



REAL ESTATE  
TRAINING SOLUTIONS

# Student Handbook

**RTO Code: 90897**

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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 ACT and NSW. RETS was started in 2003 to provide quality training and assessment to the property sector.

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
- NVR Standards for Registered Training Organisations (RTOs)
- 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 the National Regulator for Vocation Education & Training (VET), the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training in NSW and the ACT.

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 that are relevant to you. 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](mailto: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](http://www.rets.com.au)

Real Estate Training Solutions acknowledges the Traditional Custodians of the lands on which we work and learn. We pay our respects to Elders past, present, and emerging. RETS is committed to creating a culturally safe and inclusive environment for First Nations peoples through cultural awareness and inclusive education practices.

# 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)* 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 they 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.

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

- Credit Transfer from other RTO's
- Enrolment
- Language, Literacy and Numeracy and Digital Literacy
- Client Support and Wellbeing
- First Nations Policy
- Training and Assessment
- Appeals, Complaints and Grievances
- Recognition of Prior Learning (RPL)
- Fees and Refunds

Any policies not included in this handbook, that you wish to see, can be viewed on our website or contact us for more information.

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](http://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 the student of 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.

**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 training activities and assessment tasks without plagiarising
- 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:

- To be provided with information on training, assessment and support services prior to enrolment
- Complete nationally recognised 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 turnaround 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 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 in, RETS will endeavor to make arrangements with other appropriate RTOs to provide the outstanding training and assessment.
- If 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, 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 Australian Qualifications Framework (AQF) certification document.



# 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 or online academic cheating portals.
- If attending face-to-face training and/or assessment delivery:
  - be punctual and arrive at the pre-arranged time
  - 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' trainer/assessor 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 of the Code of Conduct.*

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

A breach 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.

# Our Courses

## Nationally Recognised Training:

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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 or strata management.

### CPP31519 Certificate III in Real Estate Practice

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

This Certificate III course reflects the role of administration staff and assistants within the real estate sector of the property services industry who apply knowledge of real estate procedures, forms and documents; knowledge of customer service standards and customer expectations; and knowledge of real estate services and technical processes to support real estate agency operational functions. To achieve recognition at Certificate III, you must demonstrate competency in all 5 specified core units and 9 elective units (total of 14 units).

Code	Title
<b>Core Units (5 units)</b>	
CPPREP3001	Comply with ethical practice in real estate
CPPREP3002	Communicate effectively to support customer service in real estate
CPPREP3003	Access and process property information in real estate
CPPREP4001	Prepare for professional practice in real estate
CPPREP4005	Prepare to work with real estate trust accounts
<b>Elective Units (9 units)</b>	
BSBWHS307	Apply knowledge of WHS laws in the workplace
BSBPEF301	Organise personal work priorities
CPPREP3101	Assist in listing and marketing properties for lease
CPPREP3102	Assist in listing and marketing properties for sale
CPPREP3103	Assist with the sale of properties
CPPREP3104	Assist with maintain and protecting condition of managed properties
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate

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

## CPP41419 Certificate IV in Real Estate Practice

This training is subsidised by the NSW 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.

If you successfully complete this course, you may apply for the Real Estate Agent - Class 2 licence.

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

Code	Title
<b>Core Units (5 units)</b>	
CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
<b>Elective Units (13 units)</b>	
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4121	Establish landlord relationships
CPPREP4122	Manage tenant relationships
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust accounts
BSBTWK301	Use inclusive work practices
CPPREP4503	Present at hearings in real estate
CPPREP4504	Deliver presentations to clients in real estate

## **Assistant Agent - Certificate of Registration (Real Estate)**

A real estate *Assistant Agent - Certificate of Registration* is required to allow you to work as an assistant agent in real estate. The *Assistant Agent - Certificate of Registration* is the entry level real estate course and fulfils NSW Fair Trading's qualification requirements to apply for your Assistant Agent Registration (Real Estate).

