



**Real Estate Training Solutions**

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# Traineeship Information Kit

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The most recent copy of this Information Kit can be found at the RETS website - [www.rets.com.au](http://www.rets.com.au)

## *Introduction and Welcome*

Welcome to Real Estate Training Solutions (RETS), a Registered Training Organisation (RTO) currently offering a variety of real estate training in NSW. RETS conducts training under the legislation of the NSW Fair Trading, Australian Quality Skills Authority (ASQA) and the Department of Industry– Smart and Skilled program.

This Traineeship Information Kit 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 kit please contact our office for clarification. RETS reserves the right to modify, revise or supplement policies and procedures in this kit at its discretion.

## ***Traineeship information***

The traineeship system in NSW has recently undergone significant changes. The system is now known as Smart and Skilled. To find out more about the changes please go to [www.training.nsw.gov.au](http://www.training.nsw.gov.au).

Traineeship training in NSW is subsidised by the NSW Government.

## ***Prospective Students and Notification of Enrolment***

As part of the enrolment process for prospective students RETS must comply with Department of Industry ('the Department'), State Training Services (STS) process for the 'Notification of Enrolment of Prospective Students': This includes:

- Obtaining all required consents from the Prospective Student. This includes the Prospective Student signing or electronically accepting (including by ticking a check box) a consent form. If the Prospective Student does not provide their consent, RETS cannot proceed with the Notification of Enrolment Process.
- Determining if the Prospective Student is eligible for Subsidised Training;
- Providing the Prospective Student with the details of the Fee that the Prospective Student would have to pay for the Approved Qualification;
- Capturing the Prospective Student's Unique Student Identifier (USI);
- Obtaining a declaration from the Prospective Student in respect of the correctness of the information provided by the Prospective Student and confirming the receipt of information relating to the fees; and
- Reporting enrolments with all required information (including the proposed date of Commencement (the Planned Start Date)) to the Department

The Notification of Enrolment Process will be completed for a Prospective Student when all of the above steps have been undertaken and a Commitment ID is issued by the Department for the Prospective Student.

A Prospective Student only becomes an Enrolled Student once the Notification of Enrolment Process has been completed, a Commitment ID has been issued and the Prospective Student has enrolled in the relevant Approved Qualification with RETS.

If a Commitment ID has been issued for a Prospective Student and the Prospective Student does not enrol with RETS or cancels their enrolment, RETS will cancel the Commitment ID immediately.

RETS will also:

- Commence the Enrolled Student in the Approved Qualification connected to the Commitment ID on the Planned Start Date; and
- Submit Training Activity Data for the Enrolled Student within 6 weeks of the Planned Start Date.

If the Training Activity Data for the Enrolled Student is not submitted within 6 weeks of the Planned Start Date, the Commitment ID will expire.

## ***Training Plan***

RETS develops a Training Plan for each Enrolled Student within 12 weeks of Commencement. It will be customised with consideration of the nature of the Employer's business and the Enrolled Student's duties within the workplace.

RETS will ensure that all Enrolled Students have input into developing their Training Plan, and are provided with a copy of the Training Plan. RETS retains a copy of this training plan also.

Training Plans for trainees are developed as per the guidelines for developing Training Plans for Apprenticeships and Traineeships. These guidelines can be viewed at [www.training.nsw.gov.au/forms\\_documents/apprenticeships\\_traineeships/trainingplan\\_guidelines.pdf](http://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/trainingplan_guidelines.pdf)

## Consumer Protection

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

RETS has also implemented a Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of all clients. These arrangements are in line with the NSW Consumer Protection Strategy:

[www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

RETS designated Consumer Protection Officer is the Managing Director – Sasha Boe. She can be contacted at the RETS office.

## 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

RETS has policies relating to each of these areas. The policies not included in this kit can be viewed on request.

