Real Estate Training Solutions

Student Handbook

Real Estate Training Solutions

RTO Code: 90897

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Introduction and Welcome

Welcome to Real Estate Training Solutions (RETS), a Registered Training Organisation (RTO) currently offering a variety of real estate training in ACT and NSW. RETS conducts training under the legislation of Access Canberra, the NSW Fair Trading, Australian Quality Skills Authority (ASQA) and the Department of Education and Communities NSW (DEC).

This Student 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.

Code of Practice

Real Estate Training Solutions (RETS), as an Australian Quality Skills Authority (ASQA) Registered Training Organisation (RTO) is committed to Australian Quality Framework (AQF). All students who undergo courses through RETS have the security of dealing with an organisation that regularly undergoes rigorous auditing against the AQF.

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
- Harassment
- Working with Children
- Workplace Health and Safety
- Traineeships and Vocational Education and Training

RETS also has policies on:

- Qualifications 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

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

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

- the student has read the course details on the RETS website (www.rets.com.au)
- the student has filled in our online Application Form
- the student has declared that they have read, understood and will abide with our Student Handbook – this handbook (which informs the student of the training, assessment, support services and relevant policies) as indicated by ticking the appropriate box on our online Student Application Form and signing a hard copy declaration reflecting the above
- RETS has received payment for the course

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
- Advise RETS staff if you will be withdrawing from a course as soon as possible
- If you are issued with a login and password, to keep it confidential at all times

Rights:

- Be provided with information on training, assessment and support services prior to enrolment
- That RETS is responsible for the quality of the training and assessment in compliance with the RTO Standards, and for the issuance of the AQF certification documentation.
- Complete courses that are up to date and reflect the appropriate training package
- Be provided with timely feedback on assessments (as per our 7-10 business day marking turnaround time)
- Have their records kept confidentially and only provided to appropriate certified users

- Be treated fairly and respectfully by all RETS staff
- If RETS is unable to provide the training and assessment services the student has paid for,where students have paid for a course have their money fully refunded. Where, for whatever reason, RETS or any of its Third-Party partners is unable to complete the training enrolled program RETS will endeavor to make arrangements with other appropriate RTOs to provide the remaining training and assessment
- Where RETS has a third-party agreement and the third-party is unable to deliver or complete assessment, RETS will ensure that the training and assessment is completed internally through RETS
- To 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 the student

Course Delivery

RETS strives to provide quality flexible training for busy people. As such, we provide our courses in a variety of formats, providing students with the best possible solutions for achieving their training needs. No matter how a student decides to complete a course, they are provided with support and guidance as they go from their designated tutor.

Our courses are delivered as follows:

Online/blended - E-learning - you can access selected knowledge-based learning material online. Your tutor can track your progress through the material, assisting you via the online student messaging system. For system requirements when completing an online course go to: http://www.rets.com.au/faqs.html

Hard copy, printed material - RETS supplies you with all the materials and assessments in booklet form.

Face-to-Face – RETS can come to your workplace and design a course specifically for your training needs. Alternatively RETS conducts some of our courses face-to-face. See our website for more details.

Flexible on-the-job - this mode of delivery is generally undertaken by trainees, where they work and are assessed in the workplace.

For further details on all of RETS courses see www.rets.com.au

All assessments have a 7-10 business day turn-around time for marking, from the time they are received in the RETS office.

Application and Induction

Students need to fill in a RETS Application form. This can be completed via our online Application form on our website (www.rets.com.au). If you are doing a face-to-face course you will need to have filled in an Application form prior to the commencement of your course. Applications must be accompanied by a copy of the student's certified photo identification (this can be sited by the trainer and assessor at face-to-face courses). Course material will not be sent or given to students until RETS receive payment. All students have equitable access to RETS courses.

After you have enrolled with RETS and paid and received your course material you will be inducted into your course. With your course material you will be emailed/sent a Student Record Confidentiality Agreement/Declaration. The actual course material also contains instructions and advice about completing the course.

Students must have a sufficient level of English and be capable of reading, writing and understanding English, as all RETS courses are delivered in this language. If your level of English is not appropriate, your Application may be declined — please see the Language, Literacy and Numeracy (LLN) section of this Handbook.

For face-to-face courses, all students are placed through student induction prior to course commencement.

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 to your RTO prior to issuance of your Qualification or Statement of Attainment at the completion of your course. RETS collects these at the point of enrolment into a course.

Subsequently, RETS requests that you create a USI and provide it to us as soon as possible. When we have your USI we will verify it against your name and date of birth details you have provided to us on your Application Form. To find out more about the USI go to the link:

http://usi.gov.au/Students/Documents/USI-FactSheet-student-information-for-USI.pdf

Course Completion Timeframes

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

Issuing of Certificates and Statements of Attainment

RETS follows the National Vocational Regulators Standards for RTOs, National Quality Council and its Australian Quality Framework (AQF) Issuance Policy for its issuance of Statements of Attainment and Qualifications. As such the Nationally Recognised Training (NRT) logo on AQF Qualifications and Statements of Attainment are issued within RETS scope of registration and in accordance with the Nationally Recognised Training Logo Specifications.

