



REAL ESTATE
TRAINING SOLUTIONS

ACT Traineeship Information Handbook

Real Estate Training Solutions Pty Ltd
t/a

Real Estate Training Solutions

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Introduction and Welcome

Welcome to Real Estate Training Solutions (RETS), a Registered Training Organisation (RTO – RTO Provider Code: 90897) currently offering a range of real estate and strata management training in NSW and the ACT.

RETS is approved by the National Regulator for Vocational Education & Training (VET), the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training.

RETS conducts training in compliance with relevant Commonwealth, state or territory legislation and regulatory requirements. These include:

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

RETS is approved by Skills Canberra to deliver subsidised training under its Australian Apprenticeships (User Choice) program.

This Traineeship Information Handbook is designed for students completing subsidised training as part of the ACT Australian Apprenticeship (User Choice) program.

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

The most recent copy of this Handbook can be found at the RETS website - www.rets.com.au

It is vital that you read this document in conjunction with the RETS Student Handbook.

Code of Practice

High-quality Vocational Education and Training (VET) is vital to Australia's economic prosperity.

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

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

For more information about the VET Quality Framework, visit:

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

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

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

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

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

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

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

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

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

Commencement date:

You are considered to have commenced your course on the day that you complete your course induction. Your course induction usually takes the form of a telephone interview between you and a RETS representative.

At the end of the course induction interview, you will receive an email from RETS advising you that your course has been released.

Student rights and obligations whilst undertaking a RETS course include:

Obligations:

- Understand, accept and enter into an agreement with RETS as outlined above

- Complete all assessments within the course timeframes
- Provide accurate personal information and update RETS if any details change
- Treat all RETS staff with respect
- Complete assignments and assessment tasks without plagiarism
- Advise RETS staff if you wish to withdraw from a course as soon as possible
- If you are issued with a login and password, ensure that it remains confidential

Rights:

- To be provided with information on training, assessment and support services prior to enrolment
- To complete nationally recognised training courses that are up to date and reflect the appropriate training package
- Be provided with timely feedback on assessments (as per our 10-business day marking turn-around time)
- Have your records kept confidentially and only provided to appropriate certified users
- Be treated fairly, ethically, and respectfully by all RETS staff
- If RETS is unable to provide the training and assessment services that you have paid for as described in your written agreement with RETS, you have the right to have your money fully refunded.
- Where, for whatever reason, RETS (or any of its Third-Party partners, if applicable) is unable to complete the training in the program in which you are enrolled as described in your written agreement, RETS will endeavor to make arrangements with other appropriate RTOs to provide the outstanding training and assessment.
- Where RETS has a third-party agreement and the third-party is unable to deliver or complete the assessment, RETS will ensure that the training and assessment is completed internally through RETS.

- You will be informed, as soon as practicable, of any changes to the services provided by RETS including change of ownership or changes to existing or new third-party arrangements that will directly affect or impact you.

RETS' obligation to you, the student:

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

What is a Traineeship?

Traineeships combine work-based training with an employer and formal training from a training provider (RTO). For a traineeship to be set up, a Training Contract must be established between the employer and you, the trainee. Training contracts are regulated by the government.

During your traineeship, you will combine on-the-job training with formal study. This improves the likelihood that you will get the skills and experience future employers are looking for. Traineeships are offered 2 years full time and 3 years part time.

Australian Apprenticeships

You are enrolling with RETS to complete a Vocational Education & Training (VET) qualification as part of your Australian Traineeship. The subsidised training you receive is called an Australian Apprenticeship (AA). The term 'Australian Apprenticeships' covers both apprenticeships and traineeships, which start when an employer creates a job and decides to use this way of employing and training staff.

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of Vocational Education and Training qualification levels in many occupations including traditional trades and can be either full-time or part-time.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and is held in high regard in many overseas countries as well.

The Benefits for You

Completing a traineeship has many benefits as a pathway into a career. These include:

- Earning a wage while you learn
- Developing practical skills specific to the occupation or industry you are interested in
- Experiencing training that is hands-on and delivered in the workplace, in a classroom, or a combination of both approaches
- Gaining a nationally recognised qualification which can provide the basis for further education and training over the course of your working life.