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 they 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;

All consumers have obligations, including but not limited to

- provide accurate information to the provider
- behave in a responsible and ethical manner

**Rights:**

- Be provided with information on training, assessment and support services information prior to enrolment
- 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
- Have their money fully refunded if RETS is unable to provide the training and assessment services the student has paid for.

All consumers have the right to:

- expect that the education and training they receive will be of a quality consistent with ASQA regulations and Smart and Skilled Contract requirements
- be informed about personal information that is collected about them and the right to review and correct that information
- access to a provider's consumer protection complaints system



## Complaints

You are able to make 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 you have a complaint:

- 1) Speak to your assessor/trainer – they may be able to assist you immediately and remedy the issue you have.
- 2) If your trainer/assessor is unable to assist or the complaint relates to them contact the training co-ordinator in the RETS office. At this stage you will need to place your complaint in writing – email is fine. A written outcome will be provided within 2 working days of receipt. If you are unsatisfied with the outcome see (3)
- 3) If the training co-ordinator is unable to assist with your complaint the Managing Director will review your complaint. At this stage the student will be given the opportunity to formally present their case to the Managing Director within three (3) working 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. Leadr – Association of Dispute Resolvers

<http://www.leadr.com.au/>

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. RETS will cover the cost of

one hour of arbitration after which point the complainant will need to cover the cost.

- 4) If the student feels that they are still unsatisfied with the process they may make a complaint with ASQA – <http://asqa.gov.au/complaints/making-a-complaint.html>

Any complaint found to be substantiated will be acted upon immediately by RETS. Staff who have complaints should approach the MD to discuss the problems. All complaints will be taken seriously, and all outcomes of problems or complaints will be placed in writing for the benefit of the complainant and 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 MD will review the practice, resource, policy or system leading to the complaint and where viable amend the issue.

## **Appeals Process**

Any decision made by RETS 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 7 days of receiving them.

Students who have reason to query their results or any decision that has been made are entitled to have the MD 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 MD. 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 MD will advise the student of the appeal outcome, in writing, within five (5) working 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 MD 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.

### **Consumer Protection Complaints**

If an individual feels that RETS has breached its obligations in the undertaking of marketing and sales activities as per ACL, they may raise a complaint.

In the first instance RETS encourages individuals to discuss the situation with the Consumer Protection Officer, where the issue will be investigated and responded to as soon as possible (and within 30 calendar days).

If the individual is still not satisfied their complaint may be taken directly to the relevant *Consumer Protection Agency* for investigation:

#### **NSW Office of Fair Trading**

13 32 20

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

### **Smart & Skilled Subsidised Students**

Smart & Skilled Subsidised Students can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback.

13 28 11 or 1300 77 21 04

[smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au)

Support is also available in person at a State Training Services Centre:

[www.training.nsw.gov.au/about\\_us/sts\\_contacts.html](http://www.training.nsw.gov.au/about_us/sts_contacts.html)

Alternatively, a complaint may also be lodged with the Australian Skills Quality Authority (ASQA) complaints handling service for complaints against RTOs:

**ASQA**

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

Phone: 1300 701 801

## Disciplinary Procedures

RETS endeavours to promote a safe and fair environment for all staff and students.

Disciplinary action will occur if:

- Staff or students hit 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 found to be plagiarising their work

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.

## Electronic Marketing

The *Spam Act 2003* prohibits the sending of unsolicited commercial electronic messages—known as spam—with an Australian link. A message has an Australian link if it originates or was commissioned in Australia, or originates overseas but was sent to an address accessed in Australia.

The *Spam Act 2003* defines a commercial electronic message as:

- Offers, advertises or promotes the supply of goods, services, land or business or investment opportunities;
- Advertises or promotes a supplier of goods, services, land or a provider of business or investment opportunities; or
- Helps a person dishonestly obtain property, commercial advantage or other gain from another person.

The Act classifies an electronic message as 'commercial' by considering:

- The content of the message;
- The way the message is presented; and
- Any links, phone numbers or contact information in the message that leads to content with a commercial purpose—as these may also lead the message to be defined as 'commercial' in nature.

