



Student Handbook

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Introduction and Welcome

Welcome to Real Estate Training Solutions (RETS), a Registered Training Organisation (RTO) offering a range of real estate and strata management training in ACT and NSW. RETS conducts training in compliance with relevant Commonwealth, state or territory legislation and regulatory requirements. These include:

- The VET Quality Framework
- Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- NSW Smart & Skilled Contract, Terms and Conditions, Operating Guidelines and related policies
- The ACT Government Training Initiative Funding Agreement, the ACT Quality Framework and Standards for Delivery of Subsidised Training

RETS is registered with the National Regulator for Vocation Education & Training, the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training in NSW and the ACT.

This Student Handbook provides you with information you may need whilst studying with Real Estate Training Solutions (RETS). If you enrol as a student with RETS, you will be expected to comply with the policies in this handbook that are relevant to you. If for any reason you are unsure of any information in this handbook, please contact our office for clarification on 1300 850 980 or admin@rets.com.au . RETS reserves the right to modify, revise or supplement policies and procedures in this handbook at its discretion.

Code of Practice

High-quality Vocational Education and Training (VET) is vital to Australia's economic prosperity. The Australian Skills Quality Authority (ASQA) is responsible for protecting the quality and reputation of the Australian VET sector. Registered Training Organisations (RTOs) are education providers approved by ASQA to deliver VET courses. RETS is approved by and registered with ASQA (RTO registration number: 90897).

As an RTO, RETS must adhere to the Vocational Education and Training (VET) Quality Framework which includes the *Standards for Registered Training Organisation (RTOs) 2015* which are the standards to ensure nationally consistent, high-quality training and assessment across Australia's VET system.

For more information about the VET Quality Framework, visit:

<https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

RETS uses a self-assurance approach to regularly review its systems and processes in place to critically examine its performance and student outcomes. This helps us to ensure ongoing compliance and identify ways in which they can continue to improve.

RETS aims to provide a working and training environment for staff and students that embraces equity, fairness and respect for social and cultural diversity. Furthermore, RETS nurtures an environment that is free from discrimination, harassment and racial vilification. Towards this end, RETS has adopted policies for the following legislative requirements:

- Access and Equity
- Anti-discrimination
- Privacy/Confidentiality
- Anti-Harassment
- Working with Children
- Workplace Health and Safety
- Traineeships and Vocational Education and Training

RETS also has a range of other policies and procedures including, but not limited to:

- Credit Transfer from other RTO's
- Client Selection, Induction and Enrolment
- Language, Literacy and Numeracy
- Client Support
- Training and Assessment
- Appeals, Complaints and Grievances
- Recognition of Prior Learning (RPL)
- Fees and Refunds
- Discipline
- Administration

The policies not included in this handbook can be viewed on request.

For you to undertake a course with RETS, you must enter into an agreement. An agreement to undertake a course is reached between RETS and you when:

- You have reviewed the course details on the RETS website www.rets.com.au
- You have completed our Application Form
- You have declared that you have read and understood the content and will abide with our Student Handbook – this Handbook (which informs the student of the training, assessment, support services and relevant policies) as indicated by you signing a declaration reflecting this.
- RETS has received payment for the course, if applicable.

Student rights and obligations whilst undertaking a RETS course include:

Obligations:

- Understand, accept and enter into an agreement with RETS as outlined above
- Complete all assessments within the course timeframes
- Provide accurate personal information and update RETS if any details change
- Treat all RETS staff with respect
- Complete assignments and assessment tasks without plagiarism
- Advise RETS staff if you will be withdrawing from a course as soon as possible
- If you are issued with a login and password, to keep it confidential at all times

Rights:

- To be provided with information on training, assessment and support services prior to enrolment
- Complete courses that are up to date and reflect the appropriate training package
- Be provided with timely feedback on assessments (as per our 7-10 business day marking turnaround time)
- Have your records kept confidentially and only provided to appropriate certified users

- Be treated fairly, ethically and respectfully by all RETS staff
- If RETS is unable to provide the training and assessment services that you have paid as described in your written agreement with RETS, you have the right to have your money fully refunded.
- Where, for whatever reason, RETS (or any of its Third-Party partners, if applicable) is unable to complete the training in the program in which you are enrolled as described in your written agreement, RETS will endeavor to make arrangements with other appropriate RTOs to provide the outstanding training and assessment.
- Where RETS has a third-party agreement and the third-party is unable to deliver or complete assessment, RETS will ensure that the training and assessment is completed internally through RETS.
- You will be informed, as soon as practicable, of any changes to the services provided by RETS including change of ownership or changes to existing or new third-party arrangements that will directly affect or impact you.

RETS' obligation to you, the student:

- RETS is responsible for the quality of the training and assessment in compliance with the Standards for RTOs, 2015 and for the issuance of the AQF certification documentation. Therefore, RETS has an obligation to you to:
 - Provide quality training and assessment services in your chosen course
 - Testify that you have been assessed as meeting the requirements of the training product as specified in the relevant training package when we issue you with an AQF [Australian Qualifications Framework] certification document.

Our Courses

Nationally Recognised Training:

RETS offers nationally recognised training from the *CPP - Property Services Training Package*. A Training Package is a set of nationally endorsed standards and qualifications used to recognise and assess the skills and knowledge people need to perform effectively in the workplace, in this case people working in a property services related field like real estate or strata management.

CPP31519 Certificate III in Real Estate Practice

This training is subsidised by the NSW Government.

This Certificate III course reflects the of administration staff within the real estate sector of the property services industry who apply knowledge of real estate procedures, forms and documents; knowledge of customer service standards and customer expectations; and knowledge of real estate services and technical processes to support real estate agency operational functions. To achieve recognition at Certificate III, you must demonstrate competency in all 5 specified core units and 9 elective units (total of 14 units).

Code	Title
Core Units (5 units)	
CPPREP3001	Comply with ethical practice in real estate
CPPREP3002	Communicate effectively to support customer service in real estate
CPPREP3003	Access and process property information in real estate
CPPREP4001	Prepare for professional practice in real estate
CPPREP4005	Prepare to work with real estate trust accounts
Elective Units (9 units)	
BSBWHS307	Apply knowledge of WHS laws in the workplace
BSBPEF301	Organise personal work priorities
CPPREP3101	Assist in listing and marketing properties for lease
CPPREP3102	Assist in listing and marketing properties for sale
CPPREP3103	Assist with the sale of properties
CPPREP3104	Assist with maintain and protecting condition of managed properties
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate

Course duration: 12 months

Delivery location/ mode of delivery: This course is currently delivered by distance/ online mode.

CPP41419 Certificate IV in Real Estate Practice

This training is subsidised by the NSW Government (*when completed under a traineeship*).

This qualification reflects the role of real estate professionals who apply knowledge of real estate practice legal agency and compliance requirements, ethical standards and consumer preferences to conduct real estate functions.

RETS Certificate IV course has been customised for the Commercial Property sector. Candidates must demonstrate competency in 5 core units and 13 elective units (total of 18 units).

If you successfully complete this course, you qualify for the Real Estate Agent - Class 2 licence.

Code	Title
Core Units (5 units)	
CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
Elective Units (13 units)	
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4121	Establish landlord relationships
CPPREP4122	Manage tenant relationships
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust accounts
BSBTWK301	Use inclusive work practices
CPPREP4503	Present at hearings in real estate
CPPREP4504	Deliver presentations to clients in real estate

Course duration: 12- 24 months

Delivery location/ mode of delivery: This course is currently delivered by distance/ online mode.

Assistant Agent - Certificate of Registration (Real Estate)

A real estate *Assistant Agent - Certificate of Registration* lets you work as an assistant agent in real estate. The *Assistant Agent - Certificate of Registration* is the entry level real estate course and fulfils NSW Fair Trading's qualification requirements to apply for your Assistant Agent Registration (Real Estate).

To be eligible for a property certificate of registration, you need to:

- be aged 16 years or over
- have completed: 5 core units from *CPP41419 Certificate IV in Real Estate Practice*

For more information, view the NSW Fair trading website at:

<https://www.service.nsw.gov.au/transaction/apply-property-certificate-registration>

Code	Title
Core Units (5 units)	
CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts

Course duration: 6 months

Delivery location/ mode of delivery: This course is currently delivered by distance/ online mode.

