



REAL ESTATE EXPLAINED

Giving YOU the knowledge

CAMDEN & DISTRICT REAL ESTATE PTY LTD – RTO Provider Number 40509

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PARTICIPANT'S HANDBOOK

This handbook explains the Policies and Procedures surrounding your training and should be read prior to undertaking your course as it forms part of the enrolment & induction process.

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INTRODUCTION & INDUCTION

Welcome to CAMDEN & DISTRICT REAL ESTATE PTY LTD trading as **REAL ESTATE EXPLAINED**. We deliver Nationally Recognised Training from the Property Services Training Package CPP07 in line with our Scope of Registration. We are dedicated to providing quality and flexible Vocational Education to all candidates. Your success is paramount to us. If at any time you require assistance with any of your training, please feel free to discuss this with us.

The purpose of this handbook is to familiarise you, in detail, with what is expected as a participant with **REAL ESTATE EXPLAINED** and in turn, what you can expect from us in the process of delivering a nationally recognised qualification, units of competency and continuing professional development, of the highest quality. It also highlights the pertinent Policies & Procedures that may affect you throughout our interactions.

These qualifications and statements of attainment can only be delivered by a registered training organisation (RTO) who has met the standards of the National Vocation Regulator (NVR), whose standards and auditing processes are intended to provide the basis for a *nationally consistent* and *nationally recognised* training system. Refer to 'Standards for Registered Training Organisations, 2015'.

Prior to commencing the first lesson your trainer will conduct an induction. The purpose of this is to ensure that you are familiar with these below policies, procedures, rights and responsibilities – including having read and understood this Participant Handbook – and are aware of the outcome of the training.

The induction will include such things as:

- An explanation of units of competency and assessment requirement upon commencing each Unit of Competency
- Details of emergency procedures, first aid, accident/incident reporting, security and work health and safety
- Building access and amenities
- Information on Training Packages, competency based learning and assessment, vocational education and training requirements and session timeframes.

We ask you to take a few minutes now to read through the booklet and, when completely satisfied, please sign at the end of the document and hand the acceptance/signature page to your trainer prior to commencing your first session.

NSW PRINCIPLES FOR EQUITY IN EDUCATION & TRAINING POLICY

1. Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend on factors beyond the learner's control or influence.
2. In the allocation of resources, priority is given to narrowing those gaps in education and training outcomes that reflect the need and prevailing social inequalities.
3. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
4. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

To ensure a coherent linkage between resources, access, delivery, participation and outcomes to achieve equity, these principles will be applied in three main ways:

- Equity principles will be built into all services provided by **REAL ESTATE EXPLAINED**
- Available resources will be clearly linked to the achievement of better and more equitable participation and outcomes
- Specific measures will continue to be provided to assist all learners and groups to maximise their outcomes from education and training.

This charter will be reflected in all **REAL ESTATE EXPLAINED** policies and activities. **REAL ESTATE EXPLAINED** will monitor and report on progress towards more equitable outcomes from training.

PRE-REQUISITES TO YOUR TRAINING

There are no pre-requisites to the training offered by **REAL ESTATE EXPLAINED**, however, work experience levels will factor in to the length of your training and the session times offered to you.

TRAINING & ASSESSMENT

REAL ESTATE EXPLAINED generally offers training and assessment programs from the **CPP07 Property Services Training Package**. All assessments conducted by us will comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40110 qualification, or equivalent.

All of our CPD subjects, when successfully completed, will lead to the issuing of a statement of attendance. You must retain a copy of this statement and produce it to the Office of Fair Trading on request.

All of our assessments will be:

- **Valid** – Assessment methods will be valid, that is, they will assess what they claim to assess
- **Reliable** – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner from context to context
- **Fair** – Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will be:
 - Equitable, culturally and linguistically appropriate
 - Involve procedures in which criteria for judging performance are made clear to all participants
 - Employ a participatory approach
 - Provide for participants to undertake assessments at appropriate times and where required in
 - appropriate locations
- **Flexible** – Assessment procedures will be flexible, that is they should involve a variety of methods that depend on the circumstances surrounding the assessment. We will achieve this through:
 - Careful design of the assessments
 - Validation and moderation of the assessment materials conducted in our annual review
 - An understanding of the definition and practical application of the above definitions.