- Accessing government financial support and other benefits to assist with the costs incurred whilst you are undertaking your training
- Updating skills in an area you already work in
- Increasing your value as a qualified employee

Your traineeship can also be used as a pathway to a higher-level qualification, including other vocational education and training qualifications, and university qualifications.

All traineeships (and apprenticeships) require:

Training Contract that is signed by both the employer and trainee (or apprentice) approved by Skills Canberra

Paid Employment under an appropriate industrial arrangement (for example, an award or enterprise agreement)

A **Training Plan** endorsed by an RTO that specifies the training required to achieve the appropriate nationally recognised qualification.

Training Contract

A Training Contract is a legally binding agreement between the employer and you, the trainee, and covers the duration of your traineeship. A completed and signed Training Contract is used to register your traineeship and protects both the employer's and employee's interests and outlines each party's obligations, including the training and supervision that must be provided. The training contract consists of:

- the qualification to be undertaken
- an estimate of how long it will take to complete
- the number of hours of training and of employment to be provided each week
- each party's obligations to each other
- what to do if there is a problem
- off-the-job and on-the-job training and assessment arrangements

The completion and registration of your Training Contract is completed by a provider from Apprenticeship Connect Australia (commonly called an Apprenticeship Centre).

Paid Employment

The terms of your employment include pay arrangements; this is described in your Training Contact.

Training Plan

A **Training Plan** is a formal document which describes how the training and assessment will be carried out during your traineeship. The Training Plan specifies:

- how, when and where training will be delivered
- what assessment methods will be used.

Each trainee has their own Training Plan, which is developed collaboratively by:

- your employer
- you, the trainee
- the supervising Registered Training Organisation (RTO), that is RETS.

RETS develops a Training Plan for you after your Notification of Business (NOB) date. The NOB date is the date when RETS is notified that a new Training Contract has been created between you and your employer and that RETS is the nominated RTO to deliver the formal training component of your traineeship.

Before your Training Plan is completed, RETS will check that your employer has the facilities, equipment, knowledge, skills and supervisory staff to provide you with your work-based training.

RETS must review and update your Training Plan regularly to ensure it remains current.

Traineeship costs

You need to pay a fee called the Tuition Fee. See 'Fees and Charges' section below for more information.

Traineeship Eligibility in the ACT

To be eligible for a traineeship in the ACT (Australian Apprenticeships User Choice funding) you must:

- a) work in the ACT and
- b) be at least 15 years-of-age and
 - be an:
 - Australian citizen
 - Permanent resident
 - New Zealand passport holder who has been a resident in Australia for more than 6 months, or
 - a person who holds a visa that is identified as being eligible (refer Table A), and
- c) receive remuneration for your work, and
- d) complete a minimum of 15 hours combined work and training per week (employment and training hours may be averaged over 4 weeks for non-school based training contracts), and
- e) undertake an approved traineeship qualification with an approved RTO, as listed on the ACT Qualifications Register; and
- f) have the required supervision in the workplace for a traineeship

Table A: VISA TYPES	
<i>Eligible visa types (for funding)</i>	<i>Ineligible visa types (for funding)</i>
<ul style="list-style-type: none"> • 100 - Partner (migrant) • 102 - Adoption • 103 - Parent • 114 - Aged dependent relative • 115 - Remaining relative (permanent) • 116 - Carer (permanent) • 117 - Orphan relative • 124 - Distinguished talent • 132 - Business talent • 143 - Contributory aged parent 	<ul style="list-style-type: none"> • 173 - Contributory parent (temporary) • 188 - Business innovation and investment (temporary) • 300 - Prospective marriage • 400 - Temporary work (short stay) • 403 - Temporary work (international relations) • 405 - Investor retirement • 407 - Training • 408 - Temporary activity • 417 - Working holiday