CPP40521 Certificate IV in Strata Community Management

This Certificate IV describes the role of strata community managers who work independently using specialised knowledge to provide management services for strata communities. Strata community managers perform all functions associated with the administration of strata communities, including facilitating meetings of strata community members, administering insurance for strata communities, handling strata community funds and maintaining business records, and reporting on the financial activities of strata communities.

To achieve recognition at Certificate IV, you must demonstrate competency in all 14 specified core units and 4 elective units (total of 18 units).

If you successfully complete this course, you qualify for the Strata management Agent - Class 2 licence.

Code	Title
Core Units (14 units)	
BSBINS309	Maintain business records
BSBOPS404	Implement customer service strategies
BSBWHS307	Apply knowledge of WHS laws in the workplace
CPPSCM3020	Source and extract information from strata plans
CPPSCM4009	Access and interpret legislation in strata community management
CPPSCM4034	Implement strata community management agreement
CPPSCM4040	Develop and monitor maintenance strategies that contribute to asset life cycle
CPPSCM4044	Coordinate repair and maintenance of strata community property and facilities
CPPSCM4045	Facilitate strata community meetings
CPPSCM4047	Implement procurement processes in strata community management
CPPSCM4056	Manage conflicts and disputes in strata community management
CPPSCM4084	Administer insurance for strata communities
CPPSCM4086	Coordinate preparation of strata community budgets
CPPSCM4087	Facilitate operation of strata community committees
Elective Units (4 units)	
CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPPSCM4028	Identify and analyse risks in strata community management
CPPSCM4085	Handle strata community funds held in trust
BSBTWK401	Build and maintain business relationships

Course duration: 12 months – 24 months

Delivery location/ mode of delivery: This course is currently delivered by distance/ online mode.

Assistant Agent - Certificate of Registration (Strata Management)

A strata Assistant Agent - Certificate of Registration lets you work as an assistant agent in strata management. The Assistant Agent - Certificate of Registration is the entry level strata management course and fulfils NSW Fair Trading's qualification requirements to apply for your Assistant Agent Registration (Strata Management).

To be eligible for a property certificate of registration, you need to:

- be aged 16 years or over
- have completed: 5 core units from CPP40521 Certificate IV in Strata Community Management.

For more information, view the NSW Fair trading website at:

<https://www.service.nsw.gov.au/transaction/apply-property-certificate-registration>

Code	Title
Core Units (5 units)	
BSBWHS307	Apply knowledge of WHS laws in the workplace
CPPSCM3017	Work effectively in strata community management
CPPSCM3020	Source and extract information from strata plans
CPPSCM4009	Access and interpret legislation in strata community management
CPPSCM4028	Identify and analyse risks in strata community management

Course duration: 6 months

Delivery location/ mode of delivery: This course is currently delivered by distance/ online mode.

Other Training:

NSW Fair Trading's require real estate and strata management Class 1, Class 2 licence holders and certificate of registration holders to complete Continuing Professional Development (CPD) training each year.

From 23 March 2021, a Class 1 Agent in Real Estate or Strata Management must complete at least 9 hours of CPD activity each year, including:

- 3 hours of compulsory CPD topics applicable to your licence category
- 3 hours of elective CPD topics, and
- 3 hours of business skill topics.

Assistant Agents (Real Estate) must complete at least 3 units each CPD year from a valid Certificate IV qualification that is required for the issuance of a Class 2 Agent licence in Real Estate (with or without restrictions).

Assistant Agents (Strata Management) must complete at least 3 units each CPD year from a valid Certificate IV qualification that is required for the issue of a Class 2 Agent licence in Strata Management. Assistant agents can complete any of the units from their Certificate IV qualification.

NSW Training determines the nature of the annual CPD training.

RETS delivers CPD training to help you meet your annual CPD obligations.

Subsidised Programs of Study

NSW Governments' Smart & Skilled program

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Smart and Skilled offers funding for qualifications and part qualifications under the following programs:

- Smart and Skilled Entitlement Foundation Skills (EFS)
- Smart and Skilled Entitlement Full Qualifications (EFQ)
- Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT)
- Smart and Skilled Targeted Priorities Full Qualifications (TPFQ)
- Smart and Skilled Targeted Priorities Prevocational and Part Qualifications (TPPPQ).

RETS has a contract with the NSW Department of Education (through Training Services NSW) to deliver subsidised training to eligible NSW residents in the following funding programs:

- Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT)
- Smart and Skilled Targeted Priorities Full Qualifications (TPFQ)

RETS is approved to deliver training and assessment in the following nationally recognised qualifications:

- CPP31519 Certificate III in Real Estate Practice
- CPP40521 Certificate IV in Strata Community Management
- CPP41419 Certificate IV in Real Estate Practice

When we first speak to you, we will tell you if we think that you are eligible for subsidised training. If you are referred to us by your employer or an Australian Apprenticeship Centre we will confirm your eligibility for subsidised training with Training Services NSW.

For more information about Smart and Skilled, go to:

<https://smartandskilled.nsw.gov.au/home> or call 1300 772 104.

ACT Skilled Capital Australian Apprenticeships (User Choice)

Skilled Capital is an ACT Government funded program that provides subsidised training in qualifications and skill sets where there are skills needs in the ACT. User Choice is one of the Skilled Capital programs. User Choice is a national funding scheme that subsidises the cost of an Australian Apprenticeships in the ACT. The program reduces

the cost of the training that employers need to pay for their employees who are undergoing training.

When we first speak to you, we will tell you if we think that you are eligible for User Choice subsidised training. If you are referred to us by your ACT employer or an Australian Apprenticeship Centre in the ACT, we will confirm your eligibility.

RETS has a contract with Skills Canberra to deliver subsidised training to eligible ACT workers in the following nationally recognised qualifications:

- CPP41419 - Certificate IV in Real Estate Practice

For more information about Skilled Capital Australian Apprenticeships, go to: <https://www.skills.act.gov.au/> or call (02) 6205 8555.

The Application and Enrolment Process

Making contact with RETS:

You may contact RETS directly or we may contact you after you have been referred to us by your employer or an Australian Apprenticeship Centre (AAP).

Before you enrol or commence training and assessment, RETS must provide you with advice about the course (training product) in which you wish to enrol. To provide you with accurate advice, we first must consider your learning needs and your current skills and competencies. We carry out this process in a number of ways:

- We talk to you to explore your interest and motivation in completing a course of study.
- We have a 'competency discussion' with you to assess your current work role, if any, your workplace skills, previous qualifications, etc.
- We will ask you about your Language, Literacy and Numeracy (LLN) skills. You must have a sufficient level of English and be capable of reading, writing and understanding English, as all RETS courses are delivered in this language. If your level of English is not appropriate, your Application may be declined (please see the Language, Literacy and Numeracy (LLN) section later in this Handbook).
- If you qualify for subsidised training, we may ask you some questions to verify your eligibility.
- We ask you if you have any support needs that would help you to successfully complete your course and discuss possible support services that we could provide to you if you have support needs.

If we have assessed that your chosen course is appropriate to your current skills, then we will provide you with further information to help you make a final decision about starting your studies with RETS.

Fee for Service (FFS) applicants:

If you wish to complete a course with RETS as a full fee-paying applicant, we will complete the above process with you to assess your suitability to your course interest. If you qualify for enrollment in your chosen course, we will send you some documents (or provide you with weblinks):

- RETS Application Form: This document is the written agreement between you, the student and RETS, your education provider. We use this form to describe the details of your course and to collect information about you required under Federal Government legislation. This form also includes a Student Agreement where you need to confirm that you have read and understood information we have given you.
- Student Handbook: This Handbook provides you with a wide range of information about your studies with RETS.
- Confidentially/ Consent Agreement Form: This form gives your consent to use your personal information with some government agencies and also asks you confirm that you have read and understood information provide to you before you commence your course.

Smart and Skilled Applicants:

When we first speak to you and we think that you qualify for subsidised training under the NSW Government's Smart and Skilled program, we will tell you.

We will also assess your eligibility for the Smart and Skilled program in which you wish to enrol. Current entry requirements for Smart & Skilled programs include:

- Your age - you must be 15 years old or over
- Have completed high school
- living or working in NSW
- be an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

For more information about eligibility for Smart & Skilled subsidised training, view the Smart and Skilled Student Eligibility Policy at

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/student_eligibility_policy_21_22.pdf

If you are referred to us by your current employer or an Apprenticeship Centre because you are interested in a traineeship, you will already be aware of the Smart & Skilled program.