Assessment Criteria:

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process. This includes information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

Assessment Methods:

Our assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (actually **doing the job**)
- Task management skills (**managing the job**)
- Contingency management skills (what **happens if something goes wrong**)
- Job role environment skills (**managing the job and its interaction with others** around you).

You will be assessed in sufficient detail to ensure that we can determine you have attained competency. Should it be necessary, re-assessment is available on appeal.

- Throughout the course, trainers and assessors document any inconsistencies or problems arising with the learning and assessment strategies on **REAL ESTATE EXPLAINED**'s continuous improvement matrix. Changes are suggested and these are considered by the CEO.
- Recording any action taken to improve or review the quality or consistency of an assessment tool on the Document Register and the version number of the new document will be noted on the footer of the pages.

RE-SUBMISSION OF ASSESSMENT

REAL ESTATE EXPLAINED assessors will provide feedback to you regarding your assessments. Both written and practical assessments have “Assessor Guides” and “Answer Booklets”. These tools outline the criteria which must be demonstrated in order to achieve competency and has a comments section. This comments section allows the assessor to provide feedback to **REAL ESTATE EXPLAINED** and to you.

You will receive written feedback about the assessment task, whether competency has been achieved or not. Should competency be withheld, you will be provided with information and guidance about your future options in how to go about gaining competency, in both written and verbal form. Assessments are retained in your file for 6 months. You are able to resubmit the assessment task and try again to demonstrate your competency. You are provided with two (2) opportunities for resubmission, both at no additional cost. Should your assessment continue to be deemed “Not Yet Competent” after two resubmissions, you may be asked to re-enrol in that subject, at 50% the normal cost. If you believe that the “Not Yet Competent” finding is unjustified, there is provision for appeal (See Appeals policy).

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER

All AQF qualifications and statements of attainment issued by other registered training organisations will be recognised by **REAL ESTATE EXPLAINED** and, where appropriate, will be used to reduce any training program being offered by us.

REAL ESTATE EXPLAINED also believes participants may have skills and knowledge that would be covered in some of the training programs offered. Participants should apply at time of enrolment to have their skills and knowledge assessed and where appropriate, may have their training program reduced. Application for “Recognition of Prior Learning” may be made at any time during the program. Application packs are available direct from **REAL ESTATE EXPLAINED** or can be downloaded from our website, www.reexplained.com.au Terms & Conditions as well as non-refundable assessment fee details are also on the website.

An appropriately designated person will:

- Accurately check that the Qualification or Statement of Attainment has been issued by a registered RTO and that it has an AQF number
- Authenticate prior learning by contacting the issuing body (eg. university, TAFE, College, DEC etc.)
- Maintain client records which outline the implementation of RPL.

Please note that the Chief Executive Officer has the sole discretionary right over the granting of RPLs by **REAL ESTATE EXPLAINED**, although your employer has the opportunity of comment on your application. Should you wish to appeal the CEO decision, you may obtain an Appeal Application form from either front desk or via the **REAL ESTATE EXPLAINED** website, www.reexplained.com.au

ISSUE OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

REAL ESTATE EXPLAINED will only issue qualifications and statements of attainment that are within our scope of registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed Training Packages, or
- Qualifications, competency standards or modules specified in accredited courses.

Please note **REAL ESTATE EXPLAINED** *does not grant the Certificate of Registration*. Application must be made through the NSW Office of Fair Trading, attaching a copy of your Statement of Attainment granted by **REAL ESTATE EXPLAINED** on your successful conclusion of the course and assessments. Anticipate between 6 – 8 weeks for the OFT to process your application.

Under no circumstances will a Certificate be issued unless we have received your USI, the fee has been paid in full and all required units successfully completed or audited under RPL. A Statement of Attainment will be issued for all successfully completed units should a participant wish to withdraw at any stage.

