



**Realtor Institute Pty Ltd  
2 Australia Avenue  
Sydney Olympic Park NSW 2127**

## **STUDENT HANDBOOK**

**VERSION 2024**

**We are determined to see you complete your course successfully. We keep this handbook up to date where possible but before relying upon any critical aspect, check with Administration.**

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## 1. INTRODUCTION

### USING THIS HANDBOOK

Welcome to our RTO Realtor Institute Pty Ltd RTO No 45938

Realtor Institute Pty Ltd (“Realtor Institute”) operates under the business names:

- Realtor Institute
- For the purpose of this document, we will refer to the RTO as Realtor Institute

This Handbook contains information that is valuable to you as a student. Please take the time to read the Handbook and let us know if you have any questions. We can be contacted on 1800 841 775.

We thrive to serve the best interests of learners, businesses and the community.

We trust that your time with us is a positive and enriching one, and we wish you all the best in your studies.

**Regards**

**Yue (Justin) Wang**  
CEO

## LEGISLATIVE COMPLIANCE

We must comply with the following legislation within the operations of our college:

- Workplace Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Anti-Discrimination Act 1977 (Commonwealth)
- Copyright Act 1968
- Environmental Planning & Assessment Regulations 2000 (NSW Fire provisions)
- Equal Opportunity Acts 2010
- Information Privacy Act 2000
- National Vocational Education and Training Regulator Act 2011
- National Work Health and Safety Act and Regulations (Commonwealth)
- Privacy Act and National Privacy Principles (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Student Identifier Act 2014

For access to legislation see [www.austlii.edu.au](http://www.austlii.edu.au)

For regulatory requirements relating to VET see Australian Skills Quality Authority [www.asqa.gov.au](http://www.asqa.gov.au)

## OUR COURSES



We deliver the following courses

- CPP41419 Certificate IV in Real Estate Practice
- CPP51122 Diploma of Property (Agency management)
- BSB50420 Diploma of Leadership and Management

We are obliged to issue a qualification or certificate for all nationally recognised training provided by us and successfully completed by the students within 30 days from the date of the last unit being deemed competent.

We are responsible for the compliance of our RTO to the Standards for Recognised Training Organisations (RTOs) 2015 and in particular to ensure the standards of our training delivery and assessment continue to be inspiring and effective in producing change.

## OUR OFFICE

Our office is located at 2 Australia Avenue, Sydney Olympic Park NSW 2127.

We provide training at the employers of our students: we target workplaces and provide group training to obtain the maximum benefits for the student and for the student's employer. Training is conducted "off the job" so students are not torn by continuing their day to day operations and can focus with a clear mind upon the training delivery and assessments as they fall due.

The employer has agreed to release students from their day to day tasks.

## CONTACTING ESSENTIAL PERSONNEL

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- College Information Line: 1800 841 775
- Admission Line: 1800 841 775
- Student Support Line: 1800 841 775

**Managing Director** Yue (Justin) Wang is the Director is responsible for the health and safety of all staff and students and the successful operation of Realtor Institute. The Director is also the ultimate authority for the compliance status of Realtor Institute.

CONTACT No: 1800 841 775

**Operation Manager** Dunning (Patience) Wang is the Operation Manager. She handles day to day training and assessment issues and is the first point of contact for all trainers and assessors.

CONTACT No: 1800 841 775

**Administration Manager:** Peirong (Pauline) Fan is the administration manager and she is responsible for all pre-enrolment information provision, enrolling students and keeping the records to demonstrate the students completing their course.

CONTACT No; 1800 841 775

**Trainers** are the support personnel of the college and each trainer has the authority to refer students to external support agencies. They are to provide a free referral but the costs of the student services provided will be at normal rates. Individual trainers can be contacted by calling the college Info Line 1800 841 775 or by Moodle system.

**Finance Officer** Long (Mark) Ma handles all receipt of money, invoicing and issuing of receipts. They will also ensure that fees are paid prior to the issue of any qualification document.

The Operation Manager is responsible for overseeing the effective induction, training and assessment of staff and students and coordinating course activities.

## TRAINERS AND ASSESSORS

The Trainers and Assessors are responsible for the standard of training and safety within Realtor Institute and for the assessments conducted while students are attending Realtor Institute.