To be eligible to apply for an Assistant Agent Certificate of Registration with NSW Fair Trading, you need to:

- be aged 16 years or over
- have completed: 5 core units from *CPP41419 Certificate IV in Real Estate Practice*

For more information, view the NSW Fair trading website at:

<https://www.service.nsw.gov.au/transaction/apply-property-certificate-registration>

Code	Title
<b>Core Units (5 units)</b>	
CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts

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

## CPP40521 Certificate IV in Strata Community Management

This Certificate IV describes the role of strata community managers who work independently using specialised knowledge to provide management services for strata communities. Strata community managers perform all functions associated with the administration of strata communities, including facilitating meetings of strata community members, administering insurance for strata communities, handling strata community funds and maintaining business records, and reporting on the financial activities of strata communities.

To achieve recognition at Certificate IV, you must demonstrate competency in all 14 specified core units and 4 elective units (total of 18 units).

If you successfully complete this course, you may apply for the Strata management Agent - Class 2 licence.

Code	Title
<b>Core Units (14 units)</b>	
BSBINS309	Maintain business records
BSBOPS404	Implement customer service strategies
BSBWHS307	Apply knowledge of WHS laws in the workplace
CPPSCM3020	Source and extract information from strata plans
CPPSCM4009	Access and interpret legislation in strata community management
CPPSCM4034	Implement strata community management agreement
CPPSCM4040	Develop and monitor maintenance strategies that contribute to asset life cycle
CPPSCM4044	Coordinate repair and maintenance of strata community property and facilities
CPPSCM4045	Facilitate strata community meetings
CPPSCM4047	Implement procurement processes in strata community management
CPPSCM4056	Manage conflicts and disputes in strata community management
CPPSCM4084	Administer insurance for strata communities
CPPSCM4086	Coordinate preparation of strata community budgets
CPPSCM4087	Facilitate operation of strata community committees
<b>Elective Units (4 units)</b>	
CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPPSCM4028	Identify and analyse risks in strata community management
CPPSCM4085	Handle strata community funds held in trust
BSBTWK401	Build and maintain business relationships

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

## **Assistant Agent - Certificate of Registration (Strata Management)**

A strata Assistant Agent - Certificate of Registration is required to allow you to work as an assistant agent in strata management. The Assistant Agent - Certificate of Registration is the entry level strata management course and fulfils NSW Fair Trading's qualification requirements to apply for your Assistant Agent Registration (Strata Management).

To be eligible for an Assistant Agent Certificate of registration, you need to:

- be aged 16 years or over
- have completed: 5 core units from *CPP40521 Certificate IV in Strata Community Management*.

For more information, view the NSW Fair trading website at:

<https://www.service.nsw.gov.au/transaction/apply-property-certificate-registration>

Code	Title
<b>Core Units (5 units)</b>	
BSBWHS307	Apply knowledge of WHS laws in the workplace
CPPSCM3017	Work effectively in strata community management
CPPSCM3020	Source and extract information from strata plans
CPPSCM4009	Access and interpret legislation in strata community management
CPPSCM4028	Identify and analyse risks in strata community management

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

For more information on any of our accredited courses please see our website – [rets.com.au](http://rets.com.au)

## Other Training:

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NSW Fair Trading and Access Canberra requires property agents to complete Continuing Professional Development (CPD) training each year. RETS delivers CPD training to help you meet your annual CPD obligations. For more information on the CPD courses we run please see our website [rets.com.au](https://www.rets.com.au). RETS is approved by NSW Fair Trading to provide CPD ion NSW.

For more information on the CPD requirements of each jurisdiction:

**NSW Fair Trading CPD requirements:** <https://www.fairtrading.nsw.gov.au/housing-and-property>

**Access Canberra:** <https://www.accesscanberra.act.gov.au/business-and-work/real-estate-and-property/licensing-for-business-real-estate-and-stock-and-station-agents>

# The Application and Enrolment Process

## Making contact with RETS:

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You may contact RETS directly or we may contact you after you have been referred to us by your employer or an Apprentice Connect Australia Provider.

Before you enrol or commence training and assessment, RETS must provide you with advice about the course (training product) in which you wish to enrol. To provide you with accurate advice, we first must consider your learning needs and your current skills and competencies. We carry out this process in a number of ways:

- We talk to you to explore your interest and motivation in completing a course of study.
- We have a 'competency discussion' with you to assess your current work role, if any, your workplace skills, previous qualifications, etc.
- We will ask you about your Language, Literacy, Numeracy & Digital Literacy (LLND) skills. You 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 later in this Handbook).
- It is also very important that your Digital Literacy Skills are high enough to complete any of RETS online courses – we will assess these to determine that you are capable of completing a RETS online course
- If you qualify for subsidised training, we may ask you some questions to confirm your eligibility.
- We ask you if you have any support needs that would help you to successfully complete your course and discuss possible support services that we could provide to you if you have support needs.

