



Student Handbook

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The Real E-training Student Handbook has been developed for the purposes of providing its students with information relating to the provision of services in compliance with the Australian Quality Training Framework (AQTF).

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Welcome to Real E-training

Ongoing education and professional development is a commitment that will form the foundation to your career in the real estate industry, the commitment you make to your career and personal growth through training will ultimately define your success. Success, however defined, comes from the right blend of ethics, professional practice and the awareness and understanding of relevant legislation, all of which are products of a sound and well balanced training regime.

The Property Industry is in constant flux and as such requires continual vigilance in regard to the changes that occur, in both legislative and practice issues, however staying up to date with the many changes that affect our industry alone is next to impossible. That is why I founded Real E-training; giving all agents access to a resource that will empower them to stay relevant instead of having to spend countless hours searching for the latest information and industry trends.

Please consider Real E-training more than your training provider but rather as a mentor, and a valuable resource, that compliments the hands on training you will gain in your day to day real estate life, we are here to provide the assistance, guidance and perspective that is so crucial.

Whether just starting out or continuing your real estate education it is our goal to be there with you and help you fulfil your goals within this exciting and challenging industry.

Jamie Hammond
Chief Executive
Real E-training

Introduction

This handbook details the policies and procedures of Real E-training that are relevant to your studies. All students of Real E-training are encouraged to read this handbook prior to commencement of their training and are expected to comply with the policies and procedures detailed in this handbook. If for any reason you are unclear about any of the policies/procedures or any other matter covered in this handbook, please call us or email your questions to us at training@realetraining.com.au

Real E-training regularly updates this handbook to reflect changes in the Vocational Education and Training Sector as well as internal changes and as such Real E-training reserves the right to modify, revise or supplement policies in this handbook at its sole discretion. Students will be provided with updates of any significant changes to policies that may occur during the course of their studies. The latest version of this handbook can be accessed by students from our website www.realetraining.com.au/studenthandbook or is available on request.

About Real E-training

Real E-training is an online training company formed to address the need of property professionals that require high quality yet flexible and affordable training that is able to be completed around their various other commitments.

Founded by former CEO of the Real Estate Institute of NSW Registered Training Organisation Jamie Hammond, Real E-training combines easy to use technology with up to date and relevant content to bring to the student enjoyable and relevant, Continuing Professional Development (CPD), Certification and Licence training programs.

We are property experts and agents and we have a long term commitment to the industry, which gives our student's piece of mind that we will provide the support and service required to help them achieve their career goals.

Commitment to our students

Real E-training is committed to its students and we are committed to;

- Provide the highest quality and easiest to use online training services possible to property industry practitioners and the general public with an interest or desire to enter the property industry.
- Provide professional development programs based on the ethical and legal standards of the property industry.
- Deliver programs that have been developed by qualified trainers and assessors with appropriate training, practical skills and experience.
- Maintaining an effective learning environment includes following all Equal Employment Opportunity, and Anti-Discrimination principles and legislation and making provision for those with learning difficulties and language and literacy challenges.

Studying with Real E-training

Real E-training is committed to compliance with all conditions and standards of the Australian Quality Training Framework (AQTF), which means all students using the services of Real E-training as their registered training organisation can be assured of the highest quality of service and training standards.

Administration

Real E-training has set procedures that govern all aspect of our administrative tasks associated with training, assessment and the record keeping thereof, all of which are designed to ensure compliance with the conditions and standards as required under AQTF.

Real E-training uses a version control system for all internal and external documentation including but not limited to, handbooks, assessment and promotional materials.

Student support

It is important that all students enrolled in any of our programs get the highest levels of support to ensure they have every opportunity to complete their studies. In recognition of this Real E-training provides the following support to their students.

Phone support A toll free phone number is available for tutorial support or any other questions regarding your studies (1300 454661) this number is only available during normal business hours.

Email support As an alternative you can also request tutorial support via email by sending your questions to training@realetraining.com.au

Student induction

A formal online induction is available to all students prior to enrolment on our website www.realetraining.com.au/studying_with_us our induction provides important information to students and it is encouraged that all students read the induction documents prior to commencement of training with Real E-training.

Outline of induction process

All students can expect to have access to information explaining and detailing the following;

- Minimum hardware and technical skill level required to complete the various training programs offered.
- Information on Training Packages, competency based training and assessment, vocational education and training requirements for agents.
- Opportunity to address any special needs or requests from students, including Language Literacy or Numeracy (LL&N) requirements for specific students.
- Time frame for completion and assessment methods of training programs.
- Information about available support.

Enrolment procedures

Prior to any offer to commence training is made the student must submit the relevant information via the online enrolment process. The enrolment form must be completed by all students prior to commencement of any course or training program.

Applicants need to acknowledge;

- They have read our student handbook
- They have considered their suitability to meet the minimum computer proficiency and hardware/software requirements.

Information recorded at the time of enrolment is automatically transferred to our student management system, which is collected and stored in accordance with our records management policy and our statutory obligations.

Submission of an enrolment does not constitute acceptance of the student in the program nor does it represent commencement of training.

Any student's that do not accept any of the above acknowledgements, submit incomplete or incorrect data or indicates they have any issues that may prohibit or impede their studies (such as unable to write in English or have LL&N issues) at the time of enrolment will not have their enrolment accepted. If an enrolment is rejected we will contact the student to discuss the outstanding issues and try to resolve them in order to allow the enrolment to proceed to an offer of training.