STANDARDS FOR REGISTERED TRAINING ORGANISATIONS, 2015

The Standards for Registered Training Organisations, 2015 are the standards the Australian Skills Quality Authority (ASQA) uses to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the standards is a requirement for all ASQA registered training organisations, such as **REAL ESTATE EXPLAINED**. The standards are used by ASQA as an instrument in protecting the interests of all students undertaking vocational education and training in Australia. The standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

VOCATIONAL EDUCATION AND TRAINING REQUIREMENTS & POLICIES

These are available in detail in the *Standards for NVR Registered Training Organisations, 2015* and confirm the rights of ASQA to audit **REAL ESTATE EXPLAINED**, apply penalties for non-compliance, define requirements to retain records and other administrative and operational requirements of a functioning RTO. The booklet is available to download in full from the ASQA website, www.asqa.gov.au

LEGISLATIVE REQUIREMENTS, PENALTIES & PROSECUTIONS

REAL ESTATE EXPLAINED is subject to a variety of legislations, and therefore, penalties and prosecutions, relating to training and assessment as well as general business practice. Participants, staff and consultants will at all times adhere to the legislation so as not to expose themselves or **REAL ESTATE EXPLAINED** to penalties or prosecutions.

FEES & REFUND POLICY

It is the policy of **REAL ESTATE EXPLAINED** that fees must be paid PRIOR to attendance. Certificate of Registration and Continuing Professional Development sessions are payable in full prior to commencement of training. For the licensing course please refer to your enrolment form as to whether your payment is by unit or by group session instalments (total course fee: \$4,400 (no GST is applicable). In compliance with the Standard (RTO not taking payment above \$1,000 at any time) payment is as follows: On confirmation of enrolment \$1,000; Prior to commencing Session 3 \$1,000; Prior to commencing Session 6 \$1,000; Prior to commencing Session 9 \$1,000 and \$400 balance to be paid prior to completion.

On confirmation of enrolment an invoice will be forwarded for the initial \$1,000. Invoices will then be forwarded as per the above session schedules. Should you not wish to attend after any of the session clusters you will not be invoiced for the following sessions. For cancellation or transfer at any other time, please refer to the below refund and transfer policy.

There are no refunds for cancellations less than 24 hours prior to commencement of the training. For cancellations more than ten (10) days prior to the training course, an administration fee of 20% of the course fee will apply. For cancellations less than ten (10) days prior to the training course, **REAL ESTATE EXPLAINED** will transfer your enrolment to another date but no refund will apply. For course transfers less than 24 hours prior to the commencement of the training, an administration fee of 50% of the course fee will apply. Should you wish to leave the course after commencement of units, there will be no refund on incomplete subjects.

REAL ESTATE EXPLAINED may need to cancel, postpone, or reschedule a course when necessary due to low enrolment or due to extraordinary circumstances. *If this occurs the students will be offered an alternative date or full refund.* Application for a refund must be in writing at the enrolment desk, or via **REAL ESTATE EXPLAINED** website, by completing the Application for Refund Form.

FINANCIAL GUARANTEE OF SERVICE

Should **REAL ESTATE EXPLAINED**, for whatever reason, be unable to fulfil our contract to complete your training, we guarantee we will either refund the balance of your course fees or transfer the equivalent to another Registered Training Organisation of your choosing to complete your training. This guarantee does not extend to a participant who chooses to cancel/postpone training.

DIVERSITY POLICY – ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Under the rules for their development, Training Packages must reflect and cater for the increasing diversity of Australia's VET clients and Australia's current and future workforce. The flexibilities offered by Training Packages should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

REAL ESTATE EXPLAINED employs access and equity principles in its procedures for selecting, enrolling and inducting students. There are no barriers to any specific groups or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

Delivery modes and training and assessment materials have been developed to meet the needs of a diverse range of clients. All participants have equal access to our training programs. Any issues or questions regarding access and equity can be directed to **REAL ESTATE EXPLAINED's** Chief Executive Officer.

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Our standard course material contains written documentation and limited numerical calculations (eg. Trust accounting). We recognise that not all people are able to read, write and perform calculation to the same standards. Therefore, as part of the **REAL ESTATE EXPLAINED** enrolment form, clients must identify any barriers to learning that may affect their ability to attain competency in any of the modules, including Language, Literacy and Numeracy (LLN) needs.

Based on this information, along with information you provide during the course, **REAL ESTATE EXPLAINED** will identify any individual with special training needs and will endeavour to provide support to these clients.