<ul style="list-style-type: none"> • 155, 157 - Resident return visa • 186 - Employer nomination scheme • 187 - Regional sponsored migration scheme • 189 - Skilled independent • 190 - Skilled nominated • 200, 201, 202, 203, 204 and 866 - Permanent humanitarian visas • 309 - Partner (provisional) • 445 - Dependent child • 449 - Temporary humanitarian concern • 491 - Skilled work regional (provisional) • 494 - Skilled employer sponsored (provisional) • 785 - Temporary protection • 786 - Temporary humanitarian stay • 790 - Safe haven enterprise • 801 - Partner (permanent) • 802 - Child • 820 - Partner (temporary) • 864 - Contributory aged parent (permanent) • 866 - Protection (XA) • 887 - Skilled regional • 888 - Business innovation and investment (permanent) • 890 - Business owner • 891 - Investor • 892 - Sponsored business owner • 893 - Sponsored investor • Criminal justice stay (subclass ZB 951) visa holders who are victims of human trafficking and slavery • A bridging visa where the substantive visa appears on the eligible visa type list (evidence of both the bridging and substantive visa must be collected) 	<ul style="list-style-type: none"> • 445 - Dependent child (temporary) • 457 - Temporary work (skilled) • 461 - NZ citizen family relationship (temporary) • 462 - Work and holiday • 476 - Skilled recognised graduate • 482 - Temporary skill shortage • 485 - Temporary graduate • 489 - Skilled regional (provisional) • 500 - Student* • 571 - School sector • 572 - Vocational education and training sector • 573 - Higher education sector • 574 - Postgraduate research sector • 575 - Non-award sector • 576 - Foreign affairs or defence sector • 590 - Student guardian • 600 - Visitor • 601 - Electronic travel authority • 602 - Medical treatment • 651 - e Visitor • 835 - Remaining relative (temporary) • 836 - Carer (temporary) • 838 - Aged dependent relative • 870 - Sponsored parent (temporary) • 884 - Contributory parent (temporary) • 500 – Student visa
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Visas are subject to change at any time by the Australian Department of Immigration and Border Protection. If you have a type of Visa that is not on the list above, please let us know.

If you are a casual employee, you cannot undertake a traineeship in the ACT. You can be a casual employee up to the point of when you enter into your Training Contract, however, when you become a trainee under a Training Contract, you become an employee under a legal contract for a fixed term. Under a traineeship, you the trainee must be provided with regular hours every week, therefore by definition you can no longer be a 'casual' employee.

People in a business relationship with the employer

Two of the requirements that must be satisfied for you to become a trainee in the ACT are:

- a) the proposed trainee must be able to enter into a contractual arrangement with the employer (the "Training Contract")
- b) setting up the Training Contract should not result in a conflict of interest that impacts on the capacity of the parties (you, the trainee and your employer) to meet their obligations under the Training Contract.

PARTIES UNABLE TO ENTER INTO A TRAINING CONTRACT	PARTIES ABLE TO ENTER INTO A TRAINING CONTRACT
<i>An employer and a trainee cannot enter into a training contract unless they are distinct legal entities. Therefore:</i>	<i>A person may be able to undertake a traineeship if:</i>
a) sole traders may not register as a trainee in their own business	a) the employer is an incorporated body (such as a proprietary limited company - PTY) of which they are a director
b) partners in a partnership that is the legal employer cannot be registered as a trainee in the ACT	b) the employer is a trust, and the trustee is an incorporated body of which they are a director
c) a person cannot be registered as a trainee if the legal employer is a trust and they are the trustee of that trust, or a partner in a partnership that is the trustee of that trust.	c) the employer is a proprietary limited company in which they are a shareholder.

Our Courses

Nationally Recognised Training:

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

CPP41419 - Certificate IV in Real Estate Practice

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

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

Course duration: up to 36 months

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

Code	Unit Title
Core Units (5 units)	
1. CPPREP4001	Prepare for professional practice in real estate
2. CPPREP4002	Access and interpret ethical practice in real estate
3. CPPREP4003	Access and interpret legislation in real estate
4. CPPREP4004	Establish marketing and communication profiles in real estate
5. CPPREP4005	Prepare to work with real estate trust accounts
Elective Units (13 units)	
6. CPPREP4101	Appraise property for sale or lease
7. CPPREP4102	Market property
8. CPPREP4103	Establish vendor relationships
9. CPPREP4104	Establish buyer relationships