If we have assessed that your chosen course is appropriate to your current skills, then we will provide you with further information to help you make a final decision about starting your studies with RETS.

## Fee for Service (FFS) applicants:

If you wish to complete a course with RETS as a full fee-paying applicant, we will complete the above process with you to assess your suitability to your course interest. If

you qualify for enrollment in your chosen course, we will send you some documents (or provide you with weblinks):

- **RETS Application Form:** This document is the written agreement between you and RETS, your education provider. We use this form to describe the details of your course and to collect information about you required under Federal Government legislation. This form also includes a Student Agreement where you need to confirm that you have read and understood information we have given you.
- **Student Handbook:** This Handbook provides you with a wide range of information about your studies with RETS.
- **Confidentially/ Consent Agreement:** This forms part of your application process and gives your consent to use your personal information with some government agencies and asks you to confirm that you have read and understood information provided to you before you commence your course.

### **Smart and Skilled Applicants:**

Some students are eligible to access NSW Government's Smart and Skilled program.

We will assess your eligibility for the Smart and Skilled program in which you wish to enrol. To be eligible for subsidised training for any Smart and Skilled program, you must:

- live or work in NSW (determined by postcode of the usual place of residence or place of work); or
- If you are an Aboriginal and Torres Strait Islander trainee who does not live or work in NSW but lives in specific defined interstate NSW border areas, you are eligible for government-subsidised training under Smart and Skilled
- Be Australian citizen; or a permanent Australian resident; or a New Zealand citizen; or a humanitarian visa holder or a partner visa holder whose sponsor is a humanitarian visa holder
- be aged 15 years or older; and
- be no longer in secondary education - excluding registered home school students

For more information about eligibility for Smart & Skilled subsidised training, view the Smart and Skilled Student Eligibility Policy at:

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-student-eligibility-policy>

To finalise your enrolment in a traineeship, there are several documents that we need to send to you and your employer, for example, but not limited to:

- RETS Application Form
- Student Handbook
- Confidentially/ Consent Agreement Form
- Trainee Information Handbook
- Employer Information Handbook

We will also ask your employer to talk to you about your course, to send us their feedback on your training program and to confirm that they have all the resources and facilities to provide you with the training at your workplace.

### **ACT User Choice Apprenticeship Applicants:**

If you work in the ACT, an Apprentice Connect Provider may contact us on your behalf to say that you are interested in doing a traineeship with your current employer. If you work in the ACT, and you contact us directly, we will put you in contact with an ACT Apprentice Connect Provider who will process the first stage of your traineeship application and then contact us.

While your Apprentice Connect Provider may already collect evidence from you about your eligibility for User Choice subsidised training, we may also ask you for further evidence to confirm your eligibility.

We will then send you some documents (similar to above) to process and finalise your enrolment into an ACT traineeship.

After your enrolment is finalised (and following payment of any initial fees due, if applicable to you), RETS will contact you to conduct an induction. One of our Student Services Officers will call you to take through all aspects of your course including:

- confirming all your details that you or your employer/ Apprentice Connect Provider has sent us
- Information about RETS (as a Registered Training Institution)
- your training Plan (if you are a trainee)
- confirming that you have received previous information and returned any documents that need to be completed and/ or signed
- review the contents of the Student Handbook

- your training program, methods, timeframes, materials and how to access your training materials via our Learning Management System (LMS)
- your assessments, types of assessment tasks, how to submit and resubmit, etc.
- details of ongoing support services and how to access them.

## Credit transfer

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

A key pillar of the national VET system is that nationally endorsed qualifications, skill 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.

## Recognition of Prior Learning

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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.

**Industry experience** – previously working in real estate or strata.

**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.

If you think you may be eligible for RPL please contact the RETS office to discuss the matter further. After an initial assessment, we will confirm if you may be eligible for RPL and send you an RPL Kit to commence the process.