To finalise your enrolment in a traineeship, there are a number of documents that we need to send to you and your employer, for example, but not limited to:

- RETS Application Form
- Student Handbook
- Confidentially/ Consent Agreement Form
- Trainee Information Booklet (if applicable)
- Employer Information Booklet (if applicable)

We will also ask your employer to talk to you about your course, to send us their feedback on your training program and to confirm that they have all the resources and facilities to provide you with the training at your workplace.

If you contact us directly, and we think that you qualify for other Smart & Skilled subsidised training programs, we will tell you. If you meet the course entry requirements, we will ask for your permission to use your personal information in the Smart & Skilled STS Online portal to check your eligibility, the subsidy payment that Smart & Skilled will pay on your behalf and the fee you need to pay, if any.

ACT User Choice Apprenticeship Applicants:

If you work in the ACT, an Apprenticeship Centre may contact us on your behalf to say that you are interested in doing a traineeship with your current employer. If you work in the ACT, and you contact us directly, we will put you in contact with an ACT Apprenticeship Centre who will process the first stage of your traineeship application and then contact us.

While your Apprenticeship Centre may already collect evidence from you about your eligibility for User Choice subsidised training, we may also ask you for further evidence to confirm your eligibility.

We will then send you some documents (similar to above) to process and finalise your enrolment into an ACT traineeship.

After your enrolment is finalised (and following payment of any initial fees due, if applicable to you), RETS will contact you to conduct an induction. One of our Student Services Officers will call you to take through all aspects of your course including:

- confirming all your details that you or your employer/ Apprenticeship centre has sent us
- Information about RETS (as a Registered Training Institution)
- your training Plan (if you are a trainee)

- confirming that you have received previous information and returned any documents that need to be completed and/ or signed
- review the contents of the Student Handbook
- your training program, methods, timeframes, materials and how to access your training materials via our Learning Management System (LMS)
- your assessments, types of assessment tasks, how to submit and resubmit, etc.
- details of ongoing support services and how to access them.

For face-to-face courses, all students are placed through student induction prior to course commencement.

Credit transfer

During your enrolment process, we will tell you about Credit Transfer (CT).

A key pillar of the national VET system is that nationally endorsed qualifications, skill sets and units of competency are recognised and portable across the country—regardless of where they were issued. This is called Credit Transfer. It means that if you have completed VET studies at another RTO or in a different state, you are not required to repeat any unit or module in which you have already been assessed as competent (unless a regulatory requirement or licence condition, including an industry licensing scheme, requires this). If you provide RETS with suitable evidence that you have successfully completed a unit or module at any RTO, then RETS will provide credit for the unit or module.

During your enrolment, we will also tell you about recognition of Prior Learning (RPL). RPL is about using your existing knowledge, skills and experiences gained through life experiences and/or other employment to demonstrate your competency in particular unit/s. See later section for more information.

Training Delivery

Modes of Delivery

RETS strives to provide quality, flexible training for busy people. As such, we provide our courses in a variety of formats, providing you with the best possible solutions for achieving your training needs. No matter how you decide to complete a course, you are provided with support and guidance as you go from our team of Trainers and Assessors.

Our courses are delivered as follows:

Online/blended - E-learning - you can access selected knowledge-based learning material online. Our Trainers and Assessors can track your progress through the material, assisting you via the online student messaging system. For system requirements when completing an online course go to: <http://www.rets.com.au/faqs.html>

Hard copy, printed material - RETS supplies you with all the learning and assessment materials in booklet form.

Face-to-Face – In certain circumstances, RETS can come to your workplace and design a course specifically to address your training needs. Alternatively, RETS conducts some of our courses face-to-face - See our website for more details.

Flexible on-the-job - this mode of delivery is generally undertaken by trainees, where you work and are assessed in the workplace.

For further details on all of RETS courses see www.rets.com.au

You are completing a nationally recognised program of study. This means that your course has been created and approved under a government framework and is recognised in any part of Australia.

If you are studying a full qualification, then it will have a number of units of competency (UoC). You must successfully complete all units of competency before you can get your qualification.

If you are studying to get a Property Certificate of Registration (Assistant Agent), then you do not need to complete a full qualification; you only need to successfully complete some UoCs before you apply to NSW Fair Trading or Access Canberra for your licence.

When your enrolment has been finalised and approved, a Training Plan will be developed for you, outlining which units of competency you need to complete, which electives, assessments you will complete, when you should have these completed by, if you have any RPL or Credit Transfer and who your assessors will be. You should ensure that you keep your Training Plan in a safe place because it will act as your guide throughout your course.

Flexible Learning

Flexible delivery increases the opportunity for access and participation by all students. Flexible delivery modes may include:

- self-paced learning
- distance/ online
- blended learning (a combination of both digital learning and in-class learning)
- flexible timetabling
- individualised learning
- on the job learning

Distance learning is an umbrella term that covers ways in which training can be provided by an RTO remotely to a student, without face-to-face contact at a site. RETS uses the online learning mode for the delivery of its courses. This is also called correspondence education, i.e., you receive lessons and assessment tasks digitally via our Learning Management System (LMS) and trainer input and assessment feedback if provided to you in the same way.

Assessment

The Assessment Process

You are undertaking an Australian Vocational Education and Training (VET) qualification. VET uses Competency Based Training (CBT). CBT is training that is designed to allow you to demonstrate your ability to do something, for example, make a coffee, deal with a difficult customer or create a document using Microsoft Word. You must demonstrate competence against industry-defined standards of performance.

You do not receive a grade, for example, 80% in your high school Mathematics examination. If you have completed an assessment task, you are marked either Competent (C) or Not Yet Competent (NYC), i.e., you can complete the task to the required standard, or you cannot.

Your trainer/ assessor provides you with feedback, and if required, you will be given the opportunity to re-submit your work (where NYC grade is given).

After you have completed your training, RETS must ensure that you can meet industry expectations as expressed in the Property Services (CPP) Training Package. The Standards for RTOs 2015 require RETS to deliver training and assessment that allows you both the opportunity and the time to develop your skills and knowledge—and to practice and demonstrate your skills in a holistic and meaningful way.

RETS must develop and implement an assessment process that ensures:

- assessment judgements are consistently made on a sound basis
- validation of assessment judgements is carried out.

An assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents and tools that inform the way assessment is conducted within RETS.

For you to be assessed as 'competent', RETS must ensure that you:

- have absorbed the knowledge
- have developed the skills
- can combine the knowledge and skills to demonstrate:
 - ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations

- consistency in performance and a consistent ability to demonstrate skills when performing tasks
- understanding of what you are doing, and why, when performing tasks
- ability to integrate performance with understanding, to show you are able to adapt to different contexts and environments.

As a student, you must:

- be assessed against all of the tasks identified in the elements of the unit or module
- demonstrate that you are capable of performing these tasks to an acceptable level.

Through the above process, you must demonstrate that you hold all of the required skills and knowledge specified in the unit or module assessment requirements. We find this information about the skills and knowledge for each unit of competency from the National Register at www.training.gov.au For example, to view the skills and knowledge that must be assessed in the unit *CPPREP4003 Access and interpret legislation in real estate*, we look at the following link:

<https://training.gov.au/Training/Details/ CPPREP4003>

When developing assessment materials, RETS uses the information from the unit of competency elements, performance criteria and assessment requirements to determine what competence looks like. RETS also ensures that assessment tools are contextualised to you, the student, that means that we aim to assess valid skills that are relevant to your specific industry or work context.

RETS uses information from the CPP qualifications information to set benchmarks for measuring your performance using 'observable behaviours'. This will ensure you have:

- actually undertaken all the required tasks
- demonstrated your ability to do so in different contexts and environments.

Assessment must always be based on the performance of, you, the individual student. If assessment tasks are undertaken as a group, each student must be assessed on each component of the task. We cannot assume that because a group of students completed a task, each of them is competent.

You will be provided with a fixed timescale to complete the assessment for each unit of competency after you have completed the training for that unit.

Assessment may be conducted throughout your study/ training – this is called *formative assessment*. It may also be carried out at fixed points or at the end of your training – this

is called *summative assessment*. While you may be required to complete and submit some tasks during your training, RETS uses summative assessment, i.e., we assess your knowledge and skills at the end of the training in each unit of competency.