Early identification and consultation allows **REAL ESTATE EXPLAINED** to clarify:

- The level of the student's capability in line with the required level of learning
- The appropriate support needed
- **REAL ESTATE EXPLAINED's** ability to provide suitable support
- A plan of action
- During this consultation the student may be required to complete an indicator test to assist in clarifying the items listed above.

Following on from the above findings, **REAL ESTATE EXPLAINED** will support the client during the course through:

- The provision of one-on-one training
- Allowing practical, hands-on experiences as part of the activities
- The use of graphics to support learning materials
- Allowing the clients to record the sessions for further study
- The provision of handouts.

In the first instance, if clients are experiencing difficulties, they are encouraged to seek support from their trainer.

Following this, the trainer may refer the client to external welfare and guidance agencies, such as:

- Centrelink 13 10 21 www.centrelink.gov.au
- Reading Writing Hotline 1300 655 506
- Dept Education & Training Disability Services (02) 9244 5085
- Disabled Persons Resource Centre (02) 4626 8266
- Macarthur Community Options (02) 4628 3143
- Salvation Army Welfare Centre (02) 4625 0803
- Macarthur Personnel (02) 4628 6016
- Skillshare (02) 4626 3833

(NB. All numbers valid as at February 2016)

PARTICIPANT SUPPORT, WELFARE AND GUIDANCE

We will assist all participants in their efforts to complete our training programs. In the event that you experience difficulties with the required work we recommend that you liaise immediately with your trainer. **REAL ESTATE EXPLAINED** will ensure, to the best of our abilities, that our full resources are made available to ensure that you achieve the required level of competency in all nationally recognised training. Should you be experiencing personal difficulty, we will make every attempt to accommodate your needs within our limited capacity. **REAL ESTATE EXPLAINED** will take a compassionate and understanding approach to the difficulties of our participants. The participant will always be directed to contact **REAL ESTATE EXPLAINED's** Chief Executive Officer.

We are required to ensure that we make every effort to assist our participants in achieving competency in our training programs. Part of this obligation is to ensure we confirm, or re-affirm, the information about special needs that were advised to us at time of enrolment. If, after exhausting all other avenues, your needs exceed our capacity, we will refer you on to an appropriate external agency such as:

[Adult Migrant English Services \(AMES\)](http://www.ames.edu.au) 9289 9222 www.ames.edu.au

AMES is a learning provider of online English courses. They offer services to assist in learning English, job seeking and workplace skills for successful settlement in Australia. Migrants, refugees and humanitarian entrants can receive free tuition through government funded programs (assessment process will be required to determine eligibility).
Head Office Student/Community Support Service, 84-86 Mary Street, Surry Hills

[Reading Writing Hotline](http://www.readingwritinghotline.edu.au) 1300 655 506 www.readingwritinghotline.edu.au

The Reading Writing Hotline is Australia's national telephone adult literacy and numeracy referral service. The Reading Writing Hotline provides information on:

- Reading and writing classes for adults in your local area
- Distance learning if you are unable to attend classes
- Commonwealth-funded English as a second language (ESL) programs for migrants
- Commonwealth-funded programs for Centrelink clients
- Literacy in the workplace programs

PARTICIPANT APPEALS POLICY

REE provides an opportunity for all clients to appeal assessment decisions. All students are given the provision of appeal, if they believe that they have been unjustly or unfairly deemed "Not Yet Competent". REE respects this right and has developed the below procedure to ensure that the clients' rights are met. Should competency be withheld, within 28 days of the completion of the original assessment, you are able to resubmit the assessment task and try again to demonstrate your competency.

You will be provided with two (2) opportunities for resubmission, both at no additional cost. Should your assessment continue to be deemed "Not Yet Competent" after these two resubmissions, you may be asked to re-enrol in that subject, at 50% the normal cost.

If you believe that the "Not Yet Competent" finding is unjust, there is provision for appeal, as per the following steps:

1. The participant can approach the assessor informally or, they have the right to formally appeal and present his/her case. This appeal must be in writing, with the record of interactions attached (APPFORM available from either the office or downloaded from www.reexplained.com.au).
2. If the appellant is dissatisfied with the CEO's decision, following the presentation of their formal appeal, they have a further right to resubmit their Appeals Form to an independent RTO, being *Farm Gate Training & Consulting* RTO Number 91793. REE can do this on the appellant's behalf.
3. Following consideration of the appeal, the appellant will be provided with a written statement of the appeals outcome, including clear reasons for the decision.