# Fees and Charges

## General Information:

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The fees that you pay for a course of study are usually made up of the following:

- *Course fee*: This is the fee paid for the training or teaching received, learning resources, assessments and all other costs associated with the training and assessment.
- *Non-Course fees*: These are additional fees on top of your course fees. Non-course fees could include reissuance of AQF documentation
- If there are additional non-course fees associated with a course of study, RETS must inform you about them before you have completed the enrolment process.

RETS will issue you with an invoice which lists the course fee before you are formally enrolled in your chosen course of study. You will need to pay your invoice before you are formally enrolled and issued with learning materials to allow you to commence your studies.

RETS may offer you a payment plan where you can pay your course fees by instalments rather than a single payment before you start your course.

## Payment methods

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Payment can be made via, direct debit, direct credit or credit card.

## More about Non-Course Fees and Charges

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Non-course fees charged by RETS include the following:

**Enrolment extension fee** (*where students have exceeded the prescribed timeframe for course completion*)

If your course is nearing expiration and additional time is needed, you may request an extension to your course.

RETS may grant up to a maximum of six (6) months extension for all courses offered. An extension is 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 you have not extended your enrolment prior to the course expiration, you may be required to re-enrol into the course (and pay for the full course again).

Applications for extensions are subject to approval and MUST be applied for prior to the expiry of your course. To request an extension, send an email requesting an extension with the appropriate application form to [admin@rets.com.au](mailto:admin@rets.com.au) containing your full name, contact number and details of the course in which you are enrolled. RETS will contact you with an outcome of your application for extension within three (3) days, and if approved, will invoice or collect fees within a further three (3) days.

The fees and charges associated with extending your course are calculated monthly from your expiration date, NOT the date you pay the fee.

### **Lost and Replacement Certificate/Document Fee**

RETS is required to keep a record of all AQF certification documentation issued to you for 30 years.

If you have lost your copies of AQF documents issued to you following completion of your training, RETS will reissue these AQF documents at a cost.

If you need your AQF documents to be reissued, you will need to contact RETS office in writing via email and include a copy of your certified photo identification with your written request. You will be invoiced the applicable reissue fee (see below) and upon payment, you will receive your new AQF documents within 7 working days.

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

## **Government Subsidised Training:**

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### **Smart & Skilled**

There are different categories of student fees for different Smart & Skilled programs, for different qualifications and the characteristics of you, the student. The NSW Government has a portal that allows RETS to calculate the student fee.

For more information about Smart and Skilled, go to:

<https://smartandskilled.nsw.gov.au/home>

For more information about Smart & Skilled fee information, (the Smart & Skilled Fee Information Policy) go to:

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

For more information about current Smart & Skilled student fees and subsidies, go to:

<https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees>

RETS must ensure that any fees that it publishes or charges you for Smart and Skilled subsidised training match the fees published on the Smart & Skilled Qualification Prices and fees register:

<https://www.nsw.gov.au/education-and-training/resources/qualification-prices-fees>

## **ACT Skilled Capital Australian Apprenticeships (User Choice)**

User Choice is a national funding scheme that subsidises the cost of an Australian Apprenticeships in the ACT. The program reduces the cost of the training that employers need to pay for their employees who are undergoing training.

RETS has a contract with the Skilled Capital to deliver subsidised training to eligible ACT workers in the following nationally recognised qualification:

- CPP41419- Certificate IV in Real Estate Practice

The course fee, which is chargeable as per the ACT contract requirements, and set by RETS, is currently \$350.

For more information about Skilled Capital, go to: <https://www.skills.act.gov.au/>

For more information about Skilled Capital fee information, go to:

<https://www.act.gov.au/skills/students>

For more information about current Skilled Capital student fees and subsidies, go to:

<https://www.skills.act.gov.au/registered-training-organisations>

RETS must ensure its published Course Fees for each Delivery Mode match the fees published on the ACT Qualifications Register at

<https://www.avetars.act.gov.au/qualifications>

## **Fee Payment Process:**

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RETS will only accept a maximum initial payment (prepaid fee) of no more than \$1500 from you before the commencement of your course. If you have agreed to pay further

additional fees after commencement for services yet to be delivered by RETS, these additional fees will not exceed \$1,500 on each occasion that an additional fee is paid.

Instalment plans:

RETS may offer you the option to pay course fees by instalments.