When the enrolment application has been accepted an email is sent to the student with a course offering, to accept this offer the student must pay the course fee. Immediately upon processing of their payment the student will receive an email advising them of their user name and password and the link to the e-learning portal. This process signifies the commencement of training. In addition to the logon details a receipt for their payment will also be sent with this confirmation email.

Legislative compliance

There are a number of laws that students of Real E-training must be aware of in respect completing their training and understanding their rights and obligations while studying with us.

This legislation includes but is not limited to;

- Vocational Education and Training Act 2005
- Property Stock & Business Agents Act 2000 & Regulation 2002
- CPD Guidelines
- Fair Trading Act 1987
- Trade Practices Act 1974
- Occupational Health and Safety Act 2000 & Regulation 2001
- Anti-discrimination Act 1977
- AQTF 2010
- Privacy Act 2000
- Spam Act 2003
- Do Not Call Register Act 2006
- Copyright Act 1968 and Copyright Amendment Act 2006

Access to legislation

Any legislation that affects the student during the course of their studies either in respect of course content or that impacts on their rights and obligations will be made available to the student either directly or via a web link. Any questions regarding any of the above are encouraged and will be responded to or referred to the most appropriate place for the student to have their question/query answered.

Copyright

All material published by Real E-training is subject to copyright, whether held directly by Real E-training or a third party unless otherwise stated and all students must be aware that any material that they access through the course of their study or via any other method associated with Real E-training must not be used for any other purpose other than for which it was supplied and any unauthorised reproduction or redistribution in whole or part is strictly prohibited.

In order to gain permission to use any material outside the purpose for which it has been supplied the student must apply in writing to the CEO of Real E-training and receive written permission for its use or reproduction.

Enrolment process

1. Applicant visits website and selects the appropriate course
2. Applicant makes an application for the program by completing an online enrolment form.
3. Enrolment is checked and accepted or rejected by Real E-training staff
 - a. If enrolment is accepted an email is sent to the applicant with an offer of training
 - b. If the enrolment is rejected the applicant is contacted to correct enrolment where incomplete or discuss reasons for rejection of enrolment i.e. incomplete details acknowledgement not accepted or other prerequisite not met.
4. Email sent to applicant with offer of training which is they take up or reject
 - a. Offer is taken up by proceeding to the web portal and paying the course fee
 - b. Offer is rejected by the student by doing nothing
5. Once course fee has been processed an email is automatically sent to the applicant with log on details, a link to the web portal and a receipt for purchase.
6. Once user name and password have been received by the student the training is considered to have commenced.

E-learning student portal

All course material and assessments delivered by Real E-training are done through our E-learning portal, this portal is accessed through our website www.realetraining.com.au. Our student portal uses a combination of audio, visual, simulation and written training and assessment resources. A free demonstration of our system is available on our

website and students are encouraged to complete this demo prior to undertaking any courses.

Minimum requirements in respect of computer proficiency, hardware and software, these minimum requirements are listed in our website and in this handbook.

They are as follows;

Computer proficiency

Intermediate computer proficiency is required including ability to;

- Use the internet and effectively navigate websites
- Create basic documents in MS Word/Excel or similar

Minimum system requirements

Hardware

- Processor: *1.3 GHz or higher*
- Mac Processor: *G4 667 MHz or higher*
- System Memory (RAM): *256MB or higher*
- Windows Operating System: *Windows 2000 with SP4, Windows XP with SP2 or later*
- Apple Operating System: *OS X 10 or later*
- Display: *800 x 600 or higher SVGA recommended, 16 bit colour or higher*
- Video Memory: *32MB of video RAM or higher*
- Internet access: *dial-up 56k or higher (broadband recommended - DSL/Cable/LAN)*
- Sound: *16-bit sound card or higher*
- *Printer*

Software

- Browser: *MS Internet Explorer 7 (recommended), Firefox 1.5+, Google chrome*
- Adobe reader
- MS Word/Excel or similar

Please note links to download are provided on our website where students can download suitable programs to allow the completion of all our courses.

In some cases students will be able to printer their copies of their results, certificates or transcripts after the successful completion of the studies.

Course fees

Course fees are outlined on our website and are subject to change without notice

Payment of course fees implies acceptance of training offer and commencement of training. No offer of training is confirmed without payment. Payment can be made by Visa or MasterCard via our website or by cheque by direct arrangement by calling our office.

Refund Policy

Due to the nature of the online system once a student has commenced training generally no refund is possible, in extenuating circumstances students can apply in writing for a refund. The merits of the students request will be taken into consideration and a decision made at the discretion of the CEO.

This policy is clearly outlined in pre-course material, on our website and in our student handbook. If a course is unable to be delivered by Real E-training for any reason a full refund or alternative program will be offered to the enrolled student.

For the purposes of this policy training is deemed to have commenced once the student had been electronically issued a user name and password.

Enrolment refusal or cancellation by RTO

Real E-training reserves the right to refuse or cancel the enrolment of any student, at the discretion of the training manager.

In the event that an enrolment is refused or cancelled by Real E-training a refund of fees will be calculated on a pro-rata basis.

A transcript will be issued for any units for which the student has been deemed competent.