PARTICIPANT COMPLAINTS POLICY

REAL ESTATE EXPLAINED follows the National Complaints Code (National Code of Good Practice for Responding to Complaints about Vocational Educational and Training Quality) and as such, we welcome your feedback. Students are able to submit a complaint against any person employed or contracted by **REAL ESTATE EXPLAINED** if they feel a person has acted inappropriately, or the systems and practices of **REAL ESTATE EXPLAINED** are not meeting expectations, or are treating a person unfairly. You may be accompanied and assisted by a support person.

REAL ESTATE EXPLAINED undertakes to deal with any participant's complaint in a confidential, sensitive, effective and timely manner, striving to resolve complaints within two weeks.

- Each appeal and complaint and its outcomes will be recorded in writing.
- Each complaint will initially be assessed by the CEO.
- Should the appellant still consider the complaint active, the matter will be escalated to an independent RTO, for which REE has an agreement in place with Farm Gate Training & Consulting.
- Each appellant and complainant:
 - Has the opportunity to formally present his or her case AND
 - Is given a written statement of the complaint outcomes, including reasons for the decision.
- **REAL ESTATE EXPLAINED** will act upon any substantiated complaint or appeal and as such, update the relevant policy and procedure deficit the complaint has brought to light.

REAL ESTATE EXPLAINED's Chief Executive Officer is responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant form, also available from front desk of **REAL ESTATE EXPLAINED** or via www.reexplained.com.au There is no cost involved in the complaints process.

If you, the participant, are still dissatisfied with the outcome you may appeal the decision by requesting to have the matter referred to the new National Training Complaints Hotline **13 38 73** or skilling@education.gov.au

NATIONAL COMPLAINTS CODE

National Code of Good Practice for Responding to Complaints about Vocational Education and Training Quality State/Territory Training Authorities, the Australian National Training Authority and the Australian Government seek to:

- Listen to the views of vocational education and training (VET) consumers
- Address any concerns VET consumers may have
- Constantly improve the quality of VET products, services and policies

To help achieve these aims, State/Territory Training Authorities, the Australian National Training Authority and the Australian Government have made a commitment to meet the following complaints handling principles and service standards within their own organisations and to champion them throughout the VET system. Complaints include any expression of dissatisfaction with the quality of VET products and services.

The National Complaints Code has been endorsed by the Australian Government, State and Territory Ministers with responsibility for VET. VET consumers who have grievances with their training organisation are to lodge their complaint directly with that organisation in the first instance. Registered Training Organisations (RTO) are required to have policies and procedures in place for dealing with customer complaints in a constructive and timely manner, including appeals procedures.

Fair: The rights of VET consumers are recognised, including the right to be heard and the right to an impartial decision. The complaints process will be free of charge. Privacy will be maintained and anonymity where requested. VET consumers will not be discriminated against as a result of making a complaint. Complaints will be considered in a transparent, equitable, objective and unbiased manner. The complaints handling process will reflect the principles of natural justice and procedural fairness. Complainants have the right to appeal and will be advised of further avenues of review, including review by the relevant Ombudsman, Commissioner, Council or Review Tribunal.

Accessible: The complaints handling process will be readily accessible to VET consumers. A variety of methods for

lodging a complaint will be offered, including by telephone, electronically and in writing. Some types of complaints may need to be lodged in writing for legal or other reasons and this will be explained to the VET consumer. The complaints handling process will cater for VET consumers with special needs, such as consumers with limited English language or literacy skills and those with a disability. Friends, family and organisations may assist a VET consumer to make a complaint and may complain on behalf of a VET consumer.

Visible: The processes for lodging, handling and responding to complaints will be well publicised to staff, VET consumers and VET providers. The processes will be publicized through a variety of methods, which may include posters, brochures, customer service charters and websites. The complaints processes will be explained to each complainant.