RETS offers several instalment payment plans including:

- 3-Instalment plan
- full payment in advance plan

We offer the following payment option if you are experiencing financial difficulties:

You must make an initial payment before you commence your course. Your initial payment can be:

- The full payment of your course fees if the total course fee is less than \$1,500
- The first instalment of your full course fee if the first instalment is less than \$1,500

(however, up-front payment cannot exceed \$1500)

On receipt of your initial payment, RETS provides you with an induction and shortly afterwards, we will send you links to your learning materials so that you can start your course.

## Fee Exemptions and concessions

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### ***Credit transfer concessions:***

If you provide RETS with AQF certification documentation issued by any other RTO, we will provide Credit Transfer towards the qualification you wish to complete. This is at no cost.

### ***Student Fee Concessions – Smart and Skilled***

To see details relating to Smart and Skilled Fee concessions:

<https://www.nsw.gov.au/sites/default/files/noindex/2024-05/fee-administration-policy-1-jul-24-to-30-jun-25.pdf>

## **Course Fee Concessions – ACT Apprenticeships**

To see details relating to ACT Apprenticeships Fee concessions:  
<https://www.act.gov.au/skills/students>

## **Refunds**

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To find out more about the refund policy and procedure please see here:  
[www.rets.com.au/forms1.html](http://www.rets.com.au/forms1.html)

# Training Delivery

## Modes of Delivery

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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 our team of Trainers and Assessors. All of our material is developed in house by industry experts – we have comprehensive learning materials for every unit we deliver, additional resources that might come in handy, as well as access to live and pre recorded webinars.

Our courses are delivered as follows:

**Online blended - E-learning** - you can access selected knowledge-based learning material online. Our Trainers and Assessors can track your progress through the material, assisting you via the online student messaging system. You will need internet connection and a computer to access the RETS e-learning portal.

**Hard copy, printed material** – If required RETS can supply students with all the learning and assessment materials in booklet form – there may be an additional cost for printing, postage and postage.

**Face-to-Face** – In certain circumstances, RETS can come to your workplace and design a course specifically to address 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 you work and are assessed in the workplace.

For further details on all of RETS courses see [www.rets.com.au](http://www.rets.com.au)

When your enrolment has been finalised and approved, those in subsidised courses will have a Training Plan developed, outlining which units of competency need to be completed and if there is any RPL or Credit Transfer.

## Flexible Learning

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Flexible delivery increases the opportunity for access and participation by all students. Flexible delivery modes may include:

- self-paced learning

- distance/ online
- blended learning (a combination of both digital learning and in-class learning)
- flexible timetabling
- individualised learning
- on the job learning

Distance learning is an umbrella term that covers ways in which training can be provided by an RTO remotely to a student, without face-to-face contact at a site. RETS uses the online learning mode for the delivery of its courses. You receive all course material, resources, access to webinars, access to trainers and assessors, access to the student support team lessons and assessment tasks digitally via our Learning Management System (LMS) and trainer input and assessment feedback is provided to you in the same way.

# Assessment

## The Assessment Process

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All of RETS accredited VET courses are assessed using Competency Based Training system (CBT). CBT is training that is designed to allow you to demonstrate your ability to do something, for example, 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 of the unit of competency, 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 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](http://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)
  - Roles-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 are 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.

#### 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, taking into account flexible delivery 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 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.

## Plagiarism

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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.**

This means you are agreeing that you have not:

- Copied, in whole or in part, material or responses from another student
- Used any Artificial Intelligence (AI) software to generate an answer that does not come solely from your own knowledge or skills - we are assessing you
- Used a paid assessment writing service
- Allowed someone else to complete your assessment activities

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 the like. Your assessment will advise you when copy and paste is accepted – but this is rare.

Please be aware we also have a range of checks to ensure you are the one doing your assessments.

### **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

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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:

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

## Assessment Validation

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Assessment Validation is a quality review process that confirms that RETS' assessment system can consistently produce valid assessment judgements.

A valid assessment judgement is one that confirms that you, the learner, holds all the knowledge and skills described in a training product.

Validation usually occurs after assessment is complete—so that we can consider the validity of both assessment practices (the assessment tools and processes used) and judgements (the decisions that your assessor has made about you when marking your assessments).