### Messages sent without consent

As an educational institution, RETS representatives can send messages to past and current students without their consent, but only if the messages relate to goods or services supplied by RETS

### Identification

All commercial electronic messages sent by RETS representatives accurately identifies RETS as the organisation that authorised the sending of the message. Information provided includes:

- Clear and accurate information on RETS that authorised the sending of the message — including the correct legal name of the organisation and an Australian Business Number; and
- Accurate information about how the recipient can contact RETS.

RETS ensures that this information remains correct and valid for at least 30 days after the message is sent.

## ***Notifications and Guarantee***

RETS will notify clients as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to the delivery of services to those specific clients; and
- A change in ownership of an RTO entity should that occur.

RETS guarantees that no additional charges will be imposed during the traineeship period.

## ***Fees and Charges***

RETS fee arrangements for Smart & Skilled subsidised students are in line with the NSW Fee Administration Policy which can be viewed at:

[www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy.pdf).

If you are a School based trainee please see:

[http://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/sbats\\_fee\\_admin\\_policy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/sbats_fee_admin_policy.pdf)

## ***General Fee Protection***

RETS will only accept maximum initial payments of no more than \$1000 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.

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.

These requirements only apply to students directly - they do not apply to other clients - for example, where an employer engages RETS to provide training and/or assessment to its personnel.

### Government Subsidised Fee Arrangements

The following government contractual / jurisdictional arrangements apply to RETS fees and charges:

#### *NSW Smart & Skilled Program*

The total course fee for a government subsidised traineeship course is divided into two components:

- The Fee (to the student / employer / client); and
- The Subsidy (paid by the relevant government body to RETS).

In cases of government funding or subsidy, the Department's report includes the approximate value of the contribution from government towards the qualification(s) in which the student is considering enrolment.

The prospective student and employer will receive a copy of this breakdown and amounts, produced by the Department, prior to enrolment, with a letter outlining when this fee is due. This will be received by email.

The student/employer must sign this letter agreeing to the quote and the payment schedule.

### Fees

RETS:

- only charges fees for subsidised students in accordance with the NSW Fee Administration Policy, as per the relevant fee set by the NSW Government.
- uses the NSW Provider calculator *or* to confirm an individual's personal and program eligibility for a qualification.



- charges the student the relevant fee set by the NSW Government as validated by the Calculator.
- does not charge Smart & Skilled subsidised students a fee other than what is calculated by the NSW Government through the Calculator.

### Types of Fees:

#### *Traineeship Fees*

- Traineeship fees are the same as for the Standard Student—First Qualification fee.
- This means that the fee for a NSW new-entrant trainee is always at the First Qualification rate, regardless of the number or level of previous post school qualifications they hold.

#### *Standard Student Fees*

- The Standard Student fee applies to students who are not doing an apprenticeship or who do not qualify for a concession or an exemption.
- The Standard Student—First Qualification fee applies to students who do not already hold a post-school qualification from any tertiary sector.
- Qualifications include vocational and higher education qualifications achieved in Australia or overseas at any time previously.
- Qualifications not deemed to be post-school qualifications are:
  - Qualifications achieved while at school as part of an individual's secondary education prior to turning 17yrs;
  - Certificate I qualifications;
  - Smart and Skilled Entitlement Foundation Skills qualifications;
  - Certificate IV NSW Tertiary Preparation Certificate; and
  - Any other foundation skills qualification that is aimed at developing foundation skills as identified in the "National Foundation Skills Strategy" (up to and including Certificate III), including:

- English language, literacy and numeracy (such as listening, speaking, reading, writing, digital literacy and use of mathematical ideas); and
- Employability skills (such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces and contemporary life).
- The First Qualification fee also applies to fees for 15 – 17 year olds regardless of any previous qualification.