Comprehensive: All genuine complaints will be taken seriously. The relevant circumstances and information surrounding a complaint will be investigated to the level warranted by the severity of the complaint. Where anonymity has been requested, the need to protect the complainant's identity may impact on the level of the investigation. Legislative requirements, the amount of time that has elapsed before a complaint is lodged and the level of detail provided in complaints lodged anonymously or by third parties may also impact on the complaints handling process. The complaints handling process will be sufficiently resourced and underpinned by internal procedures that reflect good practice service standards and principles. This will include procedures for handling complaints alleging official misconduct by departmental officers, fraud or the misappropriation of government funding. Where a complaint falls outside the scope of the Training Authority or the Australian Government department, the VET consumer will be referred to the most appropriate, alternative avenue for resolving their complaint. Linkages will be maintained between organisations to smooth the referral process and to aid the consideration of complaints that raise cross-jurisdictional issues, including complaints about VET providers that operate in more than one State/Territory.

Responsive: The complaints handling process will be responsive and target timeframes for handling complaints will be established and monitored. The target timeframes will include acknowledging all genuine complaints within two weeks of receipt. Responses will be specific and personalised. The complainant will be informed of any decisions that are taken in response to their complaint, including the reasons for those decisions. Fair and reasonable remedies will be offered where appropriate.

Accountable: There will be appropriate monitoring and reporting of complaints received, actions taken and the operation of the complaints handling process. The complaints handling process will be reviewed regularly.

Constructive: Preventative and corrective action will be taken to eliminate the root causes of complaints and to improve the quality of VET products, services and policies. Findings will be shared across jurisdictions and used to inform the various State, Territory and National VET agendas.

More information

- Talk to your training organisation
- visit www.training.gov.au or

WORK PLACE, HEALTH & SAFETY POLICY (WHS) and RISK ASSESSMENT

REAL ESTATE EXPLAINED is committed to creating and maintaining an environment which ensures a safe and healthy workplace for all participants, employees, contractors, visitors and third parties.

REAL ESTATE EXPLAINED's WHS Policy:

Your trainer will be furnished with, and required to complete, mandatory WHS checklists at each off-site training session. **REAL ESTATE EXPLAINED**, and its representatives, has a moral obligation not only to take care of themselves, but be responsible for the safety of others. There is a duty of care to identify and assess any WHS hazards in the training environment prior to commencing any training, using the matrix provided by **REAL ESTATE EXPLAINED**. Therefore, you must be aware of your responsibilities under the law in following any instructions issued by your trainer. If particular activities involve special WHS advice, then participants should be briefed before that activity commences.

REAL ESTATE EXPLAINED's Risk Assessment Procedure:

Your trainer will:

- Arrive at the learning environment prior to participants attendance
- Be aware of the WHS procedures in place
- In consultation, identify any areas for improvement that need to be addressed for a safe training and learning environment
- Assess any potential hazard according to the likelihood of injury or damage and how serious the injury or damage may be
- Develop an action plan and check that the agreed action has been taken
- Follow up on the agreed action.

You, the participant will:

- Take reasonable care to ensure safe and healthy learning conditions for yourself and those around you
- Comply with safe learning procedures in accordance with instructions
- Immediately report to **REAL ESTATE EXPLAINED**, and the venue's supervisor, any conditions you deem to be unsafe or unhealthy.

Work Health & Safety Act can be found at www.legislation.nsw.gov.au

DISCIPLINE

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Should a participant wish to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and **REAL ESTATE EXPLAINED's** CEO and the appropriate action will be taken.

To avoid disruption to other participants, **REAL ESTATE EXPLAINED** trainers have the right to refuse entry to late-comers, either at the beginning of the course or return from breaks. Should this occur there is no refund of fees.

EXPULSION

A student may have their studies terminated by management for unlawful or serious misconduct, including but not limited to any of the following inappropriate behaviours or activities:

- disruptive classroom behavior including swearing
- vandalism
- drug use
- damage to property
- cheating
- sexual harassment
- violence
- theft

Such students will be excluded from further studies at the **REAL ESTATE EXPLAINED**. Unused student fees will be forfeited.

HARASSMENT & DISCRIMINATION POLICY

REAL ESTATE EXPLAINED will always ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all staff and participants feel valued, respected and are treated fairly and individually. We will further ensure that all our staff understand their roles and responsibilities in creating such a workplace and learning environment, by a process of training, communication and mentoring. We will ensure all our staff is aware of the processes and procedures for addressing any form of harassment or discrimination.