Students who only complete part of a Qualification are issued with a Statement of Attainment outlining a record of results.

If you complete a course that is not part of a Qualification and is not an accredited unit, a Certificate of Completion will be issued. Certificates, Statements of Attainment and Certificates of Completion will be issued within ten (10) business days of successful course completion. It should be noted that issuance of Certificates/Statements of Attainment will occur once full payment and all required documents have been received by RETS.

Qualifications and Statements of Attainment are issued weekly from the RETS office.

Real Estate Training Solutions does not grant the 'Certificate of Registration'.
You can complete the application online on the State/Territory regulator's website.
A copy of the RETS "Statement of Attainment", denoting successful completion of the recognised requirement, should be attached to that application form.
For further details go to:

NSW: NSW Fair Trading: www.fairtrading.nsw.gov.au

ACT: Access Canberra: www.accesscanberra.act.gov.au

Fees and Charges

All students must make an initial payment for their courses in advance, and then continue to make installments in accordance with our payment structures. Fees cover course material, assessment and tutorial support seven (7) days per week.

Payment can be made via cash, personal cheque, bank cheque, direct debit, PayPal or credit card. For a full list of course, costs see www.rets.com.au

Enrolment extension (where students have gone over the prescribed timeframe for course completion)

RETS courses are offered with a specific timeframe for completion. In the event that a student's course is nearing expiration and additional time is needed, students may request an extension to their course.

RETS may grant up to a maximum of six (6) months extension for all courses offered. Extension are applied on a month-by-month basis and will incur a fee of $110 (incl. GST) per month of extension.

Where a course enrolment expires and a student has not extended their enrolment prior to its expiration, they may be required to re-enrol into the course (and pay for the full course again).

To arrange a course extension, please call RETS Head Office on 1300 850 980.

Lost and Replacement Certificate/Document Fees

RETS is required to keep copies of students' records of Statements of Attainment and Qualifications for 30 years.

If you have lost your copies, RETS will re-issue Qualifications or Statements of Attainment. You will need to contact the RETS office with your request, in writing, and with a copy of your certified photo identification. You will be invoiced the applicable fee (see below) and upon payment please allow up to a minimum of seven (7) business days to receive this.

Replacement of documents lost or misplaced	**Cost (incl GST)**
Archival retrieval and replacement of both Transcript and Certificate – posted	$55

Fees Paid in Advance

Students must make an initial payment prior to commencement of their course. RETS will only accept maximum initial payments of no more than $1500 from each individual student prior to the commencement of a course. If required, following the course commencement, RETS may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500. On receipt of payment, RETS provides student course material and shortly after the student is inducted into the course by RETS. If the course is cancelled by RETS or is in any way unable to run as a result of RETS, the student will be refunded the full amount of the course.

This applies to both internal and third-party clients.

Cancellation Policy & Fee Refunds

Cancellation Policy
Provided a student has not commenced their course/studies, they may be able to cancel their course within five business days of initial payment being made, subject to the Fee Refunds Policy below, minus administration fee of $200. For students who enrol in a hard copy version of a course, no refund will be issued if course material has been posted.

After course material has been issued, and the enrolment process is complete, the student acknowledges that they have entered into a binding agreement with RETS, whereby all course fees will be payable, regardless of the payment method chosen. Please note that for students who are paying their course fees in instalments, these payments will not stop should you wish to discontinue your studies, unless you have been approved for a partial or full refund in accordance with the extenuating circumstances below, and the Fee Refunds Policy.

Students must be aware that they will be legally liable for full course fees, whether their studies have been completed or not, and no refund will be given except in extenuating circumstances, as outlined below.

Cancellations and refunds MAY BE granted (subject to application by student and review by RETS) in the following circumstances:

- Serious medical conditions/illnesses
- Crisis situations
- Significant hardship

- Where RETS has failed to provide services agreed upon in the student agreement and the failure cannot be rectified in a timely manner

Please note that cancellations and refunds will be considered on a case-by-case basis, and most refunds will be consumption based. We will calculate the fees payable/fees refundable based on a combination of the length of time a student has been enrolled, as well as the number of modules released.

Cancellations and refunds WILL NOT BE granted in the following circumstances:

- Changing your mind about the course
- Changing jobs
- Losing your job
- Changed circumstances
- Being too busy
- Moving to a new house

Any cancellation or refund requests must be sent in writing via email to admin@rets.com.au. RETS will respond to your request within 3 business days.

Fee Refunds

Once enrolled, the student has entered into an agreement with RETS that they will complete their studies and will pay the full amount of course fees applicable whether they complete their studies or not.