### Adjusted Fees

- The fee for a student is adjusted if that student receives Recognition of Prior Learning or Credit Transfer for any Unit(s) of Competency for the course.
- The Fee to be charged to the student is calculated as follows:

$$\text{Fee} = \text{Adjusted Price} \times \text{Fee Percentage}$$

Where:

Fee Percentage means the relevant Fee amount expressed as a percentage of the Price.

### RPL and credit transfer

Where RPL and/or CT is granted after enrolment, RETS will take all necessary steps to advise affected students of adjusted fee and to adjust the fee levied, including adjustments to subsequent fee payment schedules.

### Fee structure

RETS outlines the payment structure in a letter to the student prior to enrolment.

## Eligibility

To be eligible for training for any Smart and Skilled program, an individual must:

- Be an Australian citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- Be aged 15 years or older, and
- Live or work in New South Wales, and
- No longer be at school.

**Note:** Aboriginal and Torres Strait Islander students who do not live or work in New South Wales but live in specific defined interstate NSW border areas are eligible for government subsidised training under Smart and Skilled.

## Apprenticeships and Traineeships Program

An individual is eligible to receive subsidised course services in the Smart and Skilled Entitlement Apprenticeships and Traineeships Program if that individual:

- At the time of commencement in an approved Qualification is an Apprentice or New Entrant Trainee and has a Training Contract; and
- Has the approved Qualification shown on their Training Contract.

## School Based Apprenticeships and Traineeships Program

An individual is eligible to receive subsidised course services in the School Based Apprenticeships and Traineeships Program if that individual:

- At the time of Commencement in an approved Qualification is approved or registered as a School Based Apprentice or School Based Trainee in NSW; and
- Has the approved Qualification shown on their Training Contract.

## Evidence of Eligibility

An individual must provide evidence to support their eligibility for Smart and Skilled.

### *Proof of eligibility for First or Subsequent Qualification Fee*

- A student is required to declare any post-school qualifications to assess eligibility for a First or Subsequent Qualification Standard Student fee.

### **Proof of Eligibility for a Concession Fee**

A list of the specified Commonwealth benefits and allowances is noted above. The recipient of a specified Commonwealth benefit or allowance must provide the following proof of eligibility for a concession:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN); or
- A current concession card that shows the CRN; or
- A current Centrelink income statement that clearly shows the benefit or allowance category and the CRN; or
- Any other evidence that clearly shows the CRN and the benefit or allowance category; or
- For people applying for Austudy or Newstart allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth benefit or allowance must provide documentary evidence that Centrelink recognises the individual as the dependant. The evidence should clearly show the CRN of the benefit or welfare recipient.

## Fee Exemption

For students who are eligible for a Fee Exemption, the amount of the Fee is \$0.

Students who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people; and
- People with a disability (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension).

## Frequency of Exemption

- Australian Aboriginal and Torres Strait Islander students will be exempt from fees for any Smart and Skilled enrolments for which they are eligible.
- Australian Aboriginal and Torres Strait Islander students must meet the Smart and Skilled personal and program eligibility criteria.
- At the time of enrolment, a student with a disability or their dependant, where eligible for the program, is entitled to one exemption per calendar year and a concession for all subsequent enrolments up to Certificate IV in a calendar year.
- A student with a disability must declare their previous enrolments in a Smart and Skilled qualification in a calendar year. This includes enrolments in that calendar year that have not commenced, enrolments that commenced in a previous calendar year that are continuing in the calendar year and previous calendar year enrolments that are completed in the calendar year.

## Concession Fees

- A student who receives a specified Commonwealth benefit or allowance is eligible for a concession fee for a qualification up to and including Certificate IV. A student who is receiving a specified benefit or allowance at the time of enrolment is eligible for a concession.
- The concession fee is also available to a student who is a dependant of a person receiving a specified Commonwealth benefit or allowance. To be eligible for the concession the person who the student is a dependant of must be receiving the benefit or allowance at the time of enrolment.

