Organisations are to be accepted and recognised by all other Registered Training Organisations. National recognition allows a student to be awarded credit for a unit of competency/module based on successful completion of the unit which has been previously awarded. This is called Credit Transfer.

### 17. SECTION 10 HANDBOOK DISCLAIMER


This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Real Estate Academy of Learning's policy may impact the currency of information included. The Real Estate Academy of Learning reserves the right to vary and update information.

You are advised to seek any changed information and/or updates from your trainer or by contacting Real Estate Academy of Learning. This handbook has been prepared as a resource to assist students in understanding their obligations and also those of the Real Estate Academy of Learning.

Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to: Real Estate Academy of Learning.

### 18. SECTION 11 - STUDENT ACKNOWLEDGEMENT AND DECLARATION

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Real Estate Academy of Learning for clarification. After you have finished reading this Handbook, please complete the section below, sign your name and return this page (please see next page with this  ----- sign) to Real Estate Academy of Learning.

### 19. SECTION 12 - THIS SECTION TO BE COMPLETED BY STUDENT AND RETURN TO REAL ESTATE ACADEMY OF LEARNING



I, \_\_\_\_\_ (print full name), have received a copy of the Real Estate Academy of Learning Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights applicable according to state and/or federal law.

<b>First Name</b>		<b>Signature</b>	
<b>Last Name</b>		<b>Date</b>	