If a student decides to cancel their course within five (5) business days of initial payment, a refund may be approved provided that the student has not commenced their studies, and RETS has been notified within the five (5) business day period. All refunds made will exclude a $200 administration fee which is not refundable under any circumstances.

Please note: changing your mind about the course, changing jobs, losing your job, changed circumstances, being too busy or moving to a new house are not considered grounds for a refund. In these circumstances, RETS may grant students a deferment of their course, but no refund will be granted. Deferments are at no cost to the student, but this will be assessed on a case-by-case basis.

Refunds will only be provided to students in extenuating circumstances. For example, serious illness or other health conditions, crisis situations or other forms of hardship. These will be assessed on a case-by-case basis by the Managing Director, Compliance Co-Ordinator and Training Co-Ordinator. In these instances, RETS adopts a consumption-based refund system, whereby a student who is eligible for a refund will be refunded pro-rata the unused portion of their course. This may be based on the time transpired, or amount of study completed. All units which have been successfully completed will

be documented and awarded in the form of a Statement of Attainment. This policy applies to all students regardless of whether they pay upfront or in instalments.

To apply for a refund, the student must place the request in writing (an email will be sufficient, please send to admin@rets.com.au). RETS will respond to your request within three business days. If applicable students will receive their refund within seven business days of approval.

Trainees
Where a trainee withdraws from a traineeship, the traineeship administration fee is non-refundable.

Face-to-Face
For face to face courses a student will be eligible for a full refund if they withdraw five business days prior to the course commencement. Within five business days of a course, students who withdraw will not be eligible for a refund. They can transfer the course to another date or transfer the course to another person. Where RETS cancels a course, students will be provided a full fee refund.

Qualifications from other RTOs

RETS accepts and provides credit to learners for units of competency where there is evidence AQF certification issued by another RTO or AQF authorised issuing organisation or authenticated VET transcripts issued by the Registrar. Where appropriate, Credit Transfer will be issued.

Credit Transfer is issued for units that are equivalent to a unit on RETS scope of registration (CPP07 units). If you wish to gain Credit Transfer, you must provide RETS with a certified academic transcript from a Registered Training Organisation showing this equivalence.

RPL involves an assessment of a person's current knowledge and skills against the unit of competency. If you have completed an older version of a qualification, this can be used to supplement your RPL claim.

Complaints

Any student is able to make a complaint against any unfair treatment or assessment.

A complaint includes any matter which arises from an act, decision, or omission, which a person considers is unjust, wrong or discriminatory and which is under the control of RETS.

If a student has a complaint they should:

1) Speak to their Assessor/Trainer – they may be able to assist the student immediately and remedy the issue they have.

2) If the Trainer/Assessor is unable to assist, or the complaint relates to them, the student should contact the Training Co-ordinator in the RETS office. At this stage the student will need to place their complaint in writing – email is fine. A written outcome will be provided within two (2) business days of receipt. If the student is unsatisfied with the outcome see (3).

3) If the Training Co-Ordinator is unable to assist the student with their complaint, the Managing Director will review the complaint. At this stage the student will be given the opportunity to formally present their case to the Managing Director within three (3) business days of the complaint. This can be done face-to-face, or if more convenient for the complainant, over the phone.

At this point, the matter will be discussed and either immediate remedial action will be taken or where required arrangements will be made for a mutually agreed independent arbiter to become involved. An example of independent arbitrators that the student can access include but are in no way limited to:

i. Intermediate Dispute Management
   http://www.intermediate.com.au/
   1300 367 330

ii. Resolution Institute
   https://www.resolution.institute/
   1800 651 650

   The outcome of the complaint, with the reason for the decision, will be forwarded to the student in writing within two (2) days of the decision.

4) If the student feels that they are still unsatisfied with the process they may make a complaint with ASQA – https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider

Any complaint found to be substantiated will be acted upon immediately by RETS.

Complainants will be asked to comment on their level of satisfaction with the complaints process. This information will be utilised to improve the complaints process.

Where complaints about similar issues are repeated, the Managing Director will review the practice, resource, policy or system leading to the complaint and where viable amend the issue.

Where a complaint is made about a Third Party that RETS has a relationship with, the complainant should follow the process above starting at point (2).

Appeals Process

Any decision made by RETS or one of its third-parties can be appealed.

The appeals process is an integral part of the training and assessment system. Students who wish to appeal their assessment results should first discuss the issue with their Trainer/Assessor. Any student, who feels that the examination or assessment results do not reflect their true achievements, may request a re-assessment of their results within seven (7) business days of receiving them.

Students who have reason to query their results or any decision that has been made are entitled to have the Managing Director review their case.

This appeal must be in writing stating the issue and/or course and clearly stating the reason for the appeal. Upon receiving the appeal request, the student will be given the opportunity to formally present their case to the Managing Director. Every effort is made to resolve the issue to both the student and RETS satisfaction. Where necessary, external independent arbitrators may be utilised to assist in re-assessing appeals. Please see the complaints process for examples of independent arbitrators. The Managing Director will advise the student of the appeal outcome, in writing, within five (5) business days of receiving the appeal. RETS will cover the cost of one hour of arbitration after which point the appellant will need to cover the cost.