The trainers at Realtor Institute supervise both training and assessments. In addition, trainers are responsible for day-to-day course administration. All trainers have at least a TAE40116 Certificate IV in Training and Assessment or equivalent and all the necessary endorsements to allow them to conduct and assess competency and underpinning skills and *knowledge. It is a pre-requisite of the college that the trainers hold the qualification that they are to deliver or their qualifications and experience are mapped to the Course they are training.*

Trainers and assessors must, by law, maintain accurate records of student attendance and participation.

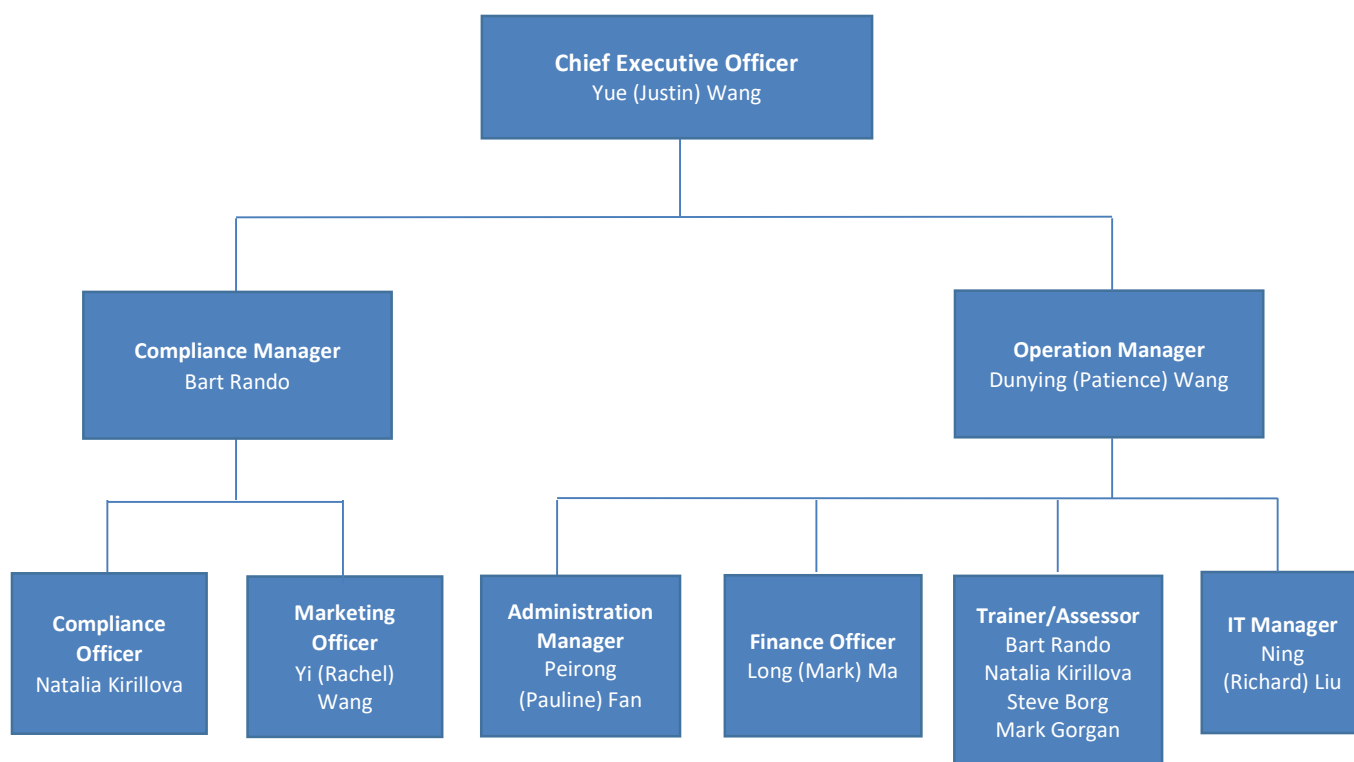
## ADMINISTRATION MANAGER

The Administration Manager is responsible for all administrative tasks such as handling all payments and coordinating your course activities.

## STUDENT SERVICES

Each member of staff has the authority to provide a referral for a student to a group that is able to help them, depending upon the circumstances of the student at the time.

## REALTOR INSTITUTE ORGANISATION CHART



## STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

Realtor Institute has a Director and it is to that person that you should direct all problems and information requests: they will refer issues to the best person.

The Director acts as the access and equity officer for Realtor Institute so if you are experiencing any harassment or discrimination, refer the matter to the Director in writing.

Realtor Institute:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.

- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

Realtor Institute provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our policies and procedures and all of our students are made aware of their rights and responsibilities through this Student Handbook.

## STUDENT SELECTION

We encourage applications from males and females of all cultures and groups provided that they meet the specified guidelines for selection. Training inquiries are co-ordinated by the Director.

Students wishing to enrol in our Diploma courses, must be at least 18 years of age.

## ENROLMENT

The best way to enrol in any of the courses is to email or call us. You will be given:

- This Student Handbook;
- Information on Recognition of Prior Learning;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund Policy (also available on Page 9 of this handbook);
- Complaints and appeals information; and
- Course information and outcomes.
- Enrolment form (available online)

When you've been accepted into the course you must pay a course deposit to secure your position. No certificate or qualification will be issued until course tuition fees have been organised with the Director.

The Director will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require.

## RESOURCES REQUIRED

Students will be provided with the following resources required to complete their course:

- Learner Guide through resources developed by Realtor Institute
- Real Workplace environment approved for assessment

*All resources provided to students are included in course fees.*

*Students will need to provide their own computer/ laptop and stationery including notebook and pens.*

<b>Recommended System Specifications</b>	Windows 7 or above, Mac OS version Yosemite or above
Network Speed	ADSL
Screen Resolution	1024 x 768 (optional but will improve visual aids)
Audio	Speakers or headphones
Video	Digital camera (e.g. Smartphone camera)
<b>Software</b>	<b>Requirements</b>
Internet Browser	Up to date version of Chrome, Safari or similar
Office applications	MS Office or MS 365 or similar
PDF Reader	Adobe PDF Reader or similar

## UNIQUE STUDENT IDENTIFIER

It is a requirement that all students in Australia have a Unique Student Identifier or USI. This is a life-long number which will enable your records and results to be collected and stored in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before we can enroll you in a course or when we issue a Certificate or a Statement of Attainment, unless you fall into one of the exempt categories. For further information on USI exemptions, please refer to:

<http://www.usi.gov.au/Pages/exemptions.aspx>

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx> If you are unsure or unable to apply for a USI, we can apply for one for you by completing our USI form and giving us permission to apply for it on your behalf.

## PROTECTION OF STUDENT PRIVACY

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

## COMPULSORY FEES

The fees for each of qualifications provided by Realtor Institute as well as fees for Recognition of Prior Learning are summarised in the Fee Schedule which you will receive from administration prior to enrolment. Contained in this Fee schedule is detailed information regarding total fees, payment terms, the nature of guarantees, fees and charges for additional services, refund policy, and fees paid in advance.

Fee payment schedules may be negotiated on an individual basis with the Director. Non-payment of fees may result in cancellation of registration and non-awarding of a qualification or statement.

## REFUND POLICY Full Courses

We are committed to helping you to complete your course of study and to become qualified! We have the support services available if things do not work out. Students are provided with the refund policy and student enrolment form prior to enrolment. Refund information is always available from the Administration Manager or Director of Studies.

Fee Refund Applications are considered on a case-by-case basis and students are eligible for a refund of any monies paid in advance for training where that training has not been provided for any reason.

- The request for refund is made in writing to the Director using the Fee Refund Application which is available from the website or upon request from the Administration Manager. The Director is the person responsible for approval of fee refund applications.
- The course deposit fee is non-refundable under all circumstances.
- Course cancellation by students after acceptance by Realtor Institute may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund will be paid with notice of 7 days or more.
- Course cancellation requests less than seven (7) days prior to course commencement will attract a fee of 20% of the total course fees.
- Accepted students who withdraw after course commencement owing to unforeseen or exceptional circumstances can apply for fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course).
- Students are expected to complete their course in the time frame allotted. Students will only be allowed to defer or extend their course under exceptional and compelling reasons and must be approved by the Director. In the case that a deferment or extension has been granted by the Director, then fees will be adjusted accordingly and fees paid may either be put towards a future date, or in the case of extension, additional fees may be due to cover the prolonged course.
- Realtor Institute defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
- Fee refunds will be made within 14 days after demand when Realtor Institute defaults and within 28 days after demand when the student defaults.
- Realtor Institute's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.

## Continuous Professional Development Real Estate Courses

Fee Refund Applications are considered on a case-by-case basis and students are eligible for a refund of any monies paid in advance for training where that training has not been provided for any reason.