The assessment tasks that you must complete for unit of competency will vary, but will generally consist of some or all of the following components:

- A written knowledge assessment: This format assesses the knowledge requirements of the unit of competency through a range of knowledge types including short answer questions, multiple choice and questions that require more extended responses.
- A written research project assessment: This format also assesses your knowledge, however, it will usually involve a more detailed task with a number of stages where you need to conduct some research and use your creativity to design a proposal, report or something similar.
- Practical assessment: This format is used to assess your practical skills i.e., your assessor will observe you when you are completing a specific task Your assessor will observe your actual behaviour to assess whether or not you can complete a task that meets industry standards. Practical assessments can occur:
 - On the job: your assessor observes you in your real work environment and may use a checklist to confirm that you can perform all the required behaviours for the task
 - In a simulated environment: your assessor sets up a simulated environment for you to complete a task because it is not possible for you to access a real work/ 'on the job' environment.
 - If your assessor cannot be present during a practical assessment completed wither on the job or via a simulation (e.g., a role play) you will need to take a recording of the event and send it to your assessor.
- Oral assessment: Your assessor may ask you questions, and you will give verbal responses. Oral tasks can be used for:
 - To assess your knowledge (as well as written questions)
 - Roles-plays that can be part of simulated assessment tasks
 - On the job if your assessor wants to confirm your knowledge or ask you about a practical task that you are completing
 - Presentations where you might need to present information or show your facilitation skills to a group

RETS is required to ensure that compliance with the Standards for RTOs 2015 are maintained, and to review, evaluate and adjust as necessary, assessment systems and processes for validity, reliability, flexibility and fairness of assessment.

You should be aware that RETS must ensure that its assessment system meets:

The Principles of Assessment:

- *Validity*: the assessment assesses all the required knowledge and skills required for the unit of competency
- *Reliability*: the assessment provides clear and sufficient guidance to assessors that ensures all assessors should reach the same conclusion about your competency.
- *Flexibility*: the assessment considers your individual needs
- *Fairness*: the assessment allows for reasonable adjustments to account for your individual learner needs.

The Rules of Evidence:

- *Validity*: as above, the assessment must ensure that you have been assessed against the required knowledge and skills required for the unit of competency
- *Sufficiently*: the quality and quantity of evidence you have produced is enough for the assessor to make a judgment about your competency
- *Authenticity*: the assessor can be confident that the assessment evidence is your own work:
- *Currency*: Your assessment evidence must be from the present or very recent past.

Your assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and WHS requirements, and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
- To negotiate flexibly with students regarding the type of assessment, taking into account flexible delivery, Equal Employment Opportunity and anti-discrimination principles, and the particular needs and circumstances of clients

- To advise clients regarding RPL processes
- To make proper assessment decisions based on explicit evidence of competency
- To use more than one piece of evidence to assess competence
- To mark your assessment in a timely manner and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
- To consider the authenticity, validity, reliability, relevance of the assessments to the learning outcomes,
- To provide feedback on your assessment

All assessments handed in must be your own work. As part of your assessment completion, you are required to sign a declaration that you have completed the work. For hardcopy assessments you should also write the date, your name and signature on each page. This way if a page comes loose, we know it is part of your assessment. If your assessment is not clearly labelled it will be sent back.

Plagiarism

Plagiarism is when you take someone else's work, words or ideas and pass those off as your own. It includes copying someone else's work (even from the Learner Guide provided to you) and/or allowing someone to copy your work. If you are working with a group or a team to complete your assessments you must all hand in your own work, **in your own words.**

Under no circumstances should you copy and paste answers from the internet, Learner Guides, articles or results from searches in internet search engines. The only exception is if you are asked to copy and paste legislation and alike. Your assessment will advise you when copy and paste is accepted – but this is rare.

RETS has a zero tolerance for assessment plagiarism.

RETS does not tolerate plagiarism under any circumstance and will investigate any instances of suspected plagiarism for all submitted assessments. The consequences of plagiarism include repeating the entire assessment task, with no added time allowances or extensions applied for time spent re-attempting your assessment. Repeat offenses may result in expulsion or cancellation of your course without refund.

Assessment Marking deadlines

RETS aims to mark all assessment submissions within 10 business days from the time they are submitted. Please note that these marking times are a guide only. RETS may take longer to mark your assessments from time-to-time, depending on the volume of assessment submissions. Please be aware that, because of the uniform deadlines for CPD requirements in NSW and the ACT, marking times may be longer than average leading up to and following these deadlines. RETS will mark your submissions as quickly as possible, but we reserve the right to change these timeframes without prior notice.

Course Completion Timeframes:

If courses are not completed in the specified time frame, and a student wishes to continue, an extension to enrolment fee will be charged. See course details on our website for course timeframes, and Fees and Charges for extension to enrolment.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) **is a form of assessment** that acknowledges the full range of an individual's skills and knowledge, irrespective of how they have been acquired.

RPL involves matching what you already know and can do (your competencies) with learning outcomes of units in an accredited course.

Please note, RPL is not a short cut or necessarily a 'quick' way of completing a course.

You may use RPL to gain credit in a course, or for employment related purposes. These competencies may have been gained in a variety of ways:

work experience – this includes both work that is paid e.g., working in a supermarket, and unpaid e.g., helping run the family business.

education – this includes courses undertaken at school or college in Australia or overseas, attending adult education classes, and training programs at work; and

life experience – this includes being a voluntary worker for a community organisation, running a household, caring for relatives, and leisure pursuits.

What matters is whether the knowledge and skills that you have gained helps to meet the assessment criteria – not where or how they were gained. If you already have the

skills and knowledge that a course of study would teach, then you may not have to repeat that part of the course. Similarly, RPL can be used to gain entry into an occupation, in situations where skills need to be recognised, and for award classification purposes.

RETS uses an 'RPL Kit' to assess your application, and it requires you to submit a wide range of supporting evidence. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take a practical form consistent with the assessment criteria for your claimed competencies. You may also need to complete some written assessments if there are knowledge gaps in the RPL evidence you have provided.

Please refer to current fees and charges for the cost of RPL. If your RPL application is successful, you will be notified promptly of the RPL outcome. Your trainer/assessor will advise you if you are unsuccessful, provide you with information about your knowledge and/ or skills gaps and steps that you can take, including remedial training and appeal mechanisms.

If you think you may be eligible for RPL please contact the RETS office to discuss the matter further. After an initial assessment, we will confirm if you may be eligible for RPL and send you an RPL Kit to commence the process.

Assessment Validation

Assessment Validation is a quality review process that confirms that RETS' assessment system can consistently produce valid assessment judgements.

A valid assessment judgement is one that confirms that, you, the learner, holds all of the knowledge and skills described in a training product.

Validation usually occurs after assessment is complete—so that we can consider the validity of both assessment practices (the assessment tools and processes used) and judgements (the decisions that your assessor has made about you when marking your assessments).

Validation involves checking that RETS' assessment tools have produced valid, reliable, sufficient, current and authentic evidence—evidence that allows RETS make reasonable judgements about whether you have the knowledge and skills required for each unit of competency you complete.

When we conduct a validation event, we review a statistically valid sample of completed assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes if applicable. The validation process also includes acting upon any recommendations for future improvement.

RETS assessment tools and process are validated according to an annual validation schedule.

When we conduct validation, the validation team will include at least one team member who current industry skills in the real estate / strata management areas. This helps to ensure that RETS' assessment tools continue to meet the need of industry and are in line with current property legislation, general legislation and current practice.

Issuing of AQF Certification Documentation

RETS follows the National Vocational Regulators Standards for RTOs, National Quality Council and its Australian Quality Framework (AQF) Issuance Policy for its issuance of Statements of Attainment and Qualifications/ Testamurs. As such the Nationally Recognised Training (NRT) logo on AQF Testamurs and Statements of Attainment are issued within RETS scope of registration and in accordance with the Nationally Recognised Training Logo Specifications.

There are usually three possible documents that you can be issued when you have successfully completed your studies:

- 1 *A Testamur or Qualification:* You will receive this document when you have met the requirements of a vocational education and training (VET) qualification, for example, *CPP41419 Certificate IV in Real Estate Practice*
- 2 *A Record of Results:* You will receive this document along with your Testamur. It lists all the units of competency that you have successfully completed as part of your qualification.
- 3 *A Statement of Attainment:* You will receive this document to certify that you have completed one or more units of competency from a VET qualification for example, the 7 units of competency for the Assistant Agent - Certificate of Registration Strata.

Testamurs, Record of Results and Statements of Attainment will be issued within ten (10) business days of successful course completion. It should be noted the release of Testamurs, Record of Results and Statements of Attainment will only occur once full payment and all required documents have been received from you by RETS.