10.CPPREP4105	Sell property
11.CPPREP4121	Establish landlord relationships
12.CPPREP4122	Manage tenant relationships
13.CPPREP4123	Manage tenancy
14.CPPREP4124	End tenancy
15.CPPREP4125	Transact in trust accounts
16.CPPREP4503	Present at hearings in real estate
17.CPPREP4504	Deliver presentations to clients in real estate
18.BSBTWK301	Use inclusive work practices

Fees and Charges

- The cost of the course you will complete during your traineeship is called the **Qualification Price**. It is made up of two parts:
 1. The **Subsidy Amount**: the payment that RETS received from Skills Canberra for training supplied to you
 2. The **Course Fee**: the fee that you, need to pay towards the cost of your training
 - RETS must charge a Course Fee except where you are exempt, or eligible for a concession and RETS chooses to waive the remaining Course Fee.
 - The Subsidy Amount is set by the ACT Government for each qualification that can receive subsidised funding.
 - The Course Fee is set by RETS and is equal to or higher than the published mandatory minimum Course Fee for each Australian Apprenticeship qualification (currently \$350 per qualification).
 - RETS currently sets the Course Fee at \$350.
 - You, the trainee (or your employer) must pay this Course Fee before you commence your course.
 - If your employer wishes to pay the Course Fee on your behalf, payment is required in one instalment.
 - You can request the option to pay the Course Fee across multiple instalments using a payment plan.

Fee Concessions

You are eligible for a fee concession if, at the commencement of training you:

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

For the purposes of concession eligibility, a trainee under 18 years meets these eligibility requirements if:

- The trainee is under 18 years and the trainee's parent/ guardian holds one of the above cards.

Where applicable, RETS will submit an Application for Fee Concession Reimbursement form to Skills Canberra to receive a concession payment reimbursement if you have been approved for a fee concession.

Fee Exemptions

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

- RETS is the employer of you, the trainee, or
- you, the trainee leaves an employer and recommences with another employer within 12 months in the same qualification and with RETS as the trainee's training provider, or
- you, the trainee is required to go to a different Training Provider due to change of RETS' process

Completion Payment

If you successfully complete your qualification, you are eligible for a **completion payment**.

A completion payment will be paid directly to you upon completion of the qualification and a survey. The completion payment is \$300 for each qualification.

You will be eligible to receive the completion payment for up to one (1) year after successful completion of the qualification, provided up to date email and bank account details are confirmed.

This is current at the time of publication.

For more information please visit: [ACT Skilled Capital](#)

Traineeship Course Fee Refunds

If RETS cannot provide the training and assessment services it has agreed to provide in the Training Contract with you and your employer, your Course Fee will be refunded in full.

If you have paid the Course Fee and you withdraw from your course, a refund of the Course Fee will be provided in accordance with RETS Fees & Refunds Policy and Procedure.

Repeated Assessments

RETS does not levy additional fees if you are re-attempting assessments.

To apply for any refund please download the Refund Request Form from our website at www.rets.com.au and email the completed form with any supporting evidence to admin@rets.com.au

All refund applications are assessed and processed within fourteen (14) days of the application being placed. You will be advised in writing of the outcome of your application, including reasons for refusing a refund in cases where this occurs.

Recovery of Outstanding Student Fees

RETS collects all fees to be paid by you at the time you complete your subsidised training. RETS has a robust process for the recovery of outstanding fees.

AQF certification documentation (your testamur, record of results and/ or statement of attainment) will not be released to you until all fees are recovered.

For significant student debts, formal debt collection actions may also be undertaken.

Fee Records

All course services fees, relevant invoices and receipts for each student's enrolment are recorded and maintained in the RETS accounts system.

This system acts as the official accounts receivables system for RETS and is maintained as the official and auditable records for all fees, charges and refunds.

Lost and Replacement Certificate/Document Fees

RETS is required to keep copies of all AQF certification documentation issued to students for 30 years.

If you have lost your documents, RETS will replace or reissue testamurs, records of results or statements of attainment. You will need to contact the RETS office with your request in writing and with a certified copy of photo identification. You will be invoiced with the applicable fee (see below) and upon payment, you will be issued with replacement documents. Please allow up to a minimum of 7 working days to receive your replacement documents.