- The request for refund is made in writing to the Director upon request to the Administration Manager. The Director is the person responsible for approval of fee refund applications.
- The course deposit fee is non-refundable under all circumstances.
- Course cancellation by students after acceptance by Realtor Institute may occur up to 3 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund will be paid with notice of 7 days or more.
- Realtor Institute defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.

- Fee refunds will be made within 14 days after demand when Realtor Institute defaults and within 28 days after demand when the student defaults.
- Realtor Institute's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.

*Students are entitled to a 7-day non-statutory cooling off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been signed and the course deposit has been made. It will end in 7 business days. Public holidays, bank holidays and/or Saturdays and Sundays are not included in the cooling-off period. If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the Administration Manager within the cooling-off period either in person or via email at [bart@realtorinstitute.edu.au](mailto:bart@realtorinstitute.edu.au). If the cooling-off period falls within 7 days of course commencement, students are not entitled to any refund.*

## CHANGE TO CONDITIONS

Realtor Institute reserves the right to change fees, conditions, course times or course commencement dates. You will be notified as soon as practicable of any changes to the operation of Realtor Institute. If there are any changes that may affect your training and/or assessment, including in relation to any third-party arrangements or changes in ownership, you will be notified as soon as practicable.

## NATIONAL RECOGNITION

Realtor Institute recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, simply email a copy of your original qualifications or statement of attainment and complete the application for credit transfer or RPL through to the Director.

## RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills prior to the course commencement. To do this, applicants should ask for a RPL Kit relevant to the course in which they are enrolling. RPL kits are available from the Administration Manager. The costs associated with Recognition of Prior Learning are summarised on the Fee Schedule.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Standards for Registered Training Organisations.

All assessments of RPL applications are reviewed by the Director who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Director is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

No recognition will be given to theoretical training other than that covered examinations and Realtor Institute reserves the right to conduct an English language test.

## CREDIT TRANSFER

When you have completed a unit of study at another Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form available from the Administration Manager and attach copies of the evidence you have (e.g. Statement of Attainment or Certificate or letter from an RTO) before emailing it back to the Administration Manager to show you have completed that unit. Your Statement of Attainment or Certificate will be verified before a Credit Transfer will be granted.

## USE OF YOUR PERSONAL INFORMATION

Your personal information will only be used for training and assessment purposes or purposes relating to your enrolled course(s). However, from time to time, we may ask your permission to use your photo or testimonial for marketing purposes. In this case, you will be asked to give your written permission.

It is a requirement of the Australian Skills Quality Authority (ASQA), that we may be obliged to release your information including your performance within a course, attendance as well as personal details such as your address, date of birth and other identifiers. In this instance, your personal details and student records may be made available to:

- any Commonwealth Government agency and/ or
- any State Government agencies and/or
- When requested by a court/tribunal.

We do not pass your information on to any other third party without your written approval: this includes your employer and blood relatives.

## WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within Realtor Institute is not a requirement by Law, but rather is seen by Realtor Institute as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by the college. Being involved in the Realtor Institute community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the Director.

## UNACCEPTABLE BEHAVIOUR

- Interruptions of the trainer whilst delivering course content during real-time demonstrations (e.g. webinars)
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.

- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.
- Academic dishonesty such as cheating or plagiarism of others work
- Non-payment of fees

### YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED

- To be provided courses of high quality that recognise and appreciate your individual needs and learning styles
- To be provided with high quality, compliant training and/or assessment by Realtor Institute
- To be treated with respect by others, fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in an ordered and cooperative environment.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.
- Any other rights specified within the national standards and varied from time to time

### NON-COMPLIANCE WITH OUR RULES; THE FOLLOWING APPLIES

A Trainer or the Director will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. A Student Delivery Plan will be completed to record the agreed performance standards for future study behaviours. This will be documented, signed by all parties and included on your personal file.

- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Director to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.
- If you believe that the termination of your enrolment is unjustified, then you have 20 days in which to file a written complaint/appeal. Please refer to the complaints and appeals section of this handbook.
- If your appeal is unsuccessful, then the termination and dismissal from the course will take effect.
- If your appeal is successful, then the agreed resolution is put into practice as soon as possible.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

### PRIVACY & CONFIDENTIALITY RECORDS ACCESS

Realtor Institute is committed to protecting the privacy of your personal information.