Testamurs and Statements of Attainment are issued weekly from the RETS office.

Real Estate Training Solutions does not grant the 'Certificate of Registration' that allows you to work in real estate or strata management. You need to apply for your certificate of registration online on the State/Territory Regulator's website.

A copy of the RETS "Statement of Attainment", denoting successful completion of the required units of study should be attached to your online application.

For further details go to:

NSW: NSW Fair Trading: www.fairtrading.nsw.gov.au

ACT: Access Canberra: www.accesscanberra.act.gov.au

Fees and Charges

General Information:

The fees that you pay for a course of study are usually made up of the following:

- *Application or enrolment fee:* This is a fee that you pay to secure your place in a course. RETS may decide not to charge an application/ enrolment fee. **Currently, RETS does not charge an application/ enrolment fee.**
- *Tuition fee:* This is the fee that you pay for the training or teaching you receive, your learning resources, assessments and all other costs associated with the training and assessment for your chosen course.
- *Non-tuition fees:* These are additional fees that you must pay on top of your tuition fees. Non tuition fees could include the cost of a compulsory test book for your course, a uniform or other clothing that you need to wear in the workplace while taking part in a traineeship, etc. **If there are additional non-tuition fees associated with your chosen course of study, we will tell you about them before you have completed the enrolment process.**

RETS will issue you with an invoice which will include the application fee (if applicable), the tuition fee and the non-tuition fees (if applicable) before you are formally enrolled in your chosen course of study. You will need to pay your invoice before you are formally enrolled and issued with learning materials to allow you commence your studies.

RETS may offer you a payment plan where you can pay your tuition fees by installments rather than a single payment before you start your course.

Government Subsidised Training:

Smart & Skilled

There are different categories of student fees for different Smart & Skilled programs, for different qualifications and the characteristics of you, the student. The NSW Government has a portal that allows RETS calculate the student fee.

The cost of a course is called the Qualification Price and it is made up of two parts:

1. the **Student Fee** - the fee that you have to pay towards the cost of your training

2. the **Subsidy** – the payment that RETS received from Smart & Skilled for your training

You, the student, pay the student fee. The balance of the qualification price - the subsidy - is paid by the NSW Government directly to RETS.

For more information about Smart and Skilled, go to:

<https://smartandskilled.nsw.gov.au/home>

For more information about Smart & Skilled fee information, (the Smart & Skilled Fee Information Policy) go to:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf

For more information about current Smart & Skilled student fees and subsidies, go to:

<https://www.nsw.gov.au/sites/default/files/noindex/2022-03/prices-fees-12.4.pdf>

RETS must ensure that any fees that it publishes or charges you for Smart and Skilled subsidised training match the fees published on the Smart & Skilled Qualification Prices and fees register (current version v12.2 \$ commencing from 27 September 2021).

ACT Skilled Capital Australian Apprenticeships (User Choice)

User Choice is a national funding scheme that subsidises the cost of an Australian Apprenticeships in the ACT. The program reduces the cost of the training that employers need to pay for their employees who are undergoing training.

RETS has a contract with the Skilled Capital to deliver subsidised training to eligible ACT workers in the following nationally recognised qualification:

- CPP41419- Certificate IV in Real Estate Practice

The cost of a course is called the Qualification Price and it is made up of two parts:

1. The **Subsidy Amount**: the payment that RETS received from Skilled Capital for your training
2. The **Tuition Fee**: the fee that you have to pay towards the cost of your training

The Subsidy Amount is set by Skills Canberra for each qualification that can receive subsidised funding.

The Tuition Fee is set by RETS and is currently \$625. You (or your employer) must pay this tuition fee before you start your course.

For more information about Skilled Capital, go to: <https://www.skills.act.gov.au/>

For more information about Skilled Capital fee information, go to:

<https://www.skills.act.gov.au/students#B>

For more information about current Skilled Capital student fees and subsidies, go to:

<https://www.skills.act.gov.au/registered-training-organisations>

RETS must ensure its published Tuition Fees for each Delivery Mode match the fees published on the ACT Qualifications Register at <https://www.avetars.act.gov.au/qualifications>

Fee Payment Process:

RETS will only accept a maximum initial payment (prepaid fee) of no more than \$1500 from you before the commencement of your course. If you have agreed to pay further additional fees after commencement for services yet to be delivered by RETS, these additional fees will not exceed \$1,500 on each occasion that an additional fee is paid.

Installment plans:

RETS My offer you the option to pay tuition fees or subsidised training student fees/ tuition fees by installments.

RETS offers a number of installment payment plans including:

- 3-Installment plan
- full payment in advance plan

We offer the following payment option if you are experiencing financial difficulties:

Fee payment thresholds (maximums):

You must make an initial payment before you commence your course. Your initial payment can be:

- The full payment of your course tuition fees if the total course fee is less than \$1,500
- The first instalment of your full course fee if the first instalment is less than \$1,500

For students in receipt of subsidised training and who are required to pay a student fee/ tuition fee, your initial payment can be:

- The full payment of your student fee/ tuition fee due for your course fee is less than \$1,500
- The first instalment of your student fee/ tuition fee due for your course fee is less than \$1,500

On receipt of your initial payment, RETS provides you with an induction and shortly afterwards, we will send you links to your learning materials so that you can start your course.

Payment methods

Payment can be made via cash, personal cheque, bank cheque, direct debit, PayPal or credit card.

For a full list of course, costs see www.rets.com.au

More about Non-tuition Fees and Charges

Non-tuition fees charged by RETS include the following:

Enrolment extension fee (*where students have exceeded the prescribed timeframe for course completion*)

RETS courses are offered a specific duration and timeframe for completion of your course of study. If your course is nearing expiration and additional time is needed, you may request an extension to your course.

RETS may grant up to a maximum of six (6) months extension for all courses offered. An extension is applied on a month-by-month basis and will incur a fee of \$110 (incl. GST) per month of extension.

Where a course enrolment expires and you have not extended your enrolment prior to the course expiration, you may be required to re-enrol into the course (and pay for the full course again).

Applications for extensions are subject to approval and MUST be applied for prior to the expiry of your course. To request an extension, send an email requesting an extension application form to admin@rets.com.au containing your full name, contact number and details of the course in which you are enrolled. RETS will contact you with an outcome of your application for extension within three (3) days, and if approved, will invoice or collect fees within a further three (3) days.

The fees and charges associated with extending your course are calculated monthly from your expiration date, NOT the date you pay the fee.

Lost and Replacement Certificate/Document Fee

RETS is required to keep copies of your records of the AQF certification documentation (Statements of Attainment and Qualifications/ Testamurs) issued to you for 30 years.

If you have lost your original documents, RETS will re-issue Qualifications, Testamurs or Statements of Attainment. You will need to contact the RETS' office with your request, in writing, and with a copy of your certified photo identification. You will be invoiced the applicable fee (see below) and upon payment, you will be issued with replacement documentation. Please allow up to a minimum of seven (7) business days to receive your replacement documents.

Replacement of documents lost or misplaced	Cost (incl GST)
Archival retrieval and replacement of both Statement of Attainment and Testamur – posted	\$55

If you have completed Continuous Professional Development (CPD) training with RETS and you need replacement certification, no fees apply.

Fee Exemptions and concessions

Credit transfer concessions:

If you provide RETS with AQF certification documentation issued by any other RTO, we will provide Credit Transfer towards the qualification you wish to complete. Available concessions depend on your circumstances.

Assessing student eligibility for fee concessions or waivers

If you are in receipt of subsidised training, and you are liable for a Student Fee/ Tuition Fee, you may be eligible for a concession, that is, a reduction in your fee. For more information about who qualifies for a concessional fee, see the following links:

Smart & Skilled:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf

See Appendix 3.

Skilled Capital - Australian Apprenticeships:

RETS charges a fixed tuition fee of \$350 per trainee for each qualification. Skilled Capital has concessions available to qualifying students. You may be eligible for a fee concession or exemption. Fee concessions are available if at the start of training you:

- hold a current Health Care Card or Pension Card, or
- can prove genuine hardship.

If you are under 18 years of age this rule will apply if the parent/ guardian holds one of the above cards. If you are eligible for a concession, you may not have to pay part or all of your student tuition fees.

RETS may offer an exemption to an eligible trainee in some circumstances. RETS cannot charge a tuition fee to you if:

- RETS is the employer of you, the trainee, or
- the trainee leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same training provider (RETS), or
- you, the trainee is required to go to a different Training Provider as a result of a change of RETS' process, or
- the student is an Australian School Based Apprentice (ASBA), and the school is the RETS.