Replacement of documents lost or misplaced	Cost (incl GST)
Replacement of both Transcript and Certificate	\$55

Traineeship Enrolment

Step 1: The process begins with your employer. Your employer seeks out a prospective trainee. They can do this in a number of ways:

- *A group training organisation (GTO):* Group training organisations are organisations that employ apprentices and trainees, and then places them with a host employer who they work for while receiving on-the-job training for their or traineeship. These organisations may be registered or un-registered group training organisations, which operate for profit, or not-for-profit. They may also be labour hire companies.
- *Apprentice Connect Australia Provider:* Apprentice Connect providers are contracted by the Australian Government to provide 'one-stop shops' for people wanting to take up an Australian traineeship (or apprenticeship) career path and for employers seeking to hire Australian trainees. Apprentice Connect Providers have targeted services that provide advice and support to Australian trainees and employers who need additional assistance before contract sign-up and during training.
- **As of 1 July 2024, the ACT has two providers that service trainees and employers. These providers are:**
 - MAS National
 - MEGT

Step 2: You start working for your employer as a trainee.

Step 3: You need a Training Contract. Your employer contacts an Apprentice Connect Provider, in the ACT. The provider helps you, and your employer to complete the Training Contract.

Step 4: Your Apprentice Connect Provider lodges your Training Contract with ACT Government – Skills Canberra.

Step 5: Your employer or the Apprentice Connect Provider chooses a Registered Training Organisation (RTO) who will provide the formal training component of your traineeship. RETS is your training provider. RETS, you and your employer will agree on what training and assessment will be carried out during your traineeship. This is documented in your Training Plan.

Step 6: Your traineeship commences. You receive formal training from RETS in your chosen qualification and your employer provides you with the workplace component of your training right through until you have completed the training and assessment for your full qualification.

Enrolment with RETS

You will need to complete the RETS enrolment form. A member of RETS Administration Team will send you the appropriate enrolment form. There are also other documents that we need you to complete to formalise your enrolment. These may include:

- Application form/ Written Agreement
- Copies of your identification documentation
- Information Handbooks

Unique Student Identifier (USI)

It is a government requirement that all students (and continuing students) have a Unique Student Identifier (USI). This USI must be provided by you to RETS prior to issuance of your AQF documents (qualification or statement of attainment) at the completion of your course.

RETS will ask you for your USI at the time of enrolment. If you do not have a USI, RETS will provide you with information to help you create a USI. You should provide your USI to us as soon as possible.

RETS can also create a USI on your behalf if you authorise us to do so.

When we have your USI, we will verify it against your name and the date of birth you have provided to us on your enrolment form.

Note that, after the 01.01.2015, we are unable to issue you with completion documentation when you finish your course if we do not have your USI.

To find out more about the USI go to the link: <https://www.usi.gov.au/students>

How do I get a USI?

- 1: Go to <https://www.usi.gov.au/students>
- 2: Click 'Students – Get a USI'
- 3: Click 'Click here to get your USI'
- 4: Click 'Create USI'
- 5: Have a form of ID ready. This could be:
 - Australian passport
 - non-Australian passport (with Australian Visa)
 - Australian birth certificate (a birth certificate extract or commemorative birth certificate is not acceptable)
 - Australian driver's licence
 - Medicare card
 - certificate of registration by descent
 - Centrelink concession card
 - citizenship certificate
 - ImmiCard
- 6: Answer, 'No' to the question, 'Are you applying for a USI on behalf of another person?'
- 7: Select your type of identity document
- 8: Enter the personal details on your identity document
- 9: Click 'Next'
- 10: Enter your contact details
- 11: Click next
- 12: Upload your evidence of identity
- 13: Click next
- 14: Enter a passport and security check questions
- 15: Click next

Your USI will now be displayed on the screen and will be sent to you for your records. Keep it somewhere safe – **it's your lifelong education number.**

You have also now created a USI account where you can sign in to view your USI or change your details.

When creating your USI, please ensure that the access controls are set to allow the Department and RETS appropriate levels of access to your USI records. Once RETS has your USI we will verify it on the USI Register to confirm that it is yours.