Appellants will be asked to comment on their level of satisfaction with the appeals process. This information will be utilised to improve the appeals process.

Where appeals about similar assessments are repeated the Managing Director will discuss the assessment with the relevant Trainers/Assessors. If necessary, the assessment will be amended ensuring the assessment is validated against the Training Package. Any changes will be circulated amongst relevant staff and version control updated to reflect changes.

Where a student appeals a decision made by one of the Trainers/Assessors employed by a third-party that RETS has a relationship with, the appellant should follow the process above and place their appeal in writing to the Managing Director.

Disciplinary Procedures

RETS endeavours to promote a safe and fair environment for all staff and students. Disciplinary action may include dismissal from the course with no refund.

Disciplinary action will occur if:

- Staff or students assault someone or endanger their safety while conducting or participating in training
- Staff or students are found to be stealing RETS property
- Students refuse to obey instructions from staff
- Students cheat
- Students fail to pay any fee or charge owing to RETS
- Staff or students engage in harassment or discriminatory behaviour
- Students are deliberately antagonistic or disruptive in class
- Students are found to be plagiarising

If a staff member or student is reported to have committed any of the above acts, an investigation by Managing Director will occur. The staff member or student will be given the opportunity to present their case at this time. If this person is found to have breached any of the above, disciplinary action will take place. Dependent upon the act this may constitute expulsion from the course/termination of employment.

Student Support, Welfare & Guidance

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 FACS in accordance with legislative requirements.

Tutoring

At any point during the course, students can contact the RETS tutor hotline seven (7) days a week (weekdays 9am– 6pm and weekends 11am – 3pm) or via email.

Vocational Counselling

Students may receive academic or vocational counselling from the Managing Director or their trainer. If students would like to discuss their course, or anything related to their course, they can approach their trainer who can advise and assist them.

Personal Counselling

If a student is having personal issues which they feel are affecting them in their learning, it is suggested they contact their doctor who may put them in touch with the relevant help e.g. a counsellor. This may be at a cost to the student.

Further Guidance Services:

Industry regulators:

NSW Fair Trading	(02) 9619 8673 www.fairtrading.nsw.gov.au
ACT Access Canberra	13 22 81 www.accesscanberra.act.gov.au

Libraries:

NSW State Library, Macquarie St, Sydney	(02) 9273 1414 www.sl.nsw.gov.au
NSW Central Library, Town Hall House, Sydney Square	(02) 9265 9333 www.cityofsydney.nsw.gov.au

ACT Libraries ACT	(02) 6205 9000 www.library.act.gov.au

Contact your local council for local government libraries.

Health:

NSW Government - Health	www.health.nsw.gov.au
ACT Government - Health	www.health.act.gov.au

Education Departments:

NSW Department of Education and Communities (DEC)	1300 679 332 www.education.nsw.gov.au
ACT Education Directorate	(02) 6205 5429 www.education.act.gov.au

Real Estate Employers Federation:

Real Estate Employers Federation (REEF)	(02) 9261 2622 or 1300 616 170 https://www.reef.org.au/

Traineeships:

NSW Traineeships and Apprenticeships	13 28 11 www.training.nsw.gov.au
ACT Traineeships and Apprenticeships	13 22 81 www.accesscanberra.act.gov.au

Legal Aid:

NSW Legal Aid	1300 888 529 www.legalaid.nsw.gov.au
ACT Legal aid	1300 654 314 www.legalaidact.org.au

Personal:

Lifeline Australia	13 11 14 www.lifeline.org.au
Beyond Blue	1300 22 46 36 www.beyondblue.org.au

Regulator for Australia's vocational education and training sector:

Australian Skills Quality Authority (ASQA)	1300 701 801 www.asqa.gov.au

Drug and Alcohol Policy

RETS is committed to providing a safe training environment and fostering the wellbeing and health of all students and staff. The possession, use, distribution or sale of alcohol and illegal drugs in the training or work environment is prohibited as it seriously jeopardises the safety of all. Students violating this policy risk expulsion from their training program and being reported to the relevant authorities. Counselling services are available through the State/Territory Health Departments.

Language, Literacy and Numeracy Assistance

Students needing language, literacy and numeracy (LLN) assistance are identified on enrolment and/or induction. When induction occurs, a student will be informally assessed as they are interacting with the Training Co-Ordinator. If an issue is identified, the Training Co-Ordinator will complete an LLN Skills Check Interview Form with the student. On completion of this, if a need is identified the student will be referred onto an LLN specialist (www.education.gov.au/literacy-net-links or Literacy Network www.literacynetwork.org.au). This may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes, and the applicant refuses LLN support, enrolment may be declined. If payment has been made prior to this, a refund will be available to the student.