For information about fees, charges, see the Fees, Charges & Refunds Policy & Procedure in the Policies and Procedures section of this Handbook.

Student Code of Conduct

RETS endeavors to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

RETS expects all students to agree and adhere to the following Code of Conduct:

- Pay all fees and charges owed by you to RETS in a timely manner
- Abide by all regulations, requirements and any lawful directions issued to you by RETS
- Respond to all lawful and reasonable directions from staff
- Act honestly and ethically in all dealings with staff, fellow students and all other parties that may be associated with your course of study
- Be aware that all forms of plagiarism in completed assessments or other student work is unacceptable and may result in disciplinary action
- Display professional conduct at all times while undertaking study or traineeships and other educational exchanges relating to your studies including interactions with RETS staff, trainers and fellow students
- Refrain from the use of disparaging and defamatory comments about your studies at RETS on all forms of personal social media about RETS. Such actions will be considered as unprofessional behaviour and may result in disciplinary action.
- Abstain from harassment, bullying (including cyberbullying), and any other unlawful behaviour while studying in the online environment, or whilst representing RETS
- Not discriminate against or harassment or bully other students, staff or others associated with your studies at RETS
- Use RETS resources including online resources appropriately
- Agree that you do not obtain intellectual property rights over RETS training materials issued to you and that you will not modify or distribute any of RETS materials to any third parties
- If attending face-to-face training and/or assessment delivery:
 - be punctual and arrive at the pre-arranged time
 - not arrive to a training session under the influence of alcohol or drugs
 - inform the trainer/ assessor if need to leave the session early
 - if absent, attend additional session or spend additional person time to compensate for missed training
 - switch off mobile phones for the duration of the face-to-face session
 - accept the right of RETS' trainers/ assessors to refuse entry to late comers
 - leave the training room if trainer/ assessor instructs you to do so because of disruptive or other inappropriate behaviour

- Adhere to the strict No Smoking policy when on premises or attending any face-to-face training sessions off site
- Not possess, use, distribute or sell alcohol and illegal drugs in the training or work environment

Disciplinary action may result if you breach of the Code of Conduct.

If RETS identifies that you have breached the Code of Conduct, an investigation by Managing Director will occur. You will be given the opportunity to present your case at this time. A breach the Code of Conduct may result in disciplinary action including cancellation of your enrolment. In particular, if your breach of the Code of Conduct relating to alcohol or illegal drugs, you risk expulsion from your training program and being reported to the relevant authorities. Counselling services are available through the State/Territory Health Departments.

Professionalism in Your Studies

The property sector is a professional sector. As such undertaking this course should be approached as a practice run for working in the property sector. With this in mind:

- when completing your assessments be mindful of your punctuation, grammar and spelling – these things would be unacceptable if you were working in a real estate business.
- if you receive feedback on an assessment please review and attempt to correct any issues that have been raised.
- if at any time you are rude, aggressive or act unprofessionally to any of the staff at RETS you may be expelled from the course with no refund – this behaviour would not be tolerated in any workplace.

The above applies to all prospective, current or past students, employers and other interested parties.

Student Support, Welfare & Guidance

General Support Services

RETS is required to determine the support needs of individual learners and provide access to the educational and support services necessary for you to meet the requirements of the training product in which you are enrolled.

In addition, RETS makes every effort to support the additional needs of students who experience disadvantage, for example, people with a disability, Aboriginal or Torres Strait Islander people and long term unemployed.

When you enrol:

The assessment of your potential support needs starts before you commence your studies and at the time of your enrolment. We will talk to you about your current skills and competencies and have also have a discussion with you about your support needs and the possible support services we can put on place or access on your behalf to help you with your studies. Based on this assessment and discussions with you, we will only then enrol you in the most appropriate qualification for your specific circumstances.

During your studies:

RETS will monitor your progress as you complete your course of study.

If you are a trainee, then one of our Student Support team will contact you to assess your course progress and to enquire from you if you need any additional support to complete your traineeship.

If we have identified that you require additional support services during your induction, we will provide you these services and keep evidence that we have supplied you with these support services.

If you are receiving subsidised training and the government funding program allows RETS to apply for additional funding to provide you with the additional support services that you require, we will keep evidence of the additional service we have provided to you.

Educational Support Services

At any point during your studies, you can request assistance from your Trainer/ Assessor by sending them a message via the RETS learning management system, VET Campus. You can request assistance about any aspect of your studies, for example, questions relating to the learning content and materials or your assessment tasks.

If you prefer to speak directly to your Trainer/ Assessor, you can access phone support: Simply message your Trainer/Assessor via VET Campus requesting a call back.

Vocational Counselling Services

RETS can help you to analyse your past experience, skills and qualifications to help identify your most suitable employment potential or career opportunities in the real estate or strata management industries.

RETS Managing Director or your trainer can provide you with this expertise which can include recommendation of further study options to help you achieve your goals.

Language, Literacy and Numeracy Assistance

Having a suitable level of Language, Literacy and Numeracy (LLN) can improve your access to social educational and career prospects. The ability to read, write, and understand information, can have a significant effect on your employability.

RETS assesses your LLN skills before you are formally enrolled into a course using an LLN Assessment tool that includes reading, writing and numeracy tasks.

If RETS identified that you have LLN needs, we will have a further discussion with you to assess if your current LLN skills are adequate. We may refer you to other external organisations who can further assess your LLN skills or who can better provide you with LLN support.

If we think that your existing LLN skills will clearly inhibit achievement of the learning outcomes of your proposed course, and you refuse LLN support, we may decline your application for enrolment. If you have made a payment before we make this decision, we will give you a full refund.

If you feel you need assistance with LLN, please do not hesitate to contact the RETS Administration or Student Support team.

NOTE: All of RETS courses are delivered and assessed in English only.

Personal Counselling

If you are having personal issues which are affecting your learning progress, you should first contact RETS for a confidential discussion. You will be referred to a team member with the relevant expertise. If RETS cannot provide the support services to address your personal needs, RETS may refer you to an external specialist service provider at no cost to you. However, the specialist service may charge you a fee for delivery of an external support service.

External Support Services

Industry regulators:

NSW Fair Trading

(02) 9619 8673

www.fairtrading.nsw.gov.au

ACT Access Canberra

13 22 81

www.accesscanberra.act.gov.au

Libraries:

NSW State Library, Macquarie St, Sydney

(02) 9273 1414

www.sl.nsw.gov.au

NSW Central Library, Town Hall House, Sydney Square

(02) 9265 9333

www.cityofsydney.nsw.gov.au

ACT Libraries ACT

(02) 6205 9000

www.library.act.gov.au

Contact your local council for local government libraries.

Health:

NSW Government - Health

www.health.nsw.gov.au

ACT Government - Health

www.health.act.gov.au

Education Departments:

NSW Department of Education and Communities (DEC)

1300 679 332

www.education.nsw.gov.au

ACT Education Directorate

(02) 6205 5429

www.education.act.gov.au

Real Estate Employers Federation:

Real Estate Employers Federation (REEF)

(02) 9261 2622 or 1300 616 170

<https://www.reef.org.au/>

Traineeships:

NSW Traineeships and Apprenticeships

13 28 11

www.training.nsw.gov.au

ACT Traineeships and Apprenticeships

13 22 81

www.accesscanberra.act.gov.au

Legal Aid:

NSW Legal Aid

1300 888 529

www.legalaid.nsw.gov.au

ACT Legal aid

1300 654 314

www.legalaidact.org.au

Personal:

Lifeline Australia

13 11 14

www.lifeline.org.au

Beyond Blue

1300 22 46 36

www.beyondblue.org.au

Regulator for Australia's vocational education and training sector:

Australian Skills Quality Authority (ASQA)

1300 701 801

www.asqa.gov.au

RETS have processes in place to regularly make contact with you and to assess your ongoing support needs. For more information, see the Policies and Procedures section of this Handbook for our Student Support Policy & Procedure.

To access RETS student support services, speak to one of our Student Support Team by calling 1300 850 980 or send an email to admin@rets.com.au

Course Variation

Course variation includes Deferral, Suspension, Extension, Transfer & Discontinuation/ Cancellation.

Deferment: The student has enrolled in a course but wishes to postpone their commencement date.

Suspension: The student has commenced their course, and they wish to suspend their studies for a specified period of time.