Initial Skills assessment

As part of your enrolment process with RETS, you must undergo an Initial Skills Assessment. This Skills assessment will:

- a) Explain and offer Recognition of Prior Learning (RPL) to you
- b) Explain RETS Credit Transfer (CT) obligations to you and identify any relevant competencies previously achieved
- c) Discuss and assess your existing educational attainment and capabilities to decide the qualification most suitable to you
- d) Assess your Language, Literacy and Numeracy (LLN) skills to determine whether the level of the qualification and proposed learning strategies and materials are appropriate for you
- e) Assess your needs for additional support, if any
- f) Identify any support services to be implemented to address identified needs. This might include adjustments to the learning program, delivery strategy or learning materials.

Recognition of Prior Learning

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

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

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

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

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

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

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

What matters is whether the knowledge and skills that you have gained helps to meet the assessment criteria – not where or how they were gained. If you already have the skills and knowledge that a course of study would teach, then you may not have to repeat that part of the course. Similarly, RPL can be used to gain entry into an occupation, in situations where skills need to be recognised, and for award classification purposes.

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

A RETS Officer will discuss RPL with you at the time of enrolment. If you are eligible for RPL, one of RETS trainers/ assessors will help you through the RPL process.

Credit Transfer

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

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

Language, Literacy and Numeracy Assistance

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

Your LLN skills are assessed against the Australian Core Skills Framework (ACSF). The ACSF is the common national reference point for assessing performance in the core skill areas of language, literacy and numeracy (LLN) from Pre-Level 1 to Level 5. Level 3 is regarded as the “minimum required for individuals to meet the complex demands of everyday life and work in the emerging knowledge-based economy” (*Australian Bureau of Statistics 4228.0 – Adult Literacy and Life Skills Survey, Summary Results, Australia, 2006*).

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

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

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

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

Student Support, Welfare & Guidance

General Support Services

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

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

When you enrol:

The assessment of your potential support needs starts before you commence your studies and at the time of your enrolment. We will talk to you about your current skills and competencies and have a discussion with you about your support needs and the possible support services we can put in place or access on your behalf to help you with your studies.

Based on this assessment and discussions with you, we will only then enrol you in the most appropriate qualification for your specific circumstances.

During your studies:

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

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

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

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

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

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

Support Services

Where RETS has a concern about a student's safety, welfare and wellbeing (where the student falls under the Child Protection (Working with Children) Act 2012), RETS staff will report this concern to Community & Justice Services (DCJ) in accordance with legislative requirements.

Assistance

At any point during your traineeship, you can contact the RETS Monday to Friday, 9am – 5pm.

Vocational Counselling

You may receive academic or vocational counselling from RETS Managing Director or your trainer. If you would like to discuss anything to do with your course, you can approach your trainer who can advise and assist you.

Personal Counselling

If you are having personal issues which you feel are affecting your learning, there are a number of agencies that you can contact depending on the nature of your concern. Access to such services might be at a cost to you.

External Support Services:

Skills Canberra	(02) 6205 8555
Libraries	Contact your local council for local government libraries.
Drug and Alcohol Counselling	Canberra Health Services' Alcohol and Other Drugs Services 24 Hour Helpline (02) 5124 9977.
Adult Migrant English Services – Work Experience and Support Program (WESP)	https://www.mhub.org.au/employment (02) 6100 4611 info@mhub.org.au
Reading Writing Hotline	1300 655 506
Real Estate Employers Federation (REEF)	1300 616 170
REI ACT	https://reifact.com.au 0499 881 168
Financial Rights	https://financialrights.org.au/
Legal Aid	1300 888 529
Lifeline Australia	13 11 14
Beyond Blue	1300 22 46 36
Australian Skills Quality Authority (ASQA)	1300 701 801

The Training Record Book

One of the requirements of trainees who are receiving subsidised training under the ACT Government's Australian Apprenticeships– User Choice program is to maintain a **Training Record Book**.

The Training Record Book records evidence of progression through your training. It records:

- your formal training/ learning: the training you received from your education provider, RETS
- your informal training/ learning, the tasks you complete 'on the job' that show you can demonstrate what you have learned in your workplace.