Where only a low level of support is needed, the Managing Director may arrange for the client to receive extra-curricular assistance from a trainer or other staff member.

If you feel you need assistance with LLN, please do not hesitate to contact the Training Co-Ordinator.

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

Face-to-face courses

Punctuality

Students are required to be punctual. Please ensure that you arrive at your training or assessment session at the pre-arranged time. Delays in commencing training or assessment activities may cause delays to completing training for yourself and others.

Absences

If you are absent from a training session, you are expected to make up the training missed. Students who wish to leave a training session early are to tell their trainer who will provide you with any information you may need to complete.

Smoking

There is strictly no smoking in or during any of our face-to-face classroom courses. Those wishing to smoke must leave the building completely.

Contacting your tutor

All students have access to a tutor. Students will be given these details upon commencement.

Assessments for face-to-face students

Please review your Learner and Assessment Guides to find out further details of how your assessments are to be completed, how much time you have to complete your assessments and where they should be handed in.

Alternatively, if you do not complete your assessments on the day of your training course they can be posted to:

RETS
PO Box 682
Richmond, NSW, 2753

Students' assessments are generally marked within 7-10 business days of receipt.

Classroom Behaviour and Attendance

RETS is legally required to ensure that all student attendance is monitored and as such, records student attendance. For classroom-based courses, attendance in class is paramount to successful completion of learning outcomes and assessment materials.

It is expected that your behaviour in class ensures a positive learning and teaching environment. In order to provide for such an environment, it would be appreciated if the following could be adhered to:

- Mobile phones and pagers should be switched off.
- Please try to avoid being late for class both at the beginning of the day and on return from breaks.
- RETS and its trainers retain the right at all times to refuse entry to late comers and to remove disruptive students from the classroom.
- You do not arrive at class under the influence of drugs or alcohol

Expectations for classroom behaviour will be outlined at the beginning of a face-to-face course. Where a student disrupts a class or harasses fellow students or the Trainer/Assessor, they may be asked to leave and no refund will be given.

Legislation Compliance

RETS ensures that compliance with Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures, and that compliance is maintained. RETS identifies and complies with relevant State and Territory laws including:

- National VET Regulator Act 2011 (Commonwealth)
- Standards for Registered Training Organisations (RTOs) 2015
- Work Health and Safety Act 2011 and Regulations 2017 and Code of Practice
- Student Identifiers Act 2014 (Commonwealth)
- Anti-Discrimination Act 1977 (including all Acts to 1997) (NSW)
- Discrimination Act 1991 (ACT)
- Racial Discrimination Act 1975 (Commonwealth)
- Australian Multicultural Policy 2017
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- Apprenticeships and Traineeships Act 2001 (NSW)
- Apprenticeship and Traineeship Regulation 2017 (NSW)
- Privacy Act 1988 (Commonwealth)
- Child Protection (Working with Children) Act 2012 (NSW)
- Children and Young People Act 2008 (ACT)
- Property, Stock and Business Agents Act 2002
- Property Stock and Business Agents Regulation 2014
- Agents Act 2003 (ACT)
- Agents Regulation 2003 (ACT)
- Strata Schemes Management Act 2015 (NSW)
- Strata Schemes Management Regulation 2016 (NSW)
- Unit Titles (Management) Act 2011 (ACT)
- Unit Titles Act 2001 (ACT)

- Residential Tenancies Act 2010 (NSW)
- Residential Tenancies Act 1997 (ACT)
- Fair Trading Act 1987 (NSW)
- Competition and Consumer Act 2010
- Copyright Act 1968

RETS also complies with the Acts found in the Access and Equity section of this Handbook.

Copies of all of these Acts and Regulations can be found at:

AustLIIAustralasian Legal Information Institute (AUSTLii): http://www.austlii.edu.au

NSW Legislation: www.legislation.nsw.gov.au

ACT Legislation Register: www.legislation.act.gov.au

National VET Regulator Act 2011

The National VET Regulator Act 2011 encompasses the VET Quality Framework (VQF), which includes:

- Standards for Registered Training Organisations (RTOs)
- the Australian Qualifications Framework (AQF)
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements

Apprenticeship and Traineeship Act 2001 (NSW)

(administered by the Department of Industry – NSW Government)

This Act relates directly to the administration of apprenticeships and traineeships in NSW and sets out the roles and responsibilities of the Commissioner for Vocational Training, employers, apprentices and trainees, as well as other bodies involved in the apprenticeship and traineeship system in NSW.

Student Identifiers Act 2014

Generally, RETS or any RTO must not issue a VET qualification or VET Statement of Attainment to an individual unless the individual has a student identifier.

RETS ensures that a student identifier supplied by a student is verified with the Registrar prior to its use for any purpose.

Subsequently students are required to obtain a Unique Student Identifier (USI) at enrolment and/or prior to a Statement of Attainment or Qualification being issued by RETS. Instructions for students needing to obtain a USI can be found in the RETS Student Handbook, Trainee Information Kit and on our website.