Paying by instalments

All requests to pay fees by instalments must be made in writing to Real E-training and approved by the CEO. If a student dishonours an instalment payment their course will be suspended.

Real E-training reserves the right to demand all outstanding fees are paid in the event that the student does not honour the instalment plan agreed upon.

In the event that a student fails to pay the outstanding fees all paid fees will be forfeited and no results will be issued.

Results will not be issued until all fees are paid in full.

Course completion time frames and re-enrolment

All enrolled courses offered will only be available to the student for a limited time, if courses are not finished in the specified time frame, access will be removed.

Students finding they are unable to meet the imposed deadlines can contact Real E-training to extend their timeframe or re-enrol in the program. Any request for an extension to these timeframes must be made in writing by the enrolled student. The decision to extend course durations is at the discretion of the Training Manager and may require an additional fee, which if required must be paid prior to transfer (see fees page 8 of this handbook).

Time limits for completion

CPD Units, and individual units of competency – 1 year
Course in Property Practice – 1 year
Licensing course – 2 years

Fees

Due to the associated administrative costs incurred in processing and amending applications, the following fees and conditions apply.

Re-enrolment fees are charged at \$45.00 per unit of competency or in the case of CPD per course.

A reissue fee of \$20.00 applies to any request for a replacement transcript, statement of attainment or qualification.

Please note courses cannot be cancelled after logon details have been issued.

These fees are subject valid from 1 January 2011 and are subject to change without notice.

Complaints and appeals

The complaints/appeals process is an integral part of all training and assessment pathways leading to a nationally recognised Qualification or Statement of Attainment under the Australian Qualification Framework (AQF).

In addition to the legislative requirements of RTO's to have a complaints handling process Real E-training also acknowledges the damage that can be done to its reputation if complaints are not resolved fairly and quickly therefore all steps necessary to come to a mutually agreeable resolution of complaints is strongly encouraged.

Dispute resolution process

The following process must be followed in the event of a complaint from a student in regards to the provision of any of the services offered by Real E-training. All complaints are to be documented in the complaints register and any correspondence filed in the students file where appropriate.

1. Complaint is discussed with the complainant and the Training Manager or other authorised person in the first instance to determine the nature of the complaint and what remedy action the complainant proposes. If resolution is possible at this stage

- any action agreed upon will be implemented as soon as practical and follow up made with the complainant after implementation before closing of the complaint.
2. If mutual agreement cannot be reached after an initial discussion with the complainant, a complaints form will be sent to the complainant via email or post and the complainant is invited to formalise the complaint for consideration.
 3. Once a formal complaint is received the complaint is must be brought to the attention of the Training Manager/CEO who will take responsibility of investigating and resolving the complaint. The complainant will be contacted within 2 business days of receipt of the complaint and updated as to the status of their complaint and the likely timeframe for resolution. Once a decision has been made regarding a resolution the complainant will be notified in writing of the outcome along with their rights to an appeals process.

Appeals process

A fair and impartial process is available to all students of Real E-training if they wish to appeal any decision made following the conclusion of the above complaints process. All appeals will be mediated by an impartial party with expertise or responsibility for regulation regarding the nature of the appeal.

Examples include

- Appeal concerning competency – The students work is to be re-assessed by an impartial and independent and appropriately qualified assessor, whose decision on assessment will be accepted by Real E-training.
- Appeal concerning a financial nature – the student will be referred to the relevant regulator e.g. Office of Fair Trading for implementation of their complaints process.
- Appeals of any other nature will be dealt with in a fair and open manner with the appointment of an appropriate and independent mediator wherever possible.

This appeals process will be without cost or prejudice to the student.

Expulsion

If any student's behaviour has been found to be inappropriate towards a fellow student or staff member, whether online or in a face to face situation in connection with their studies with Real E-training, Management reserves the right to expel the offending student.

This includes unlawful or serious misconduct, including but not limited to any of the following inappropriate behaviours or activities:

- Disruptive behaviour
- Intimidation
- Cheating
- Plagiarism
- Sexual harassment
- Violence
- Discrimination
- Any other inappropriate behaviour towards fellow students or staff

Where appropriate to the course of studies, a Transcript of Results will be issued for already completed units or modules. Such students will be excluded from further studies at Real E-training. Unused student fees will be forfeited.

Training and Assessment Delivery

Real E-training ensures that the resources for the delivery of courses and assessments, and issuance of qualifications, meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s).

Real E-training affirms that it has in place and applies the following resources:

- Delivery and assessment resources appropriate to the methods of delivery and support materials.
- Personnel with appropriate qualifications and experience, including assessor requirements, as identified in the relevant Training Package assessment guidelines.
- Relevant documents and support materials.

All Real E-training delivery and assessment are designed to best achieve the required elements of competency, while using a holistic approach to the learning preference of the student. The delivery of training and assessment may include a combination of on and off-the-job delivery and assessment.

Online delivery and assessment may include (but is not limited to):

Group participation/forums	Essays
Individual and group projects	Multiple choice questions
Learning support at work	True/false questions
Audio/visual presentations	Oral presentations
Computer managed learning	Role plays
Audio/visual displays	Short answer questions
Case studies	Skills portfolios
Written tests	Workplace observations

Real E-training is committed to ensuring the achievement of valid and reliable assessment against industry competency standards, and that all assessments provided by Real E-training remain consistent with appropriate training and assessment principals and are reliable, flexible and valid.