RETS will send you your Training Record Book at the time of your enrolment. It is important that you record (write down) the formal and informal tasks you have completed that demonstrate you are making progress in your traineeship.

You, your Employer/ Supervisor and assessor will need to sign and date the training record for each unit of competency to confirm that you have completed the tasks you have recorded.

Assessment

The Assessment Process

Assessment of Formal Training

Your formal training for each unit of competency in your traineeship qualification is provided by RETS. RETS also provides you with the assessment tasks for each unit of competency. This formal assessment is sometimes called 'off the job' assessment because it usually does not happen at your workplace (although your employer should provide some time at your workplace to complete assessments).

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

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

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

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

RETS must develop and implement an assessment process that ensures:

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

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

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

- have absorbed the knowledge
- have developed the skills
- can combine the knowledge and skills to demonstrate:
 - ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
 - consistency in performance and a consistent ability to demonstrate skills when performing tasks
 - understanding of what you are doing, and why, when performing tasks
 - ability to integrate performance with understanding, to show you can adapt to different contexts and environments.

As a student, you must:

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

Through the above process, you must demonstrate that you hold all the required skills and knowledge specified in the unit or module assessment requirements. We find this information about the skills and knowledge for each unit of competency from the National Register at www.training.gov.au

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

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

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

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

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

Assessment may be conducted throughout your study/ training – this is called *formative assessment*. It may also be carried out at fixed points or at the end of your training – this is called *summative assessment*. While you may be required to complete and submit some tasks during your training, RETS uses summative assessment, i.e., we assess your knowledge and skills at the end of the training in each unit of competency.

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

- A written knowledge assessment: This format assesses the knowledge requirements of the unit of competency through a range of knowledge types including short answer questions, multiple choice and questions that require more extended responses.

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

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

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

The Principles of Assessment:

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

And the Rules of Evidence:

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

Your assessors are required:

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

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

All assessments handed in must be your own work. As part of your assessment completion, you are required to sign a declaration that you have completed the work.

Assessment of Workplace Training

While you will take part in formal training with RETS, you'll spend most of your time with your employer, who will assign a supervisor to guide you. This supervisor will mentor you, answer questions, provide support, and help plan your training. They will also oversee your progress and ensure you practice new skills until you are competent.

Your supervisor plays a key role in your assessment by completing practical checklists that confirm you can perform tasks in the workplace. This on-the-job evidence, along with your formal assessment tasks from RETS, will be used by RETS assessors to determine whether you are Competent or Not Yet Competent for each unit in your qualification. The result will be recorded on a Competency Record Sheet.

Plagiarism

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

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

RETS has a zero tolerance for assessment plagiarism.

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

Assessment Marking deadlines

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

Course Completion Timeframes

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

Course Variation

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

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

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

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

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

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

All requests for a variation to your traineeship enrolment are completed through The ACT Vocational Education and Training Administration Records System (AVETARS). For more information, refer to the Course Variation Policy & Procedure.

Important note:

- If you withdraw or cancel your traineeship part way through a unit of competency, then you will lose any work you have completed for that unit.
- If you then wish to recommence your traineeship at a later point in time, any previous partially completed work (where the unit was not completed in full) will need to be re-submitted.
- For example, you started your traineeship and have completed 5 units, and you are 50% of the way through the 6th unit: You will receive a Statement of Attainment for 5 units, and all work completed for the 6th unit will be lost. To avoid this problem, you would need to log into the LMS before you withdraw, copy and paste your written responses for the incomplete unit and save them on your own device.

Consumer Protection

In Australia all consumers are protected by Australian Consumer Law (ACL), which is part of the Competition and Consumer Act 2010. RETS maintains compliance with this Act.

Complaints & Appeals Processes

Complaint: a statement from a person (the complainant) that a product or service or action of RETS is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by you
- training and assessment delivered by trainers/ assessors
- assessment outcomes
- person considers an act that they consider unjust, wrong or discriminatory and which is under the control of RETS
- services provided by third parties acting on behalf of RETS, if applicable.

