



RTO: 41499



# Learner Handbook

Please direct any questions you have to:

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## Introduction

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This information booklet is designed to provide you with information about the training products provided by the Real Estate Training Academy and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Real Estate Training Academy. Course information is contained in our course guides and promotional flyers which are supplied separately.

## About Real Estate Training Academy

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Real Estate Training Academy is a Registered Training Organisation (Code: 41499) providing high-quality training to learners in Australia. Real Estate Training Academy has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers and Assessors. You can find out more about Real Estate Training Academy at the following websites:

[www.retac.com.au](http://www.retac.com.au)

<https://training.gov.au/Organisation/Details/41499>

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

## Our Training Products

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### **Real Estate Training Academy**

Real Estate Training Academy provides training that meets the educational requirements for real estate licences in South Australia. For additional requirements of licences for real estate professionals please visit: <https://www.sa.gov.au/topics/business-and-trade/licensing/real-estate/professionals>

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

- **CPP40307 Certificate IV in Property Services (Real Estate)**
- **CPP50307 Diploma of Property Services (Agency Management)**
- **Property Manager Registration (PMR) program** (statement of attainment)

For the real estate courses students are offered the following training options:

- a) Online or
- b) Distance

Students have the option of attending night classes and 1-Day Workshops at no extra cost. Class attendance is not compulsory.

Web: [www.realestatetrainingacademy.com.au](http://www.realestatetrainingacademy.com.au)

**Contractor Licence Business Criteria and CLBC** are registered business names belonging to Real Estate Training Academy atf the Real Estate Training Academy Trust (RTO 41499).

Web: [www.clbc.com.au](http://www.clbc.com.au)

### **Contractor Licence Training:**

In South Australia contractors must meet the business knowledge and experience requirements to be granted a Contractor's licence (builder, plumber, gas fitter, electrician, Security/Investigators licence). For licence requirements please visit <https://www.cbs.sa.gov.au/apply-pay-online/> or phone CBS on 131 882.

At CLBC we deliver accredited units specified in Option 2 by Consumer and Business Services to meet the Contractor Licence Business Criteria requirements. Option 2 consists of:

- a) BSBSMB401 - Establish legal and risk management requirements of small business; and
- b) BSBSMB406 - Manage small business finances

**Labour Hire Licence Training:**

A labour hire business provides workers to another business and pays a worker's wages, accommodation or meal allowance either in full or in part. Labour hire services are commonly referred to as on-hire arrangements. In South Australia from 1 September 2018 all labour hire providers must be licensed. If your business is required to obtain a labour hire licence CLBC's **Labour Hire Business Licence program** meets the accredited 'knowledge and experience' requirement which is:

- a) BSBSMB401 - Establish legal and risk management requirements of small business; and
- b) BSBHRM505 - Manage remuneration and employee benefits.

CLBC's individual business units can also be accessed by students wanting to complete one or both units for professional or personal development.

CLBC business units are only offered as Online study.

Real Estate licences, Contractor Licences, Labour Hire Licences are administered by Consumer and Business Services SA, [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au), Phone 131 882.

**Our mission**

**To deliver quality training assessment that meets the needs of learners and industry.**

**Our objectives**

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers and administration staff. We promote excellence in performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident

and productive training and assessment environment.

- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

**Our Location**

Our office is located at Suite 30, The Watson, 33 Warwick St, Walkerville, SA 5081. Our training room is in Suite 23 at the same address.

**Parking**

There is ample parking in and around The Watson complex. You should take care to comply with any time or metered instructions as displayed on street signs.

**Public Transport**

There are a number of bus services (including 206, 208, 281) that service Walkerville Terrace. Alight at Stop 9 or Stop 10.

**Lunch Options**

If you are looking to buy lunch whilst you are at our training rooms there are a number of eateries in and around the premises.

## Our Trainers and Assessors

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Our Trainers and Assessors are dedicated professionals that possess accredited training and assessment qualifications, qualifications in real estate and business and that have current and ongoing experience in real estate and business. Their industry experience is maintained by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Real Estate Training Academy we deliver a nationally accredited qualification through flexible study options that include distance, online and face-to-face training. When you study with Real Estate Training Academy, your Trainer Assessor is accessible to you throughout your course. You can either attend a classroom training environment, or use phone or email to communicate with your Trainer Assessor for learning supports. Our trainers and assessors are also accessible over holiday periods so that we can maintain course progress and continuity.