Assessment pathways

Real E-training offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

Off-the job training and assessment
Recognition of prior learning
Recognition of current competence
Workplace assessment

Time frames for assessment

One of the requirements of the CPP07 training includes assessment over a period of time, to ensure our assessment strategy meets these requirements assessment of each unit of competency is done in sections. As each section is submitted and subsequently assessed it will allow the assessor to monitor the assessment of the unit over a period of time.

Assessor qualifications

Real E-training ensures that all staff involved in delivery of training and assessment activity meets all prerequisites and requirements under;

Assessment guidelines of the appropriate training package
Assessment requirement of accredited courses
Guidelines for CPD as issued by Office of Fair Trading (OFT)
Australian Skills Quality Authority (ASQA)

Conducting assessment

Real E-training ensures that the personnel conducting or administering assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

In the execution of their duties all assessors use a marking guide, their own professional judgment and appropriate assessment techniques. In all cases, assessors are required to make judgments about the student's capacity to understand and put into practice the learning outcomes of the subject matter. All assessments are consistent for all methods of learning and the same assessment is provided for each module.

Assessment methodology

Opportunities for Recognition of Prior Learning/Recognition of Current Competence and Credit Transfer and the appeals and reassessment process are outlined prior to enrolment and induction, as are any available flexible methods of assessment.

All evidence-gathering methods remain reliable, flexible, fair and valid. Validation and moderation of assessment processes and procedures is made on an ongoing basis.

As assessments are undertaken, Real E-training trainers/assessors enter individual client assessment results onto a recording profile and feedback is given as appropriate. Results are entered into a learning management system.

Where the student exhibits difficulty with written assessment, whether due to physical disability, problems with the written word, or using English if it is not their first language,

Real E-training will consider other methods of assessment, where it is appropriate. These alternate methods may include verbal questioning, observation of skills in the workplace and the perusal of documental evidence supplied by the student and/or employer.

Benchmarks for competency

Each unit of competency will be assessed based on the judgement of the assessor; however as a guide to students for what is expected a benchmark for assessment is contained in the learners guide for each unit.

The benchmark is based on the weighting and minimum passing grade for each type of assessment contained in each assessment. Benchmarks are as follows;

Type of assessment/question	Weighting	Minimum passing grade
Multiple choice & True/False	1	80%
Short answer	5	80%
Case studies	10	80%
Essays	20	80%
Completing forms	20	80%
Role plays / TP Observations	N/A	N/A
Exams	N/A	80%

The benchmarks are intended as a guide and with the exception of Multiple Choice and True/False questions competency will be at the discretion of the assessor and reaching the minimum % does not necessarily ensure competency. Role plays, demonstrations, self assessments or third party observations are not weighted formally, but are used in a holistic manner to underpin the other methods of assessment.

When the third party observation method is used the observer is not to be regarded as the assessor, as they are most probably not qualified assessors. Their role is to report on their observations, which is done with the aid of a guide and criteria supplied to them by Real E-training. At no time will their opinion of the competence of the candidate be requested.

Assessment requirements

It is a requirement under the Property Stock & Business Agents Act 2002 that all real estate agency documentation is to be completed in English, therefore, all material submitted for assessment needs to be able to reflect the ability to speak and understand English. Real E-training has procedures in place for those who may require help with Language, Literacy or Numeracy (LL&N). Please contact us if you need advice in this regard.

Continuing Professional Development (CPD)

CPD is a mandatory prerequisite to renewing a License or Certificate of registration in many states including NSW. Real E-training offers a series of professional development programs designed to provide a toolkit of practical “performance enhancing” systems and strategies for all property professionals regardless of their role

or experience level. More information regarding CPD can be found at the OFT website fairtrading.nsw.gov.au

All Real E-training CPD programs are aligned to Units of Competency in the NSW Licensing Course or the CPP40307 Certificate IV in Property Services (Real Estate) and offer a pathway to obtaining a qualification within the scope of the training package. As such these courses can attract Statements of Attainment which can count towards completion of the Certificate IV in Property and NSW Licensing Course.

Course in property practice

The Course in property practice is the educational prerequisite to hold a Certificate of Registration, the certificate need to perform the roles/functions of a sales agent or property manager under the Act. The subjects required for this course are as follows; From CPP30309 Certificate III in Property Services (Operations), the following core unit: CPPDSM3019A Communicate with clients as part of agency operations.

From CPP40307 Certificate IV in Property Services (Real Estate), the following three core units:

CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work

CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

CPPDSM4080A Work in the real estate industry.

Licensing

The Real Estate License course is the educational prerequisite to hold a License to act as an agent in NSW and the qualification required to hold this license is currently the Certificate IV in property services (Real Estate) CPP40307. (Check our website for the specific units of competency that must be completed)

Both the Registration and License courses are competency-based and students are required to submit a portfolio of completed tasks and activities for assessment. Competency-based assessment affords students the opportunity to resubmit assignments. If resubmissions are still not yet competent students will be offered the opportunity to again re-submit work. After three failed attempts, students must re-enrol in the training at the full fee.

Duration of programs

Real Estate Licence

We allow up to 2 years for completion of this program from the date of initial enrolment however each subject has nominal hours as a guide for completion for new entrants. A total of between 397 and 465 nominal hours is suggested for this program.