## Specified Commonwealth Benefits and Allowances for Concession Fees

- Age Pension;
- Austudy;
- Carer Payment;
- Disability Support Pension;
- Exceptional Circumstances Relief Payment;
- Farm Household Allowance;
- Family Tax Benefit Part A (maximum rate) ;
- Parenting Payment (Single);
- Newstart Allowance (see below);
- Special Benefit;
- Sickness Allowance;
- Veterans' Children Education Scheme;
- Veterans' Affairs Pensions ;
- Widow B Pension;
- Widow Allowance;
- Youth Allowance; and
- Wife Pension.

### Note:

- A NSW New Entrant Trainee on a Newstart Allowance is not eligible for a concession fee.

- Where a student is eligible for a concession and has been awarded RPL and/or CT, if the adjusted Standard Student fee (First or Subsequent) is lower than the concession fee, the student will pay the relevant Standard Student fee.

### *Evidence of Eligibility*

Eligibility for a fee exemption or concession is assessed at enrolment and cannot be adjusted after enrolment. Eligibility evidence is retained on each student's course file.

Where the evidence, provided by the student, is a copy of the original, the copy must be an 'original copy' certified by a person who is on the list of approved witnesses who can verify documents. A list of approved witnesses is available at the Commonwealth Attorney General's Department website at: [www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx](http://www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx).

### *Aboriginal and Torres Strait Islander Students*

Australian Aboriginal and Torres Strait Islander students prove their status and eligibility for a fee exemption through descent, self-identification and community identification. Students will need to declare their status and be able to provide documentary evidence of community identification, if required.

### *Students with a Disability*

A student who seeks a fee exemption on the basis of disability needs to provide:

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
- A current Disability Pensioner Concession Card that shows the CRN; or

- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or
- Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
- Documentary evidence of support needs due to the student's disability. This evidence must be a letter or statement from:
  - A medical practitioner; or
  - An appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for students with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service RTO, or a Job Capacity Assessor; or
  - A specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

An individual who is seeking an exemption as a dependent child, spouse or partner of someone who is receiving a Commonwealth Disability pension must provide documentary evidence that Centrelink recognises the individual as a dependant. The evidence should clearly show the CRN of the Disability Pension Recipient.

### **Fees for transferring students**

#### *Of their own accord*

A student undertaking a Smart and Skilled qualification may withdraw from a qualification with a Smart and Skilled RTO and transfer to another Smart and Skilled RTO to complete their qualification because:

- They chose to of their own accord;
- Their initial RTO closes; or
- Their initial RTO's Smart and Skilled Contract has been terminated.



Where a student transfers of their own accord from their initial Smart and Skilled RTO to RETS to complete their training, standard credit transfer rules will apply when calculating the student fee.

To do this, RETS must obtain a statement of attainment from the student (issued by the initial RTO) to determine what credit should be granted. RETS will then use the Smart and Skilled Provider Calculator to determine the student fee.

In this situation, the student may end up contributing more towards the cost of their training.

*Due to the closure of the RTO*

The following rules apply to a student who transfers due to a RTO's closure or the termination of a RTO's Smart and Skilled Contract. The fees charged in total by the two Smart and Skilled RTOs cannot exceed the student fee quoted by the initial RTO.

Where the combined fee exceeds the original fee quoted, RETS must contact the Department to confirm fee to be charged, before enrolling the student and charging any fees. Any fee gap will be paid to RETS by the Department.

Therefore where a student transfers from their initial Smart and Skilled RTO to RETS to complete their training, and the transfer is not of the student's own accord, RETS must obtain from the student:

- A statement of attainment issued by the previous Smart and Skilled RTO;
- An up-to-date training plan (issued by the initial Smart and Skilled RTO) that lists all units of competency achieved, commenced but not completed, and/or not started; and
- A statement of fees issued by the previous Smart and Skilled RTO.

RETS can then enter the details into the Smart and Skilled Provider Calculator to determine the student's fee.

Obtaining the above documentation may not be possible where the initial RTO closes. In these instances, RETS will seek assistance from the Department to determine the student's fee.