Specific Principles:

All staff and participants have a right to work in an environment free of any form of harassment and discrimination.

- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- When management is informed of any harassment or discrimination we have the responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals will be respected and confidentiality maintained
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation. The aim of which is to achieve an acceptable outcome while minimising any potential damage to our organisation
- Both the person making the complaint and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue
- Victimisation is unacceptable in any form and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback and assessment comments) given appropriately by the trainers or management
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution in good faith.

Students may also contact the NSW Anti-Discrimination Board:

Level 4 /175 - 183 Castlereagh Street, Sydney. Tel: 02 9268 5555 Fax: 02 9268 550 E: complaintsadb@agd.gov.au

DOCUMENTATION & RECORDS POLICY

We are committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our participant records and ASQA requirements. All hard copy records, including your records will be stored in a locked, secure area. Soft copy records will be backed up on a regular basis and maintained via a password-access, secure system.

Copies of your essential training paperwork such as Statements of Attainment and Certificates will be retained, in soft copy, for 30 years. Other documents such as assessments will be retained for 6 months. Should **REAL ESTATE EXPLAINED** cease functioning as a registered training organisation in this time, all our records will be forwarded to ASQA (or their equivalent body at the time).

Access to individual Participant training records will be limited to such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations, 2015.

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act) or
- participants authorising releases of specific information to third parties
- participant's themselves, after making application in writing. For example participants seeking a replacement Qualification or Statement of Attainment. An administration archive retrieval fee of \$95 applies for documents more than 3 years old. Reprinting of a Certificate or Statement of Attainment, at any time, incurs a \$50 fee.

UNIQUE STUDENT IDENTIFIER NUMBER (USI)

The USI is a number that a student retains throughout their lifetime. The USI acts as a key, giving students a single point of access to their Vocational Education Training (VET) records. From 1 January 2015, RTOs are required to meet the Standards for Registered Training Organisations (RTOs) 2015, which relates to implementation of the USI for all new and continuing students. Under the Student Identifiers Act 2014, an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned / supplied a student identifier.

Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between trainers, and the assessment of credit transfer and pre-requisites.

For more information on the USI, visit the Department of Industry's website www.usi.gov.au

PARTICIPANT'S RECORD ACCESS & UPDATE OF PERSONAL INFORMATION

Access to Records: Participants will be provided with timely access to current and accurate records of their participation and progress for training they are undertaking with **REAL ESTATE EXPLAINED**. On completion of an assessment the participant is provided with the outcome of assessment. If the participant requires information about their participation in a course then they will need to contact the administration office. Depending on the nature of the request the participant will either be provided with the information immediately or will be advised that the information will be provided after it has been extracted from our recording system. Only the participant, or if they under 18 years of age their parent/guardian, will be given access to their records.

No other person or party has access to the participant records, except those persons dictated by legislation. In most cases the participant will be required to put their request for information in writing to the CEO. They can do this direct with the office or by downloading the *PRAFORM* from our website www.reexplained.com.au at any time.

Update Information: It is the responsibility of the participant to provide **REAL ESTATE EXPLAINED** with any changes to their personal information. They can do this direct with the office or by downloading the *PARTUPDATE* form from our website www.reexplained.com.au at any time.

PRIVACY POLICY

REAL ESTATE EXPLAINED takes the privacy of our participants very seriously and will comply with all legislative requirements, including the Privacy Act and National Privacy Principles.

As a Registered Training Organisation (RTO) we must comply with the Vocational Education and Training (VET) Quality Framework. Under the Standards for Registered Training Organisations, 2015 and the Data Provision Requirements, we are required to collect personal information from all students and do so via our enrolment form, page 2 and surveys. The information gathered is in line with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). The National VET Regulator, the Australian Skills Quality Authority (ASQA), and The National Centre for Vocational Education Research (NCVER) and **REAL ESTATE EXPLAINED** will use the information gathered for statistical and reporting purposes.

REAL ESTATE EXPLAINED takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Personal information collected about the student that receives learning, may be disclosed for the purpose for which it was collected to other parties including to third parties engaged by **REAL ESTATE EXPLAINED**, ASQA, NCVER, DEC and any other relevant government body or authority, authorised persons (including the student's employer who funded the learning and those requesting verification or certification of completion of the relevant learning), and to relevant

payment providers and otherwise as required by any applicable law. If the information including personal information is not supplied by the student, **REAL ESTATE EXPLAINED** may not be able to carry out or procure the services referred to above effectively or at all.