## The Enrolment Process

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Real Estate Training Academy is open to all learners. It is important that all potential students follow the enrolment process:

- Read through the course guides and identify the course/training you would need. If you need further advice contact us for assistance and guidance.
- Read through this Learner Handbook and Schedule of Fees documents. If you have any questions please contact our team.
- Read through and complete the Enrolment Form. Ensure all fields are completed and that the 'Declaration' section is read and understood.
- Ensure we have a copy of your photo ID.
- A payment is required at enrolment.
- After enrolment information is processed and payment clears the student will be emailed a

Confirmation of Enrolment and induction. Online students will also be emailed their login details.

All fees and charges are disclosed to all inquirers before they choose to enrol.

## Our expectation of you, the Learner

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Real Estate Training Academy expects each learner to:

- contribute to learning in a harmonious and positive manner free of harassment and discrimination;
- comply with the rules, regulations and policies of Real Estate Training Academy.
- be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- monitor your own progress by ensuring that assessment deadlines are observed.
- utilise facilities and Real Estate Training Academy publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- respect other learners and Real Estate Training Academy staff members and their right to privacy and confidentiality.

## Unique Student Identifier (USI)

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

For more information on the USI please visit [www.usi.gov.au](http://www.usi.gov.au). It's free and easy to create your own USI and will only take a few minutes of your time.

Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

### **Your safety**

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Real Estate Training Academy is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2012 (South Australia) of our responsibilities to maintain a safe environment.

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

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

### **Electrical equipment**

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- Electrical equipment that is not working should be reported to Real Estate Training Academy staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **Fire safety**

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- Real Estate Training Academy will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

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- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

## Enrolment, Management and Administration

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Real Estate Training Academy ensures that the academic, financial and other records maintained by us are complete and accurate.

These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the client or required by law.

## Access and Equity

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

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Real Estate Training Academy. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an external agency they can contact the Australian Human Rights Commission Complaints Info-line on 1300 656 419.

## Your privacy

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Real Estate Training Academy takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- Real Estate Training Academy will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Real Estate Training Academy is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the

Australian Skills Quality Authority. In all other cases Real Estate Training Academy will seek the written permission of the learner for such disclosure. Real Estate Training Academy will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

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

### **Fees payable**

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Fees are payable at enrolment. A student enters into a training contract and must pay all fees in accordance with the payment terms and dates. The initial fee or deposit payment must be paid prior to commencing training at Real Estate Training Academy and is non-refundable. Real Estate Training Academy may discontinue training if fees are not paid as required. Testamurs and statements of attainment will not be issued until all fees have been paid. For a full list of current fees and charges please request a copy of Real

Estate Training Academy Schedule of Fees and Charges.

### **Learner cancellation**

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Learners wanting to withdraw part way through a training program must do so by notifying Real Estate Training Academy in writing via email or letter at the soonest opportunity. Your request for withdrawal will be considered and is not automatically granted. Changing your mind is not enough reason to request a withdrawal. Learners who are granted a withdrawal after a training program has commenced will **not** be entitled to a refund of any fees. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing at a later time.

### **Learner not contactable or not responding**

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Where a learner is not contactable or fails to respond to requests by the Real Estate Training Academy, the learner’s enrolment may be terminated in absentia. This action may only be taken where the Real Estate Training Academy has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course.

Before a learner’s enrolment can be terminated without their written or expressed consent the following protocol will be followed:

- A minimum of three attempts (four weeks apart) will be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner’s enrolment will be terminated and if fees have been paid then any final Testamur to which the learner is entitled will be sent registered mail to the last known mailing address. If fees have not been paid then the



learner will be notified that they have a Testamur on file.

### Replacement of text & training workbooks

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Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Real Estate Training Academy schedule of fees and charges.

### Refunds

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When a student completes the enrolment process and has paid their non-refundable deposit they become enrolled and can start their course immediately.

After a student enrolls the Real Estate Training Academy begins to prepare and then distribute resources as well as allocating training and assessing staff.

Therefore if a student requests and is granted a withdrawal after they have successfully enrolled and after they have paid any fee(s) they will **not** be entitled to a refund of fees paid.

### Payment method

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Real Estate Training Academy accepts payment for fees and charges using:

- Credit Card and/or bank card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Real Estate Training Academy)
- Cash.

### Substitutions

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

### Transfers

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

### Our Guarantee to Clients

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

As an example: A learner enrolled in a course of 24 units of competency and to date has paid \$3,600 as the total course fee. If the course is cancelled due to the trainer falling ill and the learner at that time had completed 20 of the 24 units. The learner’s enrolment would be finalised and the learner would receive a statement of attainment for the 20 completed units. The learner would also receive a refund of \$600 which represents that value of the training not delivered.