Validation involves checking that RETS' assessment tools have produced valid, reliable, sufficient, current and authentic evidence—evidence that allows RETS to make reasonable judgements about whether you have the knowledge and skills required for each unit of competency you complete.

When we conduct a validation event, we review a statistically valid sample of completed assessments and make recommendations for future improvements to the assessment tool, process and/or outcomes if applicable. The validation process also includes acting upon any recommendations for future improvement. RETS assessment tools and processes are validated according to an annual validation schedule.

When we conduct validation, the validation team will include at least one team member who has current industry skills in the real estate / strata management areas.

This helps to ensure that RETS' assessment tools continue to meet the need of industry and are in line with current property legislation, general legislation and current practice.

## Professionalism in Your Studies

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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 mindful 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.

## Appeals

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If you are not satisfied with your assessment outcome you are able to Appeal the result. Please see our Consumer Protection, Complaints and Appeals Policy and Procedure located here for more information: [www.rets.com.au/forms1.html](http://www.rets.com.au/forms1.html)

# Student Support, Wellbeing & Guidance

## Wellbeing

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At RETS, we want you to feel safe, supported, and valued during your studies. If you need help — academically, personally, or emotionally — we are here for you.

## General Support Services

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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 the additional needs of students who experience disadvantage.

### ***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.

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 course.

If we have identified that you require additional support services during your induction, we will provide you 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 [www.rets.com.au/forms1.html](http://www.rets.com.au/forms1.html) Student Support Policy.

## Educational Support Services

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At any point during your studies, you can request assistance from your Trainer/Assessor by sending them a message via the RETS learning management system, VET Campus. You can request assistance about any aspect of your studies, for example, questions relating to the learning content and materials or your assessment tasks.

If you prefer to speak directly to your Trainer/Assessor, you can access phone support: simply message your Trainer/Assessor via VET Campus requesting a call back. Alternatively you can speak to the Student Support Team about organising a time to speak to a Trainer/Assessor.

## Vocational Counselling Services

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RETS can help you to analyse your past experience, skills and qualifications to help identify your most suitable employment potential or career opportunities in the real estate or strata management industries. The RETS team can provide you with this expertise which can include recommendation of further study options to help you achieve your goals.

## Language, Literacy, Numeracy & Digital Literacy Assistance

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Having a suitable level of Language, Literacy, Numeracy & Digital Literacy (LLND) 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 LLND 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 (LLND) 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” (p.5, *Australian Bureau of Statistics 4228.0 – Adult Literacy and Life Skills Survey, Summary Results, Australia, 2006*).

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

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

If we think that you're existing LLND skills will clearly inhibit achievement of the learning outcomes of your proposed course, and you refuse LLND 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 LLND, please do not hesitate to contact the RETS Administration or Student Support team.

## Personal Counselling

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If you are having personal issues which are affecting your learning progress, you should first contact RETS for a confidential discussion. If RETS cannot provide the support services to address your personal needs, RETS may refer you to an external specialist service provider. The specialist service may charge you a fee for delivery of an external support service.

## External Support Services Directory

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This directory lists recommended services for students experiencing wellbeing challenges. All services are free and confidential unless otherwise stated.

### Crisis, Stress and Mental Health Support

Lifeline — 13 11 14 | [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue — 1300 22 4636 | [www.beyondblue.org.au](http://www.beyondblue.org.au)

Headspace — 1800 650 890 | [www.headspace.org.au](http://www.headspace.org.au)

Suicide Call Back Service — 1300 659 467 | [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

NSW Mental Health Line — 1800 011 511

ReachOut | [www.au.reachout.com](http://www.au.reachout.com)

### Family, Domestic and Sexual Violence Support

1800RESPECT — 1800 737 732 | [www.1800respect.org.au](http://www.1800respect.org.au)

NSW Domestic Violence Line — 1800 65 64 63

Canberra Domestic Violence Crisis Service (DVCS) — (02) 6280 0900

### Financial, Housing & Legal Support

National Debt Helpline — 1800 007 007 | [www.ndh.org.au](http://www.ndh.org.au)  
Ask Izzy — [www.askizzy.org.au](http://www.askizzy.org.au)  
LawAccess NSW — 1300 888 529  
Legal Aid ACT — 1300 654 314  
ACT OneLink — 1800 176 468 | [www.onelink.org.au](http://www.onelink.org.au)  
NSW Link2Home — 1800 152 152 | [www.nsw.gov.au](http://www.nsw.gov.au)