Course in property practice

We allow up to 1 year for completion of this program from the date of initial enrolment however each subject has nominal hours as a guide for completion for new entrants.

A total of between 70 and 90 nominal hours is suggested for this program.

Delivery of CPP40307A

The licence program will be delivered in clusters to provide the student a holistic experience in the completion of their studies, in addition to the delivery assessment will be done over a period of time with the requirement that students complete and submit assessments in chronological order. Subjects/Units of competency will be allocated and assessed in line with the following sequence;

	Subject	UOC	Sections for assessment	Next subject allocated after	Nominal hours
1	Introduction to the property sector	CPPDSM4007A CPPDSM4008A	1. Apply knowledge 2. Develop knowledge	Submission of activity 11	45

		CPPDSM4080A	<ol style="list-style-type: none"> 3. Handle money 4. Agency roles 5. Key register 6. Property sales 7. The sales process 8. Roles and responsibilities of personnel 9. Agency operations 10. Legislative compliance 11. Ethical practices 12. Employment requirements 		
2	Communicate in the property industry	CPPDSM4005A CPPDSM4017A CPPDSM4056A	<ol style="list-style-type: none"> 1. Communicate effectively 2. Relationship management strategies 3. Client care and service standards 4. Personal marketing 5. Building ongoing relationships 6. Establish needs 7. Reach the desired outcome 8. Manage disputes 9. Assess conflict 10. Negotiate resolution 11. Evaluate response 	Submission of activity 5	20
3	Real estate law and ethics	CPPDSM4009A CPPDSM4015A	<ol style="list-style-type: none"> 1. Identify legal requirements 2. Interpret legislative requirements 3. Identify changes in legislative regime 4. Comply with industry codes 5. Maintain records of codes and legislation 6. Identify risks to agency and clients 7. Analyse cause and effect of risk 8. Implement systems and procedures to minimise agency and consumer risk 	Submission of activity 6	36
4	List property	CPPDSM4011A CPPDSM4012A	<ol style="list-style-type: none"> 1. Promote agency services 2. Prospect for listings 3. Establish client needs 	Submission of activity 7	20

			<ol style="list-style-type: none"> 4. Plan presentation 5. Deliver listing presentation 6. Finalise listing 7. Record and act on instructions 8. Execute agreements 		
5	Market property	CPPDSM4013A CPPDSM4014A	<ol style="list-style-type: none"> 1. Develop marketing plan 2. Check marketing materials 3. Implement marketing activities 4. Review and report on marketing 	Submission of activity 3	20
6	Sales fundamentals	CPPDSM4001A CPPDSM4003A CPPDSM4019A CPPDSM4022A	<ol style="list-style-type: none"> 1. Establish requirements 2. Confirm agency 3. Source property 4. Negotiate property sales 5. Research property 6. Appraise rental or sale price 7. Implement auction marketing plan 8. Plan and implement auction day procedures 9. Complete after sale procedures 10. Arrange property inspections 11. Deliver sales presentation 12. Manage contract to settlement 13. Prepare documentation 14. Maintain communication 	Submission of activity 12	80
7	Property management fundamentals	CPPDSM4010A CPPDSM4016A CPPDSM4020A CPPDSM4049A	<ol style="list-style-type: none"> 1. Screen enquiries 2. Undertake inspections 3. Obtain and review applications 4. Complete documentation and install tenant 5. Record tenancy arrangements 6. Respond to enquires 7. Manage tenancy renewal and termination 8. Prepare for tribunal 9. Participate in conciliation 10. Present case 11. Act as a witness 	Submission of activity 12	65

			12. Determine and implement and review maintenance requirements and plans 13. Establish key register 14. Monitor property security		
8	Leadership	BSBLED401A	1. Determine development needs 2. Develop teams and individuals 3. Monitor and evaluate workplace learning	Submission of activity 2	18
9	Financial and business management	BSBRKG304B BSBSMB406A CPPDSM4006A	1. Collate business records 2. Update business record and systems 3. Prepare reports from business records 4. Implement financial management plan 5. Monitor financial performance 6. Review trust account for compliance 7. Establish and maintain trust accounts 8. Manage and control trust accounts 9. Monitor and review trust accounts 10. Authorise and verify trust accounts	Not applicable	74

Delivery of Course in property practice

	UOC	Sections for assessment	Next UOC allocated after	Nominal hours
1	CPPDSM3019A	1. Establishing rapport 2. Client enquires 3. Using databases 4. Client complaints and problems	Submission of activity 3	14

2	CPPDSM4080A	<ol style="list-style-type: none"> 1. Agency operations 2. Comply and interpret legislation 3. Ethical practice 4. Employment requirements 	Submission of activity 3	15
3	CPPDSM4008A	<ol style="list-style-type: none"> 1. Sales practice 2. Sales process 3. Roles of personnel 	Submission of activity 2	15
4	CPPDSM4007A	<ol style="list-style-type: none"> 1. Property management practice 2. Property management process 3. Handling money 4. Roles of personnel 5. Key register 	N/A	15

In the context of the above each activity will be made up of a combination of assessment types than one may be used within one activity i.e. an activity may require the student to complete a series of short answer questions and a form.