Appeal: A request by a person (the appellant) to reverse a decision made about that person by RETS. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel your enrolment because a breach of the Student Code of Conduct or non-payment of course fees
- assessment decisions made by a trainer/ assessor

RETS Complaints and Appeals processes will respond to allegations involving the conduct of:

- RETS, its trainers/ assessors or other employees
- a third-party providing services on behalf of RETS, if applicable
- a RETS student

Please refer to the Policies & Procedures section of this Handbook.

Student Code of Conduct

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

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

- Pay all fees and charges owed by you to RETS in a timely manner
- Abide by all regulations, requirements and any lawful directions issued to you by RETS
- Respond to all lawful and reasonable directions from staff
- Act honestly and ethically in all dealings with staff, fellow students and all other parties that may be associated with your course of study
- Be aware that all forms of plagiarism in completed assessments or other student work is unacceptable and may result in disciplinary action
- Display professional conduct at all times while undertaking study or traineeships and other educational exchanges relating to your studies including interactions with RETS staff, trainers and fellow students
- Refrain from the use of disparaging and defamatory comments about your studies at RETS on all forms of personal social media about RETS. Such actions will be considered as unprofessional behaviour and may result in disciplinary action.
- Abstain from harassment, bullying (including cyberbullying), and any other unlawful behaviour while studying in the online environment, or whilst representing RETS
- Not discriminate against or harass or bully other students, staff or others associated with your studies at RETS
- Use RETS resources including online resources appropriately
- Agree that you do not obtain intellectual property rights over RETS training materials issued to you and that you will not modify or distribute any of RETS materials to any third parties

- If attending face-to-face training and/or assessment delivery:
 - be punctual and arrive at the pre-arranged time
 - do not arrive to a training session under the influence of alcohol or drugs
 - inform the trainer/assessor if you need to leave the session early
 - if absent, attend additional session or spend additional personal time to compensate for missed training
 - switch off mobile phones for the duration of the face-to-face session
 - accept the right of RETS' trainers/assessors to refuse entry to late comers
 - leave the training room if trainer/assessor instructs you to do so because of disruptive or other inappropriate behaviour
- Adhere to the strict No Smoking policy when on premises or attending any face-to-face training sessions off site
- Not possess, use, distribute or sell alcohol and illegal drugs in the training or work environment

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

If RETS identifies that you have breached the Code of Conduct, an investigation by the Managing Director will occur. You will be given the opportunity to present your case at this time.

A breach of the Code of Conduct may result in disciplinary action including cancellation of your enrolment. In particular, if your breach of the Code of Conduct relates to alcohol or illegal drugs, you risk expulsion from your training program and being reported to the relevant authorities. Counselling services are available through the State/Territory Health Departments.

Professionalism in Your Studies

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

- When completing your assessments be careful of your punctuation, grammar and spelling. These skills are required when working in a real estate business.
- If you receive an (NYC) not yet competent assessment, please review all feedback supplied and attempt to correct any issues that have been raised prior to resubmission.
- If, at any time, you are rude, aggressive or act unprofessionally to any of the staff at RETS, your enrolment in your course may be cancelled. Such behaviour would not be tolerated in any workplace.

Notifications and Guarantee

RETS will notify you, as soon as practicable, if there are any changes to the services that RETS has agreed to provide to you. Such changes may include:

- The addition or removal of a third-party arrangement, i.e., where another person or organisation will provide services to you on behalf of RETS
- Change of RTO ownership
- Changes to the training, assessment and other services that RETS agreed to provide to you
- RETS also guarantees that no additional charges will be imposed on you during the agreed duration of your traineeship.

Feedback

At the completion of your traineeship, RETS will ask you to fill in a Student Evaluation Questionnaire. At the end of each assessment there is also an opportunity for you to provide feedback. Your input helps us identify areas for improvement in training, assessment, and student services, contributing to our continuous improvement process.

For further information on any material in this handbook contact RETS:

Web: www.rets.com.au

Email: admin@rets.com.au

Phone: 1300 850 980

Real Estate Training Solutions Pty Ltd

t/a

Real Estate Training Solutions

RTO #: 90897

PO Box 682

Richmond, NSW, 2753

Policies & Procedures

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

To read more about the policies and procedures listed below, go to RETS website at www.rets.com.au.

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