### Changes to terms and conditions

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Real Estate Training Academy reserves the right to amend the conditions of the learner’s enrolment at any time. If amendments are made that effect the learner’s enrolment the learner will be informed 7 days prior to changes taking effect.

## Access to your records

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You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Real Estate Training Academy you are welcome to request access. Please ask your trainer and access will be provided on the same or next day.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this information using the Learner Records Request Form. Access to own student records during a work day will be arranged as soon as possible but may take one working day. Learners should note that these records cannot be taken out of the premises unless a copy is requested. Where photocopies are requested, Real Estate Training Academy reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of requesting a reissuance of a previously issued statement of attainment or qualification certificate, (if you have lost or misplaced your AQF certificate) you can request a reissued certificate from Real Estate Training Academy. To obtain this you must request this in writing. The cost of \$50.00 for each certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the

bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate. We require photo ID of anyone requesting a reissuance of Testamur and this includes any person collecting them from our office.

## Continuous improvement

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

## Industry Engagement

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Real Estate Training Academy regularly engages with industry to evaluate our training and assessment services. This ensures that our graduates possess the required skills and knowledge to the standard of performance required by industry (workplace). Our trainers also network within the real estate and business sector and attend regular professional development.

## Learner satisfaction survey

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

## Assessment

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At Real Estate Training Academy assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies and Role Play.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short to medium answer responses and multiple-choice.
- **Research Tasks:** The learner is required to undertake research while referring to and using our Workbooks. Research based assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be industry specific.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study real-world scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended action(s).
- **Role Play and Skills Assessment:** The learner is required to simulate a realistic scenario as prescribed by the requirements of the unit/s. An assessor records the learner's performance against the requirements of the activity as specified in the unit of competency. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Practical Demonstration:** The learner must demonstrate an understanding of a variety of forms and contracts required for the real estate sector. They must also demonstrate

how to complete and amend these forms and contracts.

## Re-assessment

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Learners who are assessed as not yet competent are to be provided with detailed feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Real Estate Training Academy to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities may be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learner's requiring additional learning support must bring this to the attention of Real Estate Training Academy management so the progress of the learner can be monitored closely and additional support services can be applied. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

## Grading and Resulting

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Students must demonstrate competency with each assessment. When marking assessments the assessors will issue grades of:

- **Competency Achieved** (Pass)
- **Not Yet Competent** (Not yet passed and requiring a re-submit)
- **Competency Not Achieved** (Failure to demonstrate competency)

**Issuing qualifications and statements of attainment**

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Real Estate Training Academy will issue all AQF certification documentation (qualifications and statements of attainment) to a learner within 30 calendar days of the learner being assessed as meeting all requirements of the training product. Testamur will only be issued providing all agreed fees the learner owes to Real Estate Training Academy have been paid in full.

**Language, literacy & numeracy skills**

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Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as customer service, writing of reports, completion of contracts and forms, and comprehending written work instructions.

- An applicant's language, literacy and numeracy skills may be assessed during enrolment if the applicant appears to have LLN skills gaps.
- RETAC will support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Should any student require language, literacy and numeracy skills assistance that cannot be provided by RETAC staff then they will be referred to the following services:
  - TAFE SA English Language Centre for newly arrived migrants and refugees (funded by AMEP). Phone: 8226 6555
  - Skills for Education and Employment (SEE) Program. Phone 132 850 or visit <https://www.education.gov.au/skills-education-and-employment>

- Adult Community Education (ACE) programs can help you to improve your foundation skills in language, literacy, numeracy, computing, and personal skills. Phone: 1800 506 266 or visit <http://www.skills.sa.gov.au/training-learning/adult-community-education>.
- Reading Writing Hotline which is Australia's national telephone referral service for adult literacy and numeracy for help with reading, writing and basic maths. Phone 1300 6 555 06 or visit <https://www.readingwritinghotline.edu.au/>
- Reasonable adjustments may include negotiating an extension of time to complete training programs.

**Making complaints & appeals**

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

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

[www.retac.com.au](http://www.retac.com.au)

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

- Suite 30, The Watson, 33 Warwick St, Walkerville, SA 5081
- PO Box 329, Glenside, SA 5065
- [info@retac.com.au](mailto:info@retac.com.au)

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

- George Ganter 0418 853 579

### **What is a complaint?**

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A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Real Estate Training Academy in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

### **What is an appeal?**

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

### **Early resolution of complaints & appeals**

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

### **Complaint and appeals handling**

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

- Written records of all complaints / appeals are to be kept by Real Estate Training Academy including all details of lodgement, response

and resolution. Real Estate Training Academy will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint/appeal handling are stored securely to prevent access to unauthorised personnel.

- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Step 1: Lodge the complaint in writing and send to the RTO. You will be contacted within 7 working days to have the opportunity to discuss the complaint with the CEO or RTO Administration Manager. All reasonable measures are taken to finalise the process as soon as practicable.
- Step 2: The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal within fourteen (14) days of the lodgement of the complaint / appeal.
- Step 3: Our aim is to have all complaints / appeals resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling.
- Step 4: If the Complainant is not satisfied with the resolution of their complaint they can either further discuss this with the CEO or lodge a complaint with an external body such as the Training Advocate. Please refer to the section on 'Unresolved Complaints and Appeals'.

- Making a complaint will not disadvantage a student's enrolment. However if the Complainant is a student they must still meet the obligations of their enrolment such as pay agreed course fees.
- Complaints / appeals are to be handled in the strictest of confidence. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be in writing.

### Review by an independent person

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Real Estate Training Academy acknowledges the Complainant's right seek advice from an independent body. Before a person seeks a review by an independent body they are requested to first allow Real Estate Training Academy to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent body such as the **Training Advocate**.

Following a review and advice from an accredited independent body, such as ASQA or the Training Advocate, Real Estate Training Academy will see that advice and resolution as final pending any appeals process the RTO is entitled to.

### Unresolved Complaints and Appeals

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Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Real Estate Training Academy, they may refer their grievance to the following external agencies:

*(Prior to lodging a formal complaint with the National Training Complaints Hotline, it is important to follow the full and formal grievance process of the training organisation with which you have a grievance)*

- For dispute resolution assistance you have the option of contacting **Office of the Training**

**Advocate, Level 5, 131 Grenfell Street, Adelaide (RAA Building). Phone 1800 006 488**

- For a query or complaint about the training sector phone the **National Training Complaints Hotline** on 13 38 73 - Please select option 4.

### Recognition of your existing skills & knowledge

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

### What is recognition?

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

### Recognition guidelines

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

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or a qualification which

are not included in Real Estate Training Academy scope of registration.

- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- RPL process may involve multiple assessment steps and incurs a fee. Refer to Schedule of Fees and Charges for fee structure.

### Forms of evidence for recognition

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

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

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;

- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

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

Please note that the Real Estate Training Academy charges a fee for RPL. Please refer to the Schedule of Fees and Charges.

### What is national recognition?

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

### Evidence requirements

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If you are seeking national recognition you are required to present your statement of attainment or qualification with record of results for examination to Real Estate Training Academy.

These documents will provide the detail of what units of competence you have been previously

issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies which are certified as a true copies of the original.

### **National recognition guidelines**

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

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

### **Legislative and Regulatory Responsibilities**

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Real Estate Training Academy is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Real Estate

Training Academy has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Real Estate Training Academy.

When participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at:

[www.legislation.sa.gov.au](http://www.legislation.sa.gov.au) (South Australia)

<http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (refers to all States and Territories)

[www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal)

The following is a summary of the legislation that will generally apply to your training.

### **Work Health and Safety Act 2011**

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

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

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

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own



health and safety and that of others who may be affected by their actions or omissions.

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

### **Privacy Act 1988**

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

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

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

### **Disability Discrimination Act 1992**

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#### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a

disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

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

### **Sex Discrimination Act 1984**

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The objects of this Act are:

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

### Age Discrimination Act 2004

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The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

### Racial Discrimination Act 1975

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

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and

- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### Copyright Act 1968

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

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

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

### Fair Work Act 2009

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

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

- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

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

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

### **Vocational Registration Requirements**

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To work as a Sales Representative/Land Agent in SA registration with the South Australian regulators Consumer and Business Services is required. For Registration requirements visit: [www.cbs.sa.gov.au/forms-and-publications/forms/](http://www.cbs.sa.gov.au/forms-and-publications/forms/) Follow the links to Real estate/Land agents in "Occupational licensing".

Contractor Licence Business Criteria information can be accessed at CBS SA at: [https://www.cbs.sa.gov.au/assets/LAR/occupational/business\\_criteria.pdf](https://www.cbs.sa.gov.au/assets/LAR/occupational/business_criteria.pdf)