Discontinuation/ cancellation: The student is currently studying and wishes to withdraw completely ending their enrolment.

Transfer: The student wishes to end their studies at one training provider or in one course and transfer to another provider or course.

Extension: The student is unable to complete their course by the agreed course end date and wishes additional time to complete their course.

The process for applying for or approval of a course variation request depends on where you a fee for service or a student in receipt of subsidised trading. For more information, refer to Course Variation Policy & Procedure at the end of this Handbook.

Third Party Arrangements

Registered Training Organisations (RTOs) like RETS often work with other organisations (third parties) to deliver a range of services, including providing marketing, recruitment, using facilities and resources, and training and/or assessment of VET courses.

If RETS has a third-party arrangement in place with another organisation, it must:

- have a written agreement in place between RETS and the third-party organisation setting out, for example, but not limited to, both parties' obligations under the agreement
- make it clear to you if:
 - a third party is recruiting students on its behalf
 - a third party is delivering training and assessment on its behalf or if it is delivering training and assessment on behalf of another RTO
- before enrolment or commencement, provide students with the name and contact details of any third party that will be providing training and/or assessment, and related educational and support services to you on RETS behalf
- RETS must inform you if:

- RETS engages a third-party organisation to provide services to you
- There are changes to arrangements with any existing third-party arrangements with other organisations that provide services to you
- Include complaints or appeals from you about a third-party organisation in RETS complaints and appeals procedures.

Currently RETS has no third-party agreements in place with other organisations.

Legislation Compliance

RETS ensures that compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures, and that compliance is maintained. RETS identifies and complies with relevant Commonwealth, State and Territory laws including:

- National VET Regulator Act 2011 (Commonwealth)
- Standards for Registered Training Organisations (RTOs) 2015
- Work Health and Safety Act 2011 and Regulations 2017 and Code of Practice
- Student Identifiers Act 2014 (Commonwealth)
- Anti-Discrimination Act 1977 (including all amendments to 2021) (NSW)
- Discrimination Act 1991 (ACT)
- Racial Discrimination Act 1975 (Commonwealth)
- Australian Multicultural Policy 2017
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Apprenticeships and Traineeships Act 2001 (NSW)
- Apprenticeship and Traineeship Regulation 2017 (NSW)
- Privacy Act 1988 (Commonwealth)
- Child Protection (Working with Children) Act 2012 (NSW)
- Children and Young People Act 2008 (ACT)
- Property and Stock Agents Act 2002 (NSW)
- Property and Stock Agents Regulation 2014 (NSW)
- Agents Act 2003 (ACT)

- Agents Regulation 2003 (ACT)
- Strata Schemes Management Act 2015 (NSW)
- Strata Schemes Management Regulation 2016 (NSW)
- Unit Titles (Management) Act 2011 (ACT)
- Unit Titles Act 2001 (ACT)
- Residential Tenancies Act 2010 (NSW)
- Residential Tenancies Act 1997 (ACT)
- Fair Trading Act 1987 (NSW)
- Competition and Consumer Act 2010
- Copyright Act 1968

RETS also complies with the Acts found in the Access and Equity section of this Handbook.

Copies of all of these Acts and Regulations can be found at:

AustLII Australasian Legal Information Institute (AUSTLII): <http://www.austlii.edu.au>

NSW Legislation: www.legislation.nsw.gov.au

ACT Legislation Register: www.legislation.act.gov.au

National VET Regulator Act 2011

The National VET Regulator Act 2011 encompasses the VET Quality Framework (VQF), which includes:

- Standards for Registered Training Organisations (RTOs)
- the Australian Qualifications Framework (AQF)
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements

Apprenticeship and Traineeship Act 2001 (NSW)

(Administered by the Department of Industry – NSW Government)

This Act relates directly to the administration of apprenticeships and traineeships in NSW and sets out the roles and responsibilities of the Commissioner for Vocational Training, employers, apprentices and trainees, as well as other bodies involved in the apprenticeship and traineeship system in NSW.

Student Identifiers Act 2014

Generally, RETS or any RTO must not issue a VET qualification or VET Statement of Attainment to an individual unless the individual has a student identifier.

RETS ensures that a student identifier supplied by a student is verified with the Registrar prior to its use for any purpose.

Subsequently students are required to obtain a Unique Student Identifier (USI) at enrolment and/or prior to a Statement of Attainment or Qualification being issued by RETS. Instructions for students needing to obtain a USI can be found in the RETS Student Handbook, Trainee Information Kit and on our website.

All student identifier and related documentation is kept as per the Privacy Act, and the RETS Record Management policy.

Privacy Act 1988

All information and documentation collected by RETS on behalf of students and clients is maintained as per the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Only the Managing Director, relevant administrative staff, relevant trainers and where necessary ASQA/ Department of Industry will have access to student files. Under the traineeship scheme employers are also given access to student progression and completion. RETS requests permission for this use from trainees on the Student Application Form.

Upon enrolment, all other students review privacy notice and once enrolled sign a Student Record Confidentiality Agreement Declaration which outlines who has access to student files.

If your student file is required by another party, other than those listed above, you must give written consent to have your file removed.

The following sections outline how RETS manages personal information as per the Australian Privacy Principles:

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

RETS retains a record of personal information about all individuals with whom we undertake any form of business activity. RETS must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Managing employees and contractors;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As a government registered training organisation, regulated by ASQA, RETS is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments. In particular, the legislative instruments:

- *Student Identifiers Act 2014*;
- *Standards for Registered Training Organisations (RTOs) 2015*; and
- *Data Provision Requirements 2012*.

RETS is also bound by State Government Acts requiring similar information collection, use and disclosure (particularly *Education Act(s)*, *Vocational Education & Training Act(s)* and *Traineeship & Apprenticeships Act(s)* relevant to state jurisdictions of RETS operations).

RETS delivers services through NSW and ACT State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements.

Individuals are advised that due to these legal requirements, RETS discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;

Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

Where RETS collects personal information of more vulnerable segment of the community (such as children), additional practices and procedures are also followed. Please refer to *RETS Working with Children Policy and Procedures* for further information.

How personal information is collected

RETS collects any required information directly from the individuals concerned. This may include the use of forms (such as application forms) and the use of web-based systems (such as online forms).

How personal information is held

RETS uses robust storage and security measures at all times to retain student information.

Information collected is:

- converted to electronic means as soon as practical;
- Stored securely in password protected systems, such as financial system, learning management system and student management system; and
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. RETS systems are hosted internally with robust internal security. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper based records occurs as required through the use of secure shredding.

Retention and Destruction of Information

Specifically, for our records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to ASQA, as required by law.

Accessing and seeking correction of personal information

RETS confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

RETS Administration
1300 850 980
admin@rets.com.au

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centres,

Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, RETS will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information after consent is provided.

Australian Privacy Principle 2 – Anonymity and pseudonymity

Requiring identification

RETS must require and confirm identification in service delivery to individuals for nationally recognised course programs. It is a Condition of Registration for all RTOs under the *National VET Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

Australian Privacy Principle 3 – Collection of solicited personal information

RETS only collects personal information that is necessary for our business activities and that which is required by law under our government arrangements.

RETS only collects sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information RETS collect is collected only by lawful and fair means.

RETS only collects solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to only be collected in this manner.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

RETS may from time to time receive unsolicited personal information. Where this occurs, we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever RETS collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.

Our notifications to individuals on data collection include:

- If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;
- The purpose of collection;
- The consequences for the individual if all or some personal information is not collected;
- Other organisations or persons to which the information is usually disclosed, including naming those parties.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, or in person through questioning.

Collection from third parties

Where RETS collects personal information from another organisation, we:

1. Confirm whether the other organisation has provided the relevant notice above to the individual; or
2. Whether the individual was otherwise aware of these details at the time of collection; and
3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

RETS only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

Requirement to make a written note of use or disclosure for this secondary purpose

If RETS uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

RETS does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual

would reasonably expect their personal information to be used for the purpose of direct marketing; or

- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

On each of our direct marketing communications, RETS provides a prominent statement that the individual may request to opt out of future communications, and how to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

In the highly unlikely event that RETS discloses personal information about an individual to any overseas recipient, we undertake to take reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

RETS does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

RETS takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. RETS also takes reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure,

accurate, up-to-date, complete and relevant. This is particularly important where:

- When we initially collect the personal information; and
- When we use or disclose personal information.

RETS takes steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information;
- Ensuring updated or new personal information is promptly added to relevant existing records.