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You have the right to see and review your personal and training file at any time provided you organise it with the Director with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Realtor Institute will exercise strict control over confidential information. If a third party requires client information we will require your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

## DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

<ul style="list-style-type: none"> <li>• Age</li> <li>• Carer status</li> <li>• Disability/impairment</li> <li>• Gender</li> </ul>	<ul style="list-style-type: none"> <li>• Lawful sexual activity</li> <li>• Marital status</li> <li>• Physical features</li> <li>• Political belief of activity</li> </ul>	<ul style="list-style-type: none"> <li>• Pregnancy</li> <li>• Race</li> <li>• Religious belief of activity</li> <li>• Sexual orientation</li> </ul>
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It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Director to get some assistance.

## SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Realtor Institute. Your trainers and assessors have been specially trained in Realtor Institute safety standards. Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the Director's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

## SUSPENSION, DEFERRAL, WITHDRAWAL AND TRANSFERS

Students are expected to complete their course within a normal timeframe. However, if you do wish to suspend, defer or transfer to another provider you must make a written request to the Director. Note any fees paid in advance and therefore a credit will be refunded.

## COMPLAINTS

Note: Our complaints procedure meets the requirements of "Natural Justice" as required by the standards. All parties to the disagreement are given the opportunity to participate in the resolution of the matter. Anonymous complaints are not acceptable.

This complaints process must be completed before lodging a complaint with ASQA.

Realtor Institute maintains a supportive and fair environment meeting the obligations of natural justice provisions, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. Our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protects your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy with regard to procedural fairness;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct

If Realtor Institute does not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Manager and the matter “micromanaged” thereafter.

#### Step 1:

If you are a student or a staff member making a complaint regarding a fellow student or fellow member of staff, you should first discuss the matter with the student or staff member and try to resolve it.

#### Step 2:

You should lodge a written complaint to the Administration Manager by completing a Complaints and Appeals form (Form 06) obtained from the Administration Manager. Staff members making a complaint are encouraged to submit the complaint by email.

Note that all parties involved are advised by us that there has been a complaint lodged and they are a respondent to the complaint. They may then become actively involved in resolution. Confidential complaints are unacceptable as they do not meet the requirements of Natural Justice.

Submit the completed form to the Administration Manager either in person or via email at [info@realtorinstitute.edu.au](mailto:info@realtorinstitute.edu.au). The Administration Manager will complete a complaints form on your behalf.

Realtor Institute will commence the complaints investigation process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

#### Step 3:

If the complaint was not able to be resolved to your satisfaction by the Administration Manager, then you must ask for the complaint to be escalated to the Director. The Administration Manager will email your complaint to the Director.

The Director will acknowledge receipt of the formal complaint back to you in writing and commence investigation into the matter within 10 working days. The Director is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

#### Step 4:

If you are still not satisfied with the outcome, the matter may be appealed to an independent mediator such as the local National Training Complaints Hotline (13 38 73) or, for fees related matters, the Department of Fair Trading (NSW: 13 32 20) for review.

#### Recording:

A copy of all documentation, in particular the complaint and its outcome, is placed in the staff member or student's file. A copy of the documentation is forwarded to the complainant where they are separate to these two parties.

Where the resolution requires a documented change to policies and procedures, the Director notifies the Compliance Officer of the change to ensure that the procedure for document change as listed in Procedure on Document Control is followed with the appropriate records made.

If a complaint is substantiated, Realtor Institute will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Management System. Privacy requirements and student/individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Realtor Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.

We aim to finalise any complaints and appeals within 60 days of the initial lodgement. If the complaint cannot be finalised within the 60 days the RTO will notify the complainant in writing why it has not been finalised and any other information, they can provide at the time to assist the complainant, along with a timeline for when it is estimated that the complaint will be resolved.

## APPEALS

If you are not happy with the outcome of a **complaint** then the following appeal process is followed.

The appeal is discussed directly with the Director. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form (form 06). This form can be obtained from the Administration Manager.

The Director records the student's dispute on the Register for Continuous Improvement and puts written notification on the students file and organises attendance by the student with Realtor Institute representatives and any other parties to the complaint to meet with the National Training Complaints Hotline. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.

**NOTE: The National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8 am to 6.00 p.m. nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au)**

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised an attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this a problem again

The final agreement achieved through the alternative dispute resolution process is put into court orders which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law

Each step of the complaints and appeals process Realtor Institute will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern Realtor Institute but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance

## APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS

Realtor Institute maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

### Step 1:

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to Step 2.

### Step 2:

Lodge a written appeal to the Administration Manager by completing a Complaints and Appeals form (Form 06). This form can be obtained from the Administration Manager. The Administration Manager will forward the appeal to the Director who will commence investigation into the matter within 10 working days.