Eligibility

There are a number of Eligibility requirements that must be made clear to student prior to enrolment, including the requirements that must be met to hold a Real Estate Licence or Certificate of Registration, which can be found at the Fair Trading website. In addition the Fair Trading eligibility participants in the Real Estate Licence course must with be employed in a real estate office or at least have access to one.

Assessment moderation strategy

Assessment moderation is regularly conducted by assessors and other individual as appropriate. This process involves the selection of random samples of marked assessments collected routinely for each subject area and each assessor involved in its assessment. An annual moderation meeting is conducted to ensure that a consistent approach to marking is undertaken by each trainer and areas for improvement identified.

All assessments are validated and updated annually or when any applicable legislative change takes place.

Recognition of prior learning (RPL)

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Real E-training will be encouraged to seek recognition of them; this process is referred to as RPL.

The determination, of the competencies the student may be entitled to is made on an individual basis, using any or all of the following methods:

- Life experience
- Previous formal training
- Work experience

RPL determines the consequent advanced standing to which the client is entitled in relation to a course/qualification, based on the submission of evidence by the student, the demonstration of competence and the currency of that competence to industry standards. All students will have the opportunity to apply for RPL or discuss the potential application with Real E-training prior to enrolment in their course.

A self assessment / RPL information kit is freely available for download from our website and that will assist in helping candidates for RPL on their suitability.

RPL assessments are conducted at no additional cost to students, however to be eligible to apply for RPL students must have first enrolled in the appropriate program and paid the full fee.

RPL Interview

If an interview is required to gather further evidence the assessor is required to use the assessment guide and bank of assessment question contained in the guide to establish competency, if the assessor wishes to use other questions or methods of gathering evidence this must be documented in the application along with the candidates response.

National recognition policy

Real E-training recognises all qualifications issued by other Registered Training Organisations (RTO's) and as such assures clients that all opportunities will be provided to fulfil the principles of national recognition in regard to credit transfer.

Many courses conducted by Real E-training are derived from national modules and nationally approved competency standards for the real estate industry and as such recognises modules and/or units of competency that are based on the National Competency Standards that meet the designated learning outcomes, when provided by an RTO.

Credit transfer opportunities are available to students who provide evidence from an RTO that they have successfully completed a national module and/or units of competency. The evidence required comprises achievement of competency and a subsequent Statement of Attainment.

Issuing Certificates and Statements of Attainment

Real E-training will issue Statements of Attainment for all modules and/or units of competency completed as part of a qualification. Where a whole qualification has been

undertaken, Real E-training will issue a Certificate showing the qualification name and nationally recognised code, together with a Statement of Attainment for all the units completed as part of the qualification.

If you attend a specialist course that is not part of a qualification and is not an accredited module, a Statement of Achievement and/or a Record of Attendance will be issued.

All student records including but not limited to, enrolment details, statements of attainment, qualifications and courses completed will be kept by Real E-training for a period of at least 30 years.

Replacement of Certificates, Statements of Attainment and Transcripts

Lost or damaged transcripts, certificates or statements of attainment can be replaced on request. Fees may apply for replacement transcripts, certificates or statements of attainment which require the extract of student records from archived records. The details of applicable fees are located on page 8 of this handbook.

Quality management, feedback and evaluation

To assist us to provide quality service through continuous improvement, all students are asked for feedback on their training, enrolment and assessment experiences. Training evaluation forms are provided to all students undertaking training programs with Real E-training. This feedback is then analysed to determine where improvements can be made to our services.

Real E-training will also regularly develop questionnaires or surveys seeking information from students about their perceptions of our services and ideas for improvements and future development.

Welfare and guidance

Students of Real E-training are treated as individuals and are offered advice and support services which assist in achieving identified outcomes.

Guidance services

As a support mechanism to Real E-training staff and students specialised welfare and guidance services are available, including;

Libraries

State Library NSW
Macquarie Street
Sydney (02) 9230 1414

Central Library
Town Hall House
Sydney Square (02) 9265 9053

Adult Migrant English Services

Head Office
Student/Community Support Service
84-86 Mary Street
Surry Hills (02) 9289 9222

Reading Writing Hotline

8 am – 8 pm 1300 655 506

Department of Education and Training (NSW)

General enquiries (02) 9266 8111
Aboriginal Unit: (02) 9244 5426
Disability Services: (02) 9244 5085
Vocational Training Unit: 13 28 11

Industrial Relations

Federal Awards: 1300 363 264
State Awards: 13 16 28
Traineeships and
Apprenticeships: 13 28 11

Centrelink support services

Centrelink has the following payment and products available to people studying or training. Payments and products are subject in many instances to asset tests and may also be determined based on the number of hours undertaken.

Individual opportunities need to be discussed with Centrelink on 132 850

Equal opportunity

Real E-training provides equal opportunity for all employees, contractors and students regardless of sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction or religious belief.

Real E-training is committed to examining all policies and practices, as they affect employees, contractors and students, to ensure the elimination of discrimination and harassment and is committed to providing a work and study environment free from vilification.

Real E-training has a legal and moral obligation to provide equal opportunity in employment and a workplace free from harassment, for employees, contractors and students. The success of Real E-training's program to overcome disadvantages, to eliminate discrimination and to eliminate harassment relies on the cooperation of all workplace participants.