Australian Privacy Principle 11 – Security of personal information

RETS takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

RETS destroys personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to RETS offices and work areas are limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper-based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

Australian Privacy Principle 12 — Access to personal information

Where RETS holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

RETS takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests

On an individual's request, we:

- Correct personal information held; and
- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

Correcting at RETS initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

Child Protection (Working with Children) Act 2012

The object of this Act is to protect children:

- (a) by not permitting certain persons to engage in child-related work, and
- (b) by requiring persons engaged in child-related work to have working with children check clearances.

In some cases, RETS staff will be dealing directly with children, and as such staff will be required to undertake a Working with Children Check.

Work Health and Safety

The safety of staff and clients is of primary importance in all activities carried out by RETS.

It is the role of the Managing Director to undertake due diligence in relation to Work Health and Safety (WHS). This due diligence includes the following elements:

- to acquire and keep up to date knowledge of work health and safety matters
- to gain an understanding of the operations of the business and the hazards and risks involved
- to ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
- to ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way
- to ensure processes are verified, monitored and reviewed.

Part of the Managing Director's role includes identification and assessment of hazards in the RETS workplace. Staff can also assist in identifying and reporting any hazards they observe in the learning environment. These hazards should be reported to the Managing Director who assesses the level of the risk and how to best minimise the risk.

Where a trainee or student is employed in a workplace, it is the employer's responsibility to maintain Workplace Health and Safety. RETS can provide a self-checklist for employers to evaluate if there are any WHS risks or hazards, however, RETS is not responsible for WHS in an employer's workplace. It is the employer's responsibility under the WHS Act to maintain that the employee (student or trainee) is inducted into the workplace and is advised of information relating to WHS.

Copyright Act 1968

Copyright is a type of legal protection for people who express ideas and information in certain forms. The most common forms are writing, visual images, music and moving images. Copyright protects the form or way an idea or information is expressed, not the idea or information itself. All material produced by RETS is copyrighted under this Act. RETS does not contravene the copyright act in any of its training materials or resources. RETS carries a licence with The Copyright Agency Ltd (CAL) which allows us if we wish to introduce a wide variety of material into RETS, both in hardcopy and digital format, without having to obtain direct permission from the owner. This licence allows RETS the freedom and flexibility of sharing information without infringing copyright legislation.

Equal Opportunity

RETS believes in equal opportunity for all employees and students regardless of sex, pregnancy, race, marital status, sexuality, age, disability, religious belief or political conviction.

Towards this commitment, RETS:

- fosters a culture which values and responds to diversity;
- provides equal employment opportunity by identifying and removing barriers to participation and progression in education & training;
- offers courses which aim to overcome past disadvantages for members of staff and students;
- ensures that its staff, employees and course participants are aware of their rights and their responsibilities;
- is committed to examining all policies and systems to ensure the elimination of discrimination and harassment;
- will provide a work and study environment free from vilification.

To achieve these goals, RETS depends on the continued co-operation of all members of the workplace, and maintains that access and equity is the responsibility of all staff members.

You, the student has the responsibility to prevent harassment and discrimination against others, respect differences among your fellow students and trainers/assessors and treat people fairly, without discrimination or harassment.

Anti-discrimination

Anti-discrimination legislation relevant to RETS includes:

- NSW Anti-Discrimination Act, 1977
- ACT Discrimination Act 1991
- Racial Discrimination Act, 1975 (Commonwealth)
- Australian Multicultural Policy 2017
- Sex Discrimination Act, 1984 (Commonwealth)
- Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)

Discrimination includes:

- Age
- Disability (physical, intellectual, psychiatric, sensory, neurological and learning disabilities; including physical disfigurement, the presence of the body of an organism capable of causing disease and current, past, future or imputed disability);
- Marital status (single; or, with reference to a person of the opposite sex, mated, separated, divorced, widowed or in a de facto relationship);
- Pregnancy or potential pregnancy;
- Race (including colour, nationality; descent; ethnic, ethno-religious or national origin; and immigration);
- Religious or political affiliation, views or beliefs;
- Sex, sexual harassment, homosexuality (male or female, actual or presumed), transgender or trans-sexuality (anyone who lives, has lived, or wants to live as a member of the opposite gender to their biological gender including people who are assumed to be transgender);
- actual or imputed characteristics or any of the attributes listed above;
- termination of employment on any of the grounds listed above and also on the grounds of family responsibilities, social origin, temporary absence from work because of injury or illness, union membership, participation in union activities, non-membership of a union and absence from work during maternity or other parental leave.

There are certain Equal Employment Opportunity groups that are affected by past or continuing disadvantage or discrimination. RETS is committed to providing continued support to these people.

These groups are:

- women
- Indigenous Australian peoples
- people with a disability
- people from non-English speaking backgrounds
- people with English literacy and numeracy needs
- residents of rural and remote communities

Beyond these groups, and in recognition of diversity, RETS aims to respond to the needs of the local community for example:

- young and mature age people;
- people in transition from institutions;
- people who are socioeconomically disadvantaged; and
- people with family responsibilities

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of RETS planning and operations. This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State/Territory agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- staff training;
- curriculum product development and delivery;
- marketing and promotion; and
- research

Disabilities

When you are inducted into RETS courses, you are asked if you have any special needs relating to participating and learning. RETS will contextualise courses for people with disabilities (within reason). There may, however, be circumstances where it will not be reasonably practicable for RETS to adapt its courses. RETS will assist the student in accessing an appropriate learning facility

Harassment, Vilification and Bullying

RETS will not tolerate behaviour which is harassing, vilifying or bullying.

Should any staff member or student believe that they have been unlawfully discriminated against, harassed (including sexual harassment) or vilified, they must immediately contact the Managing Director. Any such issues raised will be handled with due diligence and in the strictest confidence. All reported issues will be documented and confidentially filed. RETS is committed to providing a work and study environment free from harassment, vilification and bullying.

Harassment (including Sexual)

Harassment can occur because of sex, pregnancy, race, marital status, disability, sexuality, HIV/AIDS status or transgender.

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material. Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously, some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated. Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don't do it. If another person's behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed.

Sexual harassment can happen to anyone, regardless of his or her sex or age. Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for and/or severe ridicule of a person or group of persons on the grounds of:

- HIV/AIDS;
- homosexuality;
- race; and
- transgender (trans sexuality)

Bullying

Bullying may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”.

RETS will ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment and will request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

Access to your Records

If you would like to access your personal information, you must put your request in writing via email to the RETS Admin team with a copy of your certified photo identification. Email should be sent to admin@rets.com.au.

The records will be provided to you within seven (7) business days. If any third party other than appropriate government bodies require access to your confidential student files, RETS will need written permission from you to release these files to the third party.

Your feedback

At the completion of each course, RETS will ask you to complete a Learner Questionnaire. At the end of each Assessment there is also an opportunity for students to provide feedback. Your feedback helps us identify areas for improvement with our training and assessment process and the range of student services we aim to provide to you. Your feedback is analysed and used as part of our continuous improvement process to help us do things better.

What happens if I need help?

If you need help in choosing the right course, contact the RETS and one of our helpful staff members will provide you with the information you require.

If you need academic assistance with your training content, and you want to ask a question or need some guidance, you can contact your Assessor via the RETS VET Campus direct messaging. Similarly, if you need help with completing your assessment tasks, your trainer/ assessor is best placed to respond to your concerns. You can also request a phone call from our Trainers/Assessors for any assistance or advice.

If you have any other support needs, contact us for a confidential discussion.

If you need any further clarification about the contents of this Handbook, please contact RETS:

Web: www.rets.com.au

Email: admin@rets.com.au

Phone: 1300 850 980

Real Estate Training Solutions Pty Ltd
t/a

Real Estate Training Solutions

RTO #: 90897

PO Box 682

Richmond, NSW, 2753

Policies and Procedures

RETS has a range of policies and procedures that set out how we manage the delivery of the training and assessment services we offer our students.

To read more about the policies and procedures listed below, go to RETS website at www.rets.com.au or click on the document title below to open a PDF.

1. Fees & Refunds Policy & Procedure
2. Student Support Policy and Procedure
3. Consumer Protection, Complaints & Appeals Policy and Procedure
4. USI issuance Policy and Procedure
5. Recognition of Prior Learning (RPL) and Transfer (CT) Policy and Procedure
6. Course Variation Policy & Procedure
7. Initial Skills Assessment (including LLN) Policy and Procedure