The Director will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

## SUPPORT: LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements. In addition, students will be required to complete a language and literacy assessment prior to course commencement. Students are expected to demonstrate Language, literacy and numeracy (LLN) scores of ACSF of Level 3 or above.

If you do not achieve an ACSF of Level 3, the Director may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment. Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training. For students who have an existing higher qualification, we may consider accepting a certified copy of that document to waive the requirement to complete an LLN test. This is at the complete discretion of the RTO.

## PRE TRAINING REVIEW

Prior to actually enrolling in our courses, you are required to discuss your intended course with our Enrolment staff. You must first complete a pre-training review declaration and then we have a discussion about that. The discussion may be recorded. There is a form that the reviewer must complete. The main purpose here is to ensure that you understand the course for which you are enrolling and also the amount of effort you must provide to make it all come together smoothly and achieve a positive outcome.

## STUDENT SUPPORT SERVICES

### Academic Support

Students who are experiencing difficulties of any aspect of their course are encouraged to contact their trainer or a staff member of the college to discuss their issue. Support will be provided in relation to academic progression by the academic staff.

The teaching staff of Realtor Institute are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Students will be directed to free support services where possible. Any additional costs associated with the external service will be at your own expense.

### Welfare support

Realtor Institute acknowledges that on occasion students may need extra support to cope with their training course. Any welfare related matters may need to be referred to an appropriate external service.

For a list of external services please refer to Appendix 1.

### FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

Students are required to complete all assessment tasks and be provided with formal feedback on their assessment sheet. Students will also be advised whether their assessment outcome is competent or not yet competent.

The Trainer will monitor students' progress through the course, at the end point of every term. Appropriate follow-up action will be implemented where students are at risk of not completing the course. Students who are deemed "at risk" will:

- Be contacted by phone and/or email and in writing by the Director of Studies
- Meet with the Director of Studies to create a plan for the student to conduct activities by certain deadlines in order to catch up and/or develop missing skills
- Have regular meetings at agreed upon times with the Director of Studies to ensure that they are meeting agreed upon deadlines as indicated in their plan.

### COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on <http://training.gov.au/>.

In competency-based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

### ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

**Practical Tasks:** If you are unsure of what the task is: ask the assessor. If the instructions given to you are unclear, discuss them with the assessor and also the other students.

Normally practical tasks require you to demonstrate the application of your skills: there is a checklist that is used to capture this information and that is issued to you before you undertake the assessment.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

**Written Tasks:** Written assessments are checked to make sure that you have not copied the answers from the internet of from another student: you must sign the declaration that all written work is your own work and has not been previously submitted. If you do not do this, the assessment is cancelled and you have to re-sit.

### TRAINERS AS ASSESSORS

Your Trainer is also your assessor. They are to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and industry experience and is well practised in marking and assessing student performance.

### FORMS OF EVIDENCE

In general, basic forms of skills evidence include direct performance evidence - current or from an acceptable past period – from completed questions/answers, any written work submitted on line work, video evidence or observation records of the student completing electrical tasks in our workshop. We may also obtain evidence from worksites supervisors or our assessors attending a job site to watch the student perform certain tasks. This is done by arrangement with the student and the workplace Manager.

### GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate in the mail. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

### INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been deemed competent in full during assessment.

### REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Director of Realtor Institute in writing with proof of identity provided.

Ideally you should attend Realtor Institute to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised in writing for this information to be released to the third party
- They are the person or company to whom the information is to be released
- That the necessary fee has been paid.

## FEEDBACK

Realtor Institute actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Administration Manager. We monitor compliance with the Standards for Registered Training Organisations and National Code Standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

## COSTS FOR RESUBMISSION

The costs for the first re-submission of an assessment is free of charge.

Subsequent resubmissions incur a fee as per the table below.

Qualification certificates or statements of attainment (SOA) in paper copy	\$80
Resubmission of assessment (First and Second Free)	\$40

Students have up to Three (3) re submissions. Any subsequent re-submissions will be discussed with the trainer to determine the next course of action which could include redoing the unit

## 2. RECEIPT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will follow these rules and requirements at all times.

I have undertaken a pre-training review with my assessor and we have agreed that I am suitable to enrol in my selected course. I am aware that plagiarism and academic dishonesty will prevent my graduation from this course and receipt of the qualification. I accept that non-payment of fees will also prevent graduation.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name:

Signature