CONTINUOUS IMPROVEMENT THROUGH FEEDBACK

Opportunities for continuous improvement will occur in all aspects of service delivery, including training and assessment. Continuous improvement may be the result of participant feedback, employer feedback, discussions with other RTOs and industry consultants.

REAL ESTATE EXPLAINED will continually strive to improve its services to the Real Estate and Management industries.

REAL ESTATE EXPLAINED maintains a continuous improvement register which details improvements made to resource and assessment materials, actions that arise from surveys and open participation by staff and interested persons.

SURVEY RESULTS

Participants are requested to complete various surveys at each stage of their dealings with **REAL ESTATE EXPLAINED** (eg. enrolment process through to the end of your Unit of Competency training or Qualification). **REAL ESTATE EXPLAINED** collates these surveys to ensure we are meeting participant needs including complaints and appeals, work related education and sufficient support services. It is essential that, where possible, you complete these surveys and/or forms.

Some of these surveys are MANDATORY to comply with national standards such as the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) Quality Indicator forms.

REAL ESTATE EXPLAINED appreciates your co-operation in this regard.

WORKING WITH CHILDREN

As **REAL ESTATE EXPLAINED** accepts participants from the age of 16yrs into our programs, we must also comply with federal and state legislations, such as the NSW Commission for Children and Young People Act 1998.

COPYRIGHT LAWS

All participants and employees, including contractors, must comply with trademark and copyright laws. **REAL ESTATE EXPLAINED** and www.reexplained.com.au are both trademark pending and all training resources and assessment tools are subject to copyright. No material is to be photocopied, transmitted, or printed without the express permission of the Chief Executive Officer.

HANDY CONTACT INFORMATION FOR INDUSTRY AND EDUCATION

- Adult Migrant English Services Ph: 9289 9222 www.ames.edu.au
- Reading Writing Hotline Ph: 1300 655 506 www.readingwritinghotline.edu.au
- Australian Skills Quality Authority (ASQA) Ph: 1300 701 801 E-mail: enquiries@asqa.gov.au www.asqa.gov.au
- Australian Education International – National Office for Overseas Skills Recognition
Ph: 1300 615 262 within Australia E-mail: educational.noosr@innovation.gov.au www.aei.gov.au
- NSW Department of Education and Communities 9561 8000
 - Aboriginal Unit: 9244 5393
 - Disability Services: 9244 5085
- Industrial Relations
 - Federal Awards: 1300 363 264
 - State Awards: 13 16 28
 - Traineeships and Apprenticeships: 13 28 11
- NSW Office of Fair Trading 13 32 20
 - Aboriginal enquiry officer Freecall 1800 500 330
 - TTY (Teletypewriter) phone for the hearing impaired General Fair Trading enquiries: 1300 723 404

- Property, Real Estate and Business Licensing: 9372 9085
- Anti-Discrimination Board of NSW 9268 5544 Toll free 1800 670 812 (for regional NSW only)
Email enquiries: adbcontact@agd.nsw.gov.au
Email complaints: complaintsadb@agd.nsw.gov.au

(NB. All numbers valid as at February 2016)

***REAL ESTATE EXPLAINED URGES YOU TO RAISE ANY SUGGESTIONS
YOU MAY HAVE FOR OUR CONTINUOUS IMPROVEMENT.***

**PLEASE COMPLETE THE FOLLOWING SIGNATURE PAGE AND RETURN IT TO YOUR
TRAINER PRIOR TO COMMENCEMENT OF YOUR TRAINING:**

I, acknowledge that I have read and fully understand the contents of this Participant's Handbook, which outlines the conditions of my enrolment and the responsibilities as a participant of CAMDEN & DISTRICT REAL ESTATE PTY LTD trading as **REAL ESTATE EXPLAINED** and that I have received a full copy.

X

..... / /20
Participant's Signature

X

..... / /20
Trainer's Signature

For & on behalf of CAMDEN & DISTRICT REAL ESTATE PTY LTD t/as **REAL ESTATE EXPLAINED.**