## Aboriginal and Torres Strait Islander Support

13YARN — 13 92 76 | [www.13yarn.org.au](http://www.13yarn.org.au)  
Brother to Brother — 1800 435 799  
Aboriginal Legal Service (ALS NSW/ACT) — 1800 765 767  
NSW AH&MRC — [www.ahmrc.org.au](http://www.ahmrc.org.au)  
Winnunga Nimmityjah Aboriginal Health Service (ACT) — (02) 6284 6222

## Physical and Sexual Health Support

Healthdirect Australia — 1800 022 222 | [www.healthdirect.gov.au](http://www.healthdirect.gov.au)  
NSW Sexual Health Infolink — 1800 451 624

## Social and Cultural Support

Australian Red Cross Migration Support Programs — 1800 733 276 | [www.redcross.org.au](http://www.redcross.org.au)  
NSW Multicultural Health Communication Service — [www.mhcs.health.nsw.gov.au](http://www.mhcs.health.nsw.gov.au)  
ACT Multicultural Hub — [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

## Language, Literacy and Numeracy (LLN) Support

Reading Writing Hotline — 1300 655 506 | [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)  
Canberra Institute of Technology (CIT) Adult Literacy and Numeracy programs — (02) 6207 3188  
| [www.cit.edu.au](http://www.cit.edu.au)

## Property Industry

**Industry regulators:**  
NSW Fair Trading

(02) 9619 8673  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

ACT Access Canberra

13 22 81  
[www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

Real Estate Employers Federation (REEF)

(02) 9261 2622 or 1300 616 170  
<https://www.reef.org.au/>

## Libraries

NSW State Library, Macquarie St, Sydney

(02) 9273 1414  
[www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)

NSW Central Library, Town Hall House, Sydney Square

(02) 9265 9333  
[www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

ACT Libraries ACT

(02) 6205 9000  
[www.library.act.gov.au](http://www.library.act.gov.au)

Contact your local council for local government libraries.

## Education Departments

NSW Department of Education and Communities (DEC)

1300 679 332  
[www.education.nsw.gov.au](http://www.education.nsw.gov.au)

ACT Education Directorate

(02) 6205 5429  
[www.education.act.gov.au](http://www.education.act.gov.au)

## Traineeships

NSW Traineeships and Apprenticeships

13 28 11  
[www.training.nsw.gov.au](http://www.training.nsw.gov.au)

ACT Traineeships and Apprenticeships

13 22 81  
[www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

Australian Skills Quality Authority (ASQA)

1300 701 801  
[www.asqa.gov.au](http://www.asqa.gov.au)

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.

**To access RETS student support services, speak to one of our Student Support Team by calling 1300 850 980 or send an email to [admin@rets.com.au](mailto:admin@rets.com.au)**

# Third Party Arrangements

**Currently RETS has no third-party agreements in place with other organisations.**

Registered Training Organisations (RTOs) often work with other organisations (third parties) to deliver a range of services, including providing marketing, recruitment, using facilities and resources, and training and/or assessment of VET courses.

If RETS has a third-party arrangement in place with another organisation, it must:

- have a written agreement in place between RETS and the third-party organisation setting out, for example, but not limited to, both parties' obligations under the agreement
- make it clear to you if:
  - a third party is recruiting students on its behalf
  - a third party is delivering training and assessment on its behalf or if it is delivering training and assessment on behalf of another RTO
- before enrolment or commencement, provide students with the name and contact details of any third party that will be providing training and/or assessment, and related educational and support services to you on RETS behalf
- RETS must inform you if:
  - RETS engages a third-party organisation to provide services to you
  - There are changes to arrangements with any existing third-party arrangements with other organisations that provide services to you
- Include complaints or appeals from you about a third-party organisation in RETS complaints and appeals procedures.