All student identifier and related documentation is kept as per the Privacy Act, and the RETS Record Management policy.

Privacy Act 1988

All information and documentation collected by RETS on behalf of students and clients is maintained as per the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Only the Managing Director, relevant administrative staff, the relevant trainer and where necessary ASQA/Department of Industry will have access to student files. Under the traineeship scheme employers are also given access to student progression and completion. RETS gains permission for this use from trainees on the Student Application Form.

All other students upon enrolment review privacy notice and once enrolled sign a Student Record Confidentiality Agreement Declaration which outlines who has access to student files.

If a student file is required by another party, other than those listed above, the student must give written consent to have their file removed.

The following sections outline how RETS manages personal information as per the Australian Privacy Principles:

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

RETS retains a record of personal information about all individuals with whom we undertake any form of business activity. RETS must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Managing employees and contractors;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As a government registered training organisation, regulated by ASQA, RETS is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments. In particular, the legislative instruments:

- *Student Identifiers Act 2014;*
- *Standards for Registered Training Organisations (RTOs) 2015;* and
- *Data Provision Requirements 2012.*

RETS is also bound by State Government Acts requiring similar information collection, use and disclosure (particularly *Education Act(s), Vocational Education & Training Act(s) and Traineeship & Apprenticeships Act(s)* relevant to state jurisdictions of RETS operations).

RETS delivers services through NSW and ACT State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements.

Individuals are advised that due to these legal requirements, RETS discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;

Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

Where RETS collects personal information of more vulnerable segment of the community (such as children), additional practices and procedures are also followed. Please refer to RETS *Working with Children Policy and Procedures* for further information.

How personal information is collected

RETS collects any required information directly from the individuals concerned. This may include the use of forms (such as application forms) and the use of web based systems (such as online forms).

How personal information is held

RETS uses robust storage and security measures at all times to retain student information. Information collected is:

- converted to electronic means as soon as practical;
- Stored securely in password protected systems, such as financial system, learning management system and student management system; and
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. RETS systems are hosted internally with robust internal security. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper based records occurs as required through the use of secure shredding.

Retention and Destruction of Information

Specifically, for our records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to ASQA, as required by law.

Accessing and seeking correction of personal information

RETS confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

Training Co-ordinator
1300 850 980
admin@rets.com.au

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, RETS will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information after consent is provided.

Australian Privacy Principle 2 – Anonymity and pseudonymity

Requiring identification

RETS must require and confirm identification in service delivery to individuals for nationally recognised course programs. It is a Condition of Registration for all RTOs under the *National VET Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

Australian Privacy Principle 3 — Collection of solicited personal information

RETS only collects personal information that is necessary for our business activities and that which is required by law under our government arrangements.

RETS only collects sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information RETS collect is collected only by lawful and fair means.

RETS only collects solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to only be collected in this manner.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

RETS may from time to time receive unsolicited personal information. Where this occurs we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever RETS collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.

Our notifications to individuals on data collection include:

- If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;
- The purpose of collection;
- The consequences for the individual if all or some personal information is not collected;
- Other organisations or persons to which the information is usually disclosed, including naming those parties.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, or in person through questioning.

Collection from third parties

Where RETS collects personal information from another organisation, we:

1. Confirm whether the other organisation has provided the relevant notice above to the individual; or
2. Whether the individual was otherwise aware of these details at the time of collection; and
3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

RETS only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

Requirement to make a written note of use or disclosure for this secondary purpose

If RETS uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

RETS does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual

would reasonably expect their personal information to be used for the purpose of direct marketing; or
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

On each of our direct marketing communications, RETS provides a prominent statement that the individual may request to opt out of future communications, and how to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

In the highly unlikely event that RETS discloses personal information about an individual to any overseas recipient, we undertake take reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

RETS does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

RETS takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. RETS also takes reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant. This is particularly important where:

- When we initially collect the personal information; and
- When we use or disclose personal information.

RETS takes steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information;
- Ensuring updated or new personal information is promptly added to relevant existing records.

Australian Privacy Principle 11 — Security of personal information

RETS takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

RETS destroys personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to RETS offices and work areas are limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

Australian Privacy Principle 12 — Access to personal information

Where RETS holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

RETS takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests

On an individual's request, we:

- Correct personal information held; and
- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

Correcting at RETS initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

Child Protection (Working with Children) Act 2012

The object of this Act is to protect children:

(a) by not permitting certain persons to engage in child-related work, and

(b) by requiring persons engaged in child-related work to have working with children check clearances.

In some cases, RETS staff will be dealing directly with children, and as such staff will be required to undertake a Working with Children Check.

Work Health and Safety

The safety of staff and clients is of primary importance in all activities carried out by RETS.