### *Transitioning Qualifications*

The student fee will remain the same where students are required to move from a superseded qualification to a new qualification

## Traineeship refunds

### Refunds

If RETS cannot provide the training and assessment service the students money will be refunded in full.

Where the student has paid fees and then applies for and is successfully granted RPL or CT the student will receive a refund for these units (if payment received by RETS from the student exceeds student fee quote).

Where a student has paid fees and withdraws from the course, if applicable, a refund will be provided on a pro rata basis against the units complete.

### Withdrawal without penalty

Trainees have 7 days from initial enrolment to withdraw without penalty from the course. At this stage if any fees have been paid they will be refunded, minus a \$75 administration fee.

### Repeated Assessments

RETS does not levy additional fees for students who are re-attempting assessments.

To apply for any refund please place the request in an email to the training co-ordinator at [admin@rets.com.au](mailto:admin@rets.com.au). All refund applications are assessed and processed within fourteen (14) days of the application being placed. The client will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

## Recovery of Outstanding Student Fees

RETS collects all fees to be paid by the student by the time they complete their subsidised training. RETS retains student fees that it collects.

RETS has a robust process for the recovery of outstanding fees from a student.

The penalty for not paying outstanding fees will be delay in release of results or testamur(s) as relevant to the student until all fees are recovered. For significant student debts, formal debt collection actions may also be undertaken.

## Fee Records

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

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

## Lost and Replacement Certificate/Document Fees

RETS is required to keep copies of students' records of statements of attainment and qualifications for 30 years.

If you have lost your copies RETS will replace or reissue 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 7 working days to receive this.

<b>Replacement of documents lost or misplaced</b>	<b>Cost (incl GST)</b>
Replacement of both Transcript and Certificate – posted	\$50

## **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.

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 enrolment form. After the 1/1/15 if we do not have this USI we are unable to issue you with a qualification on completion of your course.

To find out more about the USI go to the link <http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>, to view a Fact Sheet on the USI.

### **How do I get a USI?**

1. Go to [www.usi.gov.au](http://www.usi.gov.au)
2. Click 'I am a student'
3. Click Create your USI
4. Click on "who are you - Australian or International student"
5. Have a form of ID as mentioned before clicking continue
6. Click continue
7. Read Terms and Conditions
8. Click agree tick box and click next
9. Click create USI
10. Fill in personal information in required fields
11. Click Next
12. Confirm your details check to see that they are all correct make changes if needed
13. Click Next
14. Tick which form of ID you will be using and click next
15. Fill in required field regarding you form of ID
16. Click next
17. Create a password and set questions
18. Click next

**Your USI should appear on the screen. Please note this number down somewhere safe and email us a copy!!**

When creating your USI please ensure that the access controls are set to allow the Department and RETS appropriate levels of access to your USI records.

Once RETS have your USI we will confirm with the Student Identifier Register that the USI you have provided is actually your USI.

### ***Deferring your traineeship***

If a student indicates that they wish to defer their training RETS will make every effort to assist the Student to continue training where possible.

Where a student proceeds with the deferral of training RETS can only permit a deferral of no more than 12 months from the date of receipt of notice from the student.

Students who do not recommence training within a 12 month period of deferral will be reported as discontinuing Subsidised Training.

A student who wishes to recommence training after discontinuing an Approved Qualification will be treated as a new student and the Notification of Enrolment Process must be carried out.

## *Discontinuing your traineeship*

Where a student proceeds to discontinue their training, RETS will:

- Attempt to obtain formal notification from the Student of the date the Training will end;
- Comply with the Fee Administration Policy including with respect to the refund of any applicable Fee;
- Issue the Enrolled Student with a Statement of Attainment and associated transcript for completed Units of Competency within 21 days of notification of the discontinuance;
- Update the Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Provide the updated Training Plan to the Enrolled Student;
- Return results of any outstanding completed training activities and/or assessments to the Enrolled Student;
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of Training.