Whilst all participants are provided with equal opportunity to complete courses, there may be some participants who are excluded from holding a Certificate of Registration or a License from Office of Fair Trading (OFT). If any students have queries regarding their eligibility for holding a Certificate or Registration or license they can speak Real E-training or the OFT for clarification.

As a student, you have the responsibility to:

Act to prevent harassment and discrimination against others at Real E-training
Respect differences among students and trainers such as cultural and social diversity
Treat people fairly, without discrimination or harassment.

Legislation covering antidiscrimination in Australia that applies to Real E-training includes:

NSW Anti-discrimination Act, 1977 (NSW)
Racial Discrimination Act, 1975 (Commonwealth)
Sex Discrimination Act, 1984 (Commonwealth)
Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
Disability Discrimination Act, 1992 (Commonwealth)

Copies of these Acts and Regulations can be found at www.legislation.nsw.gov.au

Real E-training is committed to providing programs to assist members of Equal Employment Opportunity (EEO) groups to overcome past or present disadvantage. EEO groups are people affected by past or continuing disadvantage or discrimination. These groups include:

- Women
- Aboriginal people and Torres Strait Islanders
- Members of racial, ethnic and ethno-religious minority groups
- People with a disability.

Real E-training considers the following ways, of improving employment access and participation for EEO groups:

- Carrying out needs-based employment programs
- Making workplace adjustments for people with a disability (see below)
- Implementation of workplace change which supports EEO groups participation
- Providing training and development for members for EEO groups
- Establishment of EEO group networks
- Offering language programs

Disability

Employees, contractors and students with disabilities are encouraged to discuss with the Training Manager any 'reasonable adjustments' to the work and study environment which they consider being necessary or would assist them in the performance of their duties or studies.

Careful consideration will be given to any proposal of this nature, and where reasonably practicable, such adjustments will be made. There may however be circumstances, however where it will not be reasonably practicable for the Organisation to accommodate those proposals and where some other adjustment or treatment may be justified in line with statutory provisions.

Monitoring and review

Real E-training monitors the EEO status of employees, contractors and students working and studying at Real E-training. This monitoring and review process is linked with Real E-training Continuous Improvement Process.

Outcomes of EEO monitoring are used to help determine programs and special measures for people in EEO groups. The effectiveness of these programs are also monitored and reviewed as part of Real E-training Continuous Improvement Process.

All complaints regarding discrimination will be treated seriously and investigated promptly, confidentially and impartially. Students can lodge complaints by following Real E-training Grievance Procedures (see page 8).

If your complaint is not resolved you can seek advice from the Anti-discrimination Board on (02) 9318 5400.

Prevention of harassment, vilification, bullying and discrimination

All employees, contractors and students have an equal opportunity to work and study with Real E-training. Real E-training will not tolerate behaviour could be regarded as harassing, vilifying or bullying.

It is against the NSW Anti-discrimination Act, 1977 (NSW) for employees, contractors and students in educational institutions to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or

transgender. Federal anti-discrimination legislation also applies to staff, contractors and students.

Real E-training is committed to providing an environment which recognises and respects the diversity of employees, contractors and students and is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

Real E-training recognises that harassment, vilification and bullying demeans and infringes the rights of individuals and groups, damaging the work and study environment. Harassment, vilification and bullying will not be tolerated at Real E-training. Real E-training will ensure that complainants of harassment, vilification and bullying will not be victimised for making a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Training Manager should be contacted.

Sexual harassment

Real E-training deplores all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. All new trainers and employees are informed of Real E-training's policy on sexual harassment at induction, where it is stressed that all complaints will be treated seriously.

The following actions may be taken;

- Students who are victims of minor sexual or racial harassment are advised to try an informal approach in the first instance. By either speaking directly to the harasser or in a letter, students can make it clear that the behaviour is unacceptable, that it is causing distress and that it must stop.
- Where informal methods fail, or serious harassment occurs, students are advised to bring a formal complaint. The complaint should be made in writing and, where possible, the name of the harasser, the nature of harassment, dates and times when harassment occurred, names of witnesses to any incidents of harassment and any action already taken by the complainant to stop the harassment. The complaint should be sent to the Training Manager.

Investigation of complaints

As soon as a complaint of sexual harassment is made, action is taken to separate the harasser and complainant during the course of the investigation.

The Training Manager will carry out an investigation as quickly as possible. This will include interviewing the complainant, the harasser and any witness. Any statements by witnesses will be made available to the complainant and harasser.

Any person interviewed in the course of the investigation may be accompanied by a colleague of their choice at the interview. Requests for support of an external person may also be acceptable.

All people involved in investigations are expected to respect confidentiality.

The outcomes of the investigation will be confirmed in writing to both the complainant and the harasser.

If the complainant is not satisfied with the way the complaint has been handled, they may request that Real E-training's Chief Executive Officer reconsider the matter. Such requests should be made within five working days of the written confirmation of the outcomes of the investigation. Decisions from this second investigation will be sent, in writing, to both parties and will be final.

Action where sexual harassment is found

Where it is concluded that sexual harassment has taken place, the harasser will be given the opportunity to defend or explain their actions. Harassment is such a serious issue that a student found to have sexually harassed an employee; a contractor or another student may be expelled from training, without refund.

Employees found guilty of harassment will be subject to internal disciplinary procedures, including dismissal, Contractors found guilty of harassment may have their contracts terminated.