# 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 Commonwealth, State and Territory laws including but not limited to:

- National VET Regulator Act 2011 (Commonwealth)
- Standards for Registered Training Organisations (RTOs)
- Work Health and Safety Act 2011 and Regulations 2017 and Code of Practice
- Student Identifiers Act 2014 (Commonwealth)
- Anti-Discrimination Act 1977 (including all amendments to 2021) (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 and Stock Agents Act 2002 (NSW)
- Property and Stock Agents Regulation 2022 (NSW)
- 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

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

Austlii Australasian Legal Information Institute (AUSTLii): <http://www.austlii.edu.au>

NSW Legislation: [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

ACT Legislation Register: [www.legislation.act.gov.au](http://www.legislation.act.gov.au)

## **Child Protection (Working with Children) Act 2012**

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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**

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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, however, 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.

## Equal Opportunity

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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.

You, the student has the responsibility to prevent harassment and discrimination against others, respect differences among your fellow students and trainers/assessors and treat people fairly, without discrimination or harassment.

## Anti-discrimination

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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; ethnicity, 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

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When you are inducted into RETS courses, you are asked if you have any special needs relating to participation and learning. RETS will contextualise 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

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

Should any staff member or student believe that they have been unlawfully discriminated against, harassed 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. If you wish to view the RETS Vilification and Antisemitism Policy please contact the RETS office. You will also find the RETS Code of Respect on our website.

## Privacy

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RETS is committed to protecting the privacy of the personal information of students, staff, and other relevant stakeholders under its obligation to comply with Privacy Act 1988, the associated Australian Privacy Principles (APPs), specifically and in the way it collects, uses, secures and discloses personal information. To see details on how we protect your data and your privacy please see the Data Protection & Student Privacy Policy & Procedure, located: [www.rets.com.au/forms1.html](http://www.rets.com.au/forms1.html)

# Issuing of AQF Certification Documentation

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/ Testamurs. As such the Nationally Recognised Training (NRT) logo on AQF Testamurs and Statements of Attainment are issued within RETS scope of registration and in accordance with the Nationally Recognised Training Logo Specifications.

There are usually three possible documents that you can be issued when you have successfully completed your studies:

- 1 *A Testamur or Qualification:* You will receive this document when you have met the requirements of a vocational education and training (VET) qualification, for example, *CPP41419 Certificate IV in Real Estate Practice*
- 2 *A Record of Results:* You will receive this document along with your Testamur. It lists all the units of competency that you have successfully completed as part of your qualification.
- 3 *A Statement of Attainment:* You will receive this document to certify that you have completed one or more units of competency from a VET qualification for example, the 5 units of competency for the Assistant Agent - Certificate of Registration Real Estate.

Testamurs, Record of Results and Statements of Attainment will be issued within ten (10) business days of successful course completion. It should be noted the release of Testamurs, Record of Results and Statements of Attainment will only occur once full payment and all required documents have been received from you by RETS.

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

**Real Estate Training Solutions does not grant the 'Certificate of Registration' that allows you to work in real estate or strata management. You need to apply for your certificate of registration online on the State/Territory Regulator's website.**

**A copy of the RETS "Statement of Attainment", denoting successful completion of the required units of study should be attached to your online application.**

**For further details go to:**

**NSW: NSW Fair Trading:** [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**ACT: Access Canberra:** [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

## Access to your Records

If you would like to access your personal information, you must put your request in writing via email to the RETS Admin team with a copy of your certified photo identification. Email should be sent to [admin@rets.com.au](mailto:admin@rets.com.au).

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

## Your Feedback

At the completion of each course, RETS will ask you to complete a Learner 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.

## What happens if I need help?

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

If you have any questions about your training content or your assessment tasks, you can contact your assessor via email, phone or the RETS VET Campus direct messaging system. You can also request a phone call from our Trainers/Assessors for any assistance or advice.

If you have any other support needs, contact us for a confidential discussion.

## Complaints

RETS takes any complaints seriously. If you have a complaint about RETS please go to our Consumer Protection, Complaints and Appeals Policy and Procedure located here: [www.rets.com.au/forms1.html](http://www.rets.com.au/forms1.html).

# Policies and 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:  
[www.rets.com.au/forms1.html](http://www.rets.com.au/forms1.html)

## RETS Contact Details

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

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

**Email:** [admin@rets.com.au](mailto:admin@rets.com.au)

**Phone:** 1300 850 980

**PO Box 682  
Richmond, NSW, 2753**