## *Transferring*

### *Transfer Out Process*

If there is to be a transfer out of a student, RETS will provide advice to the student as soon as practically possible.

In the event that RETS Smart and Skilled Contract is terminated or suspended the Transfer Out Process will be commenced prior to the termination of the Contract and/or ending the delivery of Subsidised Training to the relevant Enrolled Student.

The transfer out process will include:

- The date of forthcoming termination of the Contract or of ending the delivery of Subsidised Training;
- Options for continuing training, which may include:
  - Referring the student to the Smart and Skilled website to identify an alternative RTO who can provide Subsidised Training;
  - Referring the student to the local State Training Services Regional Office for assistance;
  - The Enrolled Student opting to remain with RETS and continue training on a "fee-for-service" basis (that is without the benefit of Subsidies); or
  - RETS to suggest an alternative Provider.
- Fee arrangements for transferring Enrolled Students (in accordance with the Fee Administration Policy);
- Issuing of Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date;
- Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Ensure all current Enrolled Students in training receive any refunds owed in accordance with the Fee Administration Policy;
- Return results of any outstanding completed training activities and/or assessments to the Enrolled Student; and
- Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of Subsidies and Loadings.

### ***Enrolment and Induction***

Students need to fill in a RETS enrolment form. To access an enrolment form for a traineeship contact the training co-ordinator at [admin@rets.com.au](mailto:admin@rets.com.au).

Enrolments must be accompanied by a copy of the student's certified identification (which may include a passport or birth certificate).



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 acceptable your enrolment may be declined—please see the Language, Literacy and Numeracy (LLN) section of this Handbook.

### ***Course Completion Timeframes***

For full time students generally Certificate III courses are conducted over 12 months and Certificate IV courses over 24 months. Please contact us if you are completing part time and we can advise you on the length of your course.

### ***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.

Certificates and Statements of Attainment will be issued within 10 days of successful course completion.

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

*Real Estate Training Solutions does not grant the 'Certificate of Registration'. An application form can be obtained from the NSW Fair Trading. A copy of the RETS "Statement of Attainment", denoting successful completion of the recognised requirement, should be attached to that application form.*

*See [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) for further details*

## **Qualifications from other RTOs**

RETS recognises Statements of Attainment and Certificates issued by any other RTO within Australia. Where appropriate Credit Transfer will be issued.

Credit transfer is issued for units that are equivalent to a unit on RETS scope of registration (CPPDSM 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.

## **Student Support, Welfare & Guidance**

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

## **Tutoring**

At any point during the course students can contact the RETS tutor hotline 7 days a week (weekdays 9– 5pm and weekends 11 – 3pm) on 0439 000 900 or e-mail [tutor@rets.com.au](mailto:tutor@rets.com.au).

## 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 cost to the student.

## Further Guidance Services:

NSW Fair Trading Licensing	(02) 9372 9299
Libraries:	
State Library NSW, Macquarie St, Sydney	(02) 9230 1414
Central Library, Town Hall House, Sydney Square	(02) 9265 9053

Contact your local council for local government libraries.

Drug and Alcohol Counselling	<a href="http://www.health.nsw.gov.au">http://www.health.nsw.gov.au</a>
Adult Migrant English Services	(02) 9289 9222
Reading Writing Hotline:	1300 655 506
Department of Education and Communities (DEC) NSW	(02) 9266 8111
Aboriginal Unit	(02) 9244 5426
Disability Services	(02) 9244 5085
Vocational Training Unit	13 28 11
Real Estate Employers Federation (REEF)	(02) 9621 2666
Traineeships and Apprenticeships	13 28 11
Credit-line	(02) 9951 5544
Legal Aid	1300 888 529
Lifeline Australia	13 11 14
Beyond Blue	1300 22 46 36
Australian Skills Quality Authority (ASQA)	1300 701 801

## ***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 NSW Health.

## ***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 a 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 (NSW Literacy Network [www.literacynetwork.org.au](http://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 MD 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.