It is the role of the Managing Director to undertake due diligence in relation to Work Health and Safety (WHS). This due diligence includes the following elements:

- to acquire and keep up to date knowledge of work health and safety matters
- to gain an understanding of the operations of the business and the hazards and risks involved
- to ensure appropriate resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised
- to ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way
- to ensure processes are verified, monitored and reviewed.

Part of the Managing Director's role includes identification and assessment of hazards in the RETS workplace. Staff can also assist in identifying and reporting any hazards they observe in the learning environment. These hazards should be reported to the Managing Director who assesses the level of the risk and how to best minimise the risk.

Where a trainee or student is employed in a workplace it is the employer's responsibility to maintain Workplace Health and Safety. RETS can provide a self-checklist for employers to evaluate if there are any WHS risks or hazards, but RETS is not responsible for WHS in an employer's workplace. It is the employer's responsibility under the WHS Act to maintain that the employee (student or trainee) is inducted into the workplace and is advised of information relating to WHS.

Copyright Act 1968

Copyright is a type of legal protection for people who express ideas and information in certain forms. The most common forms are: writing, visual images, music and moving images. Copyright protects the form or way an idea or information is expressed, not the idea or information itself. All material produced by RETS is copyrighted under this Act. RETS does not contravene the copyright act in any of its training materials or resources. RETS carries a licence with The Copyright Agency Ltd (CAL) which allows us if we wish to introduce a wide variety of material into RETS, both in hardcopy and digital format, without having to obtain direct permission from the owner. This licence allows RETS the freedom and flexibility of sharing information without infringing copyright legislation.

Equal Opportunity

RETS believes in equal opportunity for all employees and students regardless of sex, pregnancy, race, marital status, sexuality, age, disability, religious belief or political conviction.

Towards this commitment, RETS:

- fosters a culture which values and responds to diversity;
- provides equal employment opportunity by identifying and removing barriers to participation and progression in education & training;
- offers courses which aim to overcome past disadvantages for members of staff and students;
- ensures that its staff, employees and course participants are aware of their rights and their responsibilities;
- is committed to examining all policies and systems to ensure the elimination of discrimination and harassment;
- will provide a work and study environment free from vilification.

To achieve these goals, RETS depends on the continued co-operation of all members of the workplace, and maintains that access and equity is the responsibility of all staff members.

Students have the responsibility to prevent harassment and discrimination against others, respect differences among students and trainers/assessors and treat people fairly, without discrimination or harassment.

Anti-discrimination

Anti-discrimination legislation relevant to RETS includes:

- NSW Anti-Discrimination Act, 1977
- ACT Discrimination Act 1991
- Racial Discrimination Act, 1975 (Commonwealth)
- Australian Multicultural Policy 2017
- Sex Discrimination Act, 1984 (Commonwealth)
- Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)

Discrimination includes:

- Age
- Disability (physical, intellectual, psychiatric, sensory, neurological and learning disabilities; including physical disfigurement, the presence of the body of an organism capable of causing disease and current, past, future or imputed disability);
- Marital status (single; or, with reference to a person of the opposite sex, mated, separated, divorced, widowed or in a de facto relationship);
- Pregnancy or potential pregnancy;
- Race (including colour, nationality; descent; ethic, ethno-religious or national origin; and immigration);
- Religious or political affiliation, views or beliefs;
- Sex, sexual harassment, homosexuality (male or female, actual or presumed), transgender or trans-sexuality (anyone who lives, has lived, or wants to live as a member of the opposite gender to their biological gender including people who are assumed to be transgender);
- actual or imputed characteristics or any of the attributes listed above;
- termination of employment on any of the grounds listed above and also on the grounds of family responsibilities, social origin, temporary absence from work because of injury or illness, union membership, participation in union activities, non-membership of a union and absence from work during maternity or other parental leave.

There are certain Equal Employment Opportunity groups that are affected by past or continuing disadvantage or discrimination. RETS is committed to providing continued support to these people.

These groups are:

- women
- Indigenous Australian peoples
- people with a disability
- people from non-English speaking backgrounds
- people with English literacy and numeracy needs
- residents of rural and remote communities

Beyond these groups, and in recognition of diversity, RETS aims to respond to the needs of the local community for example:

- young and mature age people;
- people in transition from institutions;
- people who are socioeconomically disadvantaged; and
- people with family responsibilities

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of RETS planning and operations. This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State/Territory agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- staff training;
- curriculum product development and delivery;
- marketing and promotion; and
- research

Disabilities

When students are inducted into RETS courses they are asked if they have any special needs relating to participating and learning. RETS is prepared to adapt courses for people with disabilities (within reason). There may however be circumstances where it will not be reasonably practicable for RETS to adapt its courses. RETS will assist the student in accessing an appropriate learning facility

Harassment, Vilification and Bullying

RETS will not tolerate behaviour which is harassing, vilifying or bullying.