Where expulsion, termination of contract or dismissal is not justified, Real E-training will take action to ensure that the victim is able to continue working or learning (in case of students). After discussion with the victim, the harasser may be removed from running or participating in the particular training that the victim is participating in. In the case of employees, the harasser may be transferred to a different work area or other arrangements may be made to minimise contact between the two parties.

Students, employees and contractors may appeal against these penalties under the grievance procedures.

Child protection

From time to time Real E-training may have students enrolled in courses or programs who would be classified as 'minors'. Real E-training is responsible for ensuring that such children are protected, while training with Real E-training, from any type of abuse.

As such all employees, contractors or any staff engaged on behalf of Real E-training to deliver services to students will be required to have a working with children check completed as a condition of employment.

Privacy

What is the purpose of the Privacy Act?

The main purpose of the Privacy Act is to establish a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information. The Act has special protection for sensitive information. Personal information is information that can identify a person such as names, addresses, photographs, etc. Sensitive information is information about a person's racial or ethnic origin, political opinions, religious beliefs, memberships of a trade union, professional or trade association, sexual preference, criminal record, and health information. Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Consumers can ask to see the information collected and for it to be corrected if it is wrong.

Who does the Act apply to?

The Act came into effect for private sector organisations from 21 December 2001 if they have \$Million annual turnover, or 21 December 2002 if the organisation gets a benefit, service or advantage from the collection and disclosure of personal information. Most real estate agencies fall within the second category.

Real E-training is bound by the Privacy Act and respects your right to privacy.

Real E-training provides educational and professional development courses to property agents and the general public. Information may be collected upon enrolment and during the provision of the training courses. Certain information is also required by the Australian Skills Quality Authority (ASQA), Department of Education, Science and Training (DEST) the Department of Education and Training (DET) and the Office of Fair Trading (OFT).

Real E-training may use personal information to advise students of forthcoming events and training courses and for marketing and research purposes. Student surveys are conducted and information is collected on the training provided. This information assists the Organisation in improving the quality of the services and training and is treated confidentially. The Organisation will only disclose information to other parties as stated above, as required by law, including ASQA, DEST and DET, or as otherwise allowed under the Privacy Act 1988. If the information is not required by law it will not be provided to a third party without the student's permission. If the required information is not provided the Organisation may not be able to provide training courses to students effectively or at all.

If you would like to access your personal information, or it needs to be updated or corrected, you may contact us by phone on 1300 454661 or via email at training@realetraining.com.au.

This privacy statement may be revised from time to time.

A summary of the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000

The Act sets out the National Privacy Principles (NPPs) which are the ten basic privacy standards with which organisations must comply in order to protect personal information.

Collection (NPP1)	Collection of personal information must be fair, lawful and unobtrusive and necessary for the organisation's functions. You
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	<p>must advise the person of the organisation's name, the purpose for collection, any other organisations to whom it may be disclosed, that they can get access to their personal information and what happens if they do not give the information.</p>
Use and Disclosure (NPP2)	<p>An organisation may only use or disclose the information for the purpose it was collected (primary purpose) unless the person has consented, or the secondary purpose is related to the primary purpose and the person would reasonably expect such use or disclosure. Direct marketing may be used in specified circumstances but certain rules apply - where you have the opportunity to get consent, you should do so. The marketing material should advise that the person may request not to receive details of the firm. Personal information may be disclosed when it relates to law enforcement or for health and safety.</p>
Data Quality (NPP3)	<p>An organisation must take reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up-to-date.</p>
Data Security (NPP4)	<p>An organisation must take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.</p>
Openness (NPP5)	<p>An organisation must have a policy document outlining its information handling practices and make this available to anyone who asks for it.</p>
Access and Correction (NPP6)	<p>Generally speaking, an organisation must give an individual access to personal information it holds about that individual on request. Exceptions apply, such as where this would pose a serious threat to life or health, it is vexatious, it impacts on another person's privacy, there are legal proceedings, or it is prejudicial to a police investigation, etc. Reasonable steps must be taken to correct information.</p>
Identifiers (NPP7)	<p>Generally speaking, an organisation must not adopt, use or disclose, an identifier that has been assigned by a Commonwealth Government 'Agency', for example, Centrelink customer reference numbers. An ABN is exempted.</p>
Anonymity (NPP8)	<p>Organisations must give people the option to interact anonymously whenever it is lawful and practicable to do so.</p>
Trans-border Data Flow (NPP9)	<p>An organisation can only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate protection such as similar privacy legislation, or with consent.</p>
Sensitive Information (Npp10)	<p>An organisation must not collect sensitive information unless the person has consented, or it is required by law or in special circumstances, for example, to a health service or for public health or safety.</p>

Further information on the National Privacy Principles can be found at the Federal Privacy Commissioners Website: www.privacy.gov.au

Occupational health and safety

Real E-training recognises its corporate responsibility under the NSW Occupational Health and Safety Act 2000 and related regulations. The CEO has a key responsibility for ensuring the health and safety of staff, students, contractors and others, in fulfilling

this responsibility, we will, as far as practicable, provide an environment that is safe and without risk to health.

This includes:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation or equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees and students.
- Provide information, training and supervision for all staff and contractors, helping them to integrate OHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check OHS system compliance via ongoing auditing.
- Integrate continuous improvement into Real E-training's OHS performance.

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