## 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:

- o National VET Regulator Act 2011
- o Standards for Registered Training Organisations (RTOs) 2015
- o Work Health and Safety Act 2011 and Regulations 2011 and Code of Practice
- o Student Identifiers Act 2014
- o NSW Anti-Discrimination Act 1977 (including all Acts to 1997)
- o Racial Discrimination Act, 1975 (Commonwealth)
- o Multicultural Australia Policy 1998
- o Sex Discrimination Act, 1984 (Commonwealth)
- o Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
- o Disability Discrimination Act, 1992 (Commonwealth)
- o NSW Apprenticeships and Traineeships Act 2001
- o Apprenticeship and Traineeship Regulation 2010
- o Privacy Act 1998 (Commonwealth National Privacy Principles)
- o Child Protection (Working with Children) Act 2012
- o Property, Stock and Business Agents Act 2002
- o Property Stock and Business Agents Regulation 2014
- o Strata Schemes Management Act 2015
- o Strata Schemes Management Regulation 2016
- o Residential Tenancies Act 2010
- o Fair Trading Act 1987
- o Competition and Consumer Act 2010
- o 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 <http://www.austlii.edu.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

### **NSW Apprenticeship and Traineeship Act 2001**

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 after 2014 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 Kit and on our website.

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

### **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 Directors roles 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 employers responsibility to maintain Workplace Health and Safety. RETS can provide a self-checklist for employers to self evaluate if there are any WH&S risks or hazards, but RETS is not responsible for WH&S in a employers workplace. It is the employers responsibility under the WH&S Act to maintain that the

employee (student or trainee) is inducted into the workplace and is advised of information relating to WH&S.

### 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.

### 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
- QLD Anti-Discrimination Act 1991
- Racial Discrimination Act, 1975 (Commonwealth)
- Multicultural Australia Policy (1998)
- 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; ethnic, 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 EEO 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 NSW 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 not 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.

### **Privacy Act**

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 MD, relevant

administrative staff, the relevant trainer and where necessary ASQA/ the Department 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 Enrolment Form.

All other students 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 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 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 enrolment 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 collect 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 is 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.

## ***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.

The records will be provided to the student within 7 business days. If anybody else other than appropriate government bodies requires 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. A breakdown of the competencies is found in the front of each of the Student Learner Guides –ensure you are familiar with this information prior to attempting a competency –this is what your assessor will be assessing you against!

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/RCC 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 through your course.

RETS is required to ensure that compliance with the National Vocational Regulator (NVR) Standards for RTOs, principles and 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 WH&S 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, EEO 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 real estate 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 day turn around for all marking from receipt of material 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 Current Competency***

Recognition of Prior Learning (RPL)/Recognised Current Competency (RCC) **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/RCC 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 completing a course. A person may use RPL/RCC 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/RCC can be used to gain entry into an occupation, in situations where skills need to be recognised, and for award classification purposes.

Candidates initially self assess against learning outcomes and assessment criteria of relevant units. The students' trainer can advise and assist in preparing an application and documentation to support their self assessment.

Evidence considered for assessment is the RPL/RCC Application 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.

Successful candidates are notified promptly of the RPL/RCC outcome. The students' trainer will advise unsuccessful candidates of reasons for non recognition and steps they can take, including remedial training and appeal mechanisms.

To find out more about RPL go to the Candidate Guide to Skills Recognition:  
[www.training.nsw.gov.au/forms\\_documents/industry\\_programs/skillsonline/rpl\\_candidate\\_guide.pdf](http://www.training.nsw.gov.au/forms_documents/industry_programs/skillsonline/rpl_candidate_guide.pdf)

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



## ***Plagiarism***

Students must hand in their own work. Students are welcome to work on assessments in a group, but all students must hand in 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 Student Evaluation Questionnaire. At the end of each learner's guide 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 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 kit contact RETS:

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

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

**Phone: 1300 850 980**

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