Should any staff or students believe that they have been unlawfully discriminated against, harassed (including sexual harassment) or vilified, they must immediately contact the Managing Director. Any such issues raised will be handled with due diligence and in the strictest confidence. All reported issues will be documented and confidentially filed. RETS is committed to providing a work and study environment free from harassment, vilification and bullying.

Harassment (including Sexual)

Harassment can occur because of sex, pregnancy, race, marital status, disability, sexuality, HIV/AIDS status or transgender.

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material. Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously, some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated. Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is no onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don't do it. If another person's behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed.

Sexual harassment can happen to anyone, regardless of his or her sex or age. Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for and/or severe ridicule of a person or group of persons on the grounds of:

- HIV/AIDS;
- homosexuality;
- race; and
- transgender (trans sexuality)

Bullying

Bullying may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up".

RETS will ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment and will request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

Access to your Records

If you would like to access your personal information, you must put your request in writing (email is sufficient) to the Training Co-Ordinator with a copy of your certified photo identification. Email should be sent to admin@rets.com.au.

The records will be provided to the student within seven (7) business days. If anybody else other than appropriate government bodies require access to your confidential student files, RETS will need written permission from you to release these files.

Flexible Learning and Competency Assessment

Flexible delivery is where courses are designed to emphasise flexibility of delivery and assessment to increase the opportunity for access and participation by all students. Flexible delivery alternatives may include self-paced learning and distance/online/blended modes of learning, flexible timetabling, individualised learning, on the job modes, etc. All students have access to a tutor who may assist you through your learning.

Assessment is competency based and is designed to determine if the student can demonstrate the course competencies. This is through doing and showing the assessor that the skills and knowledge underpinning the competency standard are understood and demonstrable.

Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at an appropriate later date. If you would like to know more about Competency Assessment, contact the Training Co-Ordinator for a Student Assessment Information Booklet, which further overviews assessment and how it works.

Assessment is in accordance with the Principles of Assessment and Rules of Evidence.

All assessments must meet the assessment criteria of the training package on which the program is based. Assessment may be undertaken on or off the job. All assessment materials are appropriate to the real estate environment and the training package rules.

Upon commencement of all courses, RETS will identify your training and assessment needs. At this time, a RETS representative will fill out a Student Induction Checklist. This Checklist will help to identify if you have any particular learning needs. If you are completing a full qualification, a Training Plan will be developed for you, outlining which units of competency you should complete, which electives you have chosen,

assessments you will complete, when you should have these completed by, if you have any RPL or Credit Transfer and who your assessor will be. If you have a Training Plan, ensure you keep it in a safe place as it will act as your guide throughout your course.

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

You should be aware that 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, taking into account 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 expedite assessment 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. For hardcopy assessments you should also put the date, your name and signature on each page. This way if a page comes loose, we know it is part of your assessment. If your assessment is not clearly labelled it will be sent back.

Assessment Validation

All assessments are validated to ensure material and assessments are up to date and in line with current property legislation, general legislation and current practice. This ensures the training resources and assessments you receive are up-to-date and of relevance and quality.

Marking timeframes

RETS endeavours to have a 7 to 10 business day turn around for all marking from receipt in the RETS office.

Not Yet Competent (NYC)

Do not worry if your assessment results are marked as NYC. You have the opportunity to re-submit your assessment within 14 days of receiving it back. The assessor will state what is required of you to achieve competency.

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 an individual already knows and can do (their competencies) with learning outcomes of units in an accredited course. Please note, RPL is not a short cut or necessarily a 'quick' way of competing a course. A person 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 have been gained help to meet the assessment criteria – not where or how they were gained. If an individual already has the skills and knowledge that a course of study would teach, then the person 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.

Evidence considered for assessment is the RPL Kit plus 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 the claimed competencies and the principles of validity, reliability, fairness and flexibility.

Please refer to current fees and charges for the cost of RPL. Successful candidates are notified promptly of the RPL outcome. The student's Trainer/Assessor will advise unsuccessful candidates of reasons for non-recognition and steps they can take, including remedial training and appeal mechanisms.

If you think you may be eligible for RPL please contact the RETS office to discuss. Students wishing to apply for RPL will be given an RPL Kit.

Plagiarism

Students must submit their own work. Students are welcome to work on assessments in a group, but all students must submit their assessments in their own words. Copied or duplicated assessments will not be accepted.

Evaluation

At the completion of each course RETS will ask you to fill in a Learner Questionnaire. At the end of each Assessment there is also an opportunity for students to provide feedback. This helps us identify any problems we may have with our training and delivery and helps us improve and provide clients with a better service. We ask that you fill this in and email, fax or post back to assist RETS in improving our systems.

What happens if I need help?

In the instance that you need help with your assessments you can contact your Assessor via email or phone. You can also access the Tutorial Hotline for any assistance or advice. You will be given these details on commencement of your course.

If you need help in choosing the right course, contact the RETS office, where one of our helpful staff members will provide you with the information you require.

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

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