Student Handbook

The Real E-training Student Handbook has been developed for the purposes of providing its students with information relating to the provision of services in compliance with the Standards for Registered Training Organisations.

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Welcome to Real E-training

Ongoing education and professional development is a commitment that will form the foundation to your career in the real estate industry, the commitment you make to your career and personal growth through training will ultimately define your success. Success, however defined, comes from the right blend of ethics, professional practice and the awareness and understanding of relevant legislation, all of which are products of a sound and well balanced training regime.

The Property Industry is in constant flux and as such requires continual vigilance in regard to the changes that occur, in both legislative and practice issues, however staying up to date with the many changes that affect our industry alone is next to impossible. That is why I founded Real E-training; giving all agents access to a resource that will empower them to stay relevant instead of having to spend countless hours searching for the latest information and industry trends.

Please consider Real E-training more than your training provider but rather as a mentor, and a valuable resource, that compliments the hands on training you will gain in your day to day real estate life, we are here to provide the assistance, guidance and perspective that is so crucial.

Whether just starting out or continuing your real estate education it is our goal to be there with you and help you fulfil your goals within this exciting and challenging industry.

Jamie Hammond
Chief Executive
Real E-training

1 Introduction

This handbook details the policies and procedures of Real E-training that are relevant to your studies. All students of Real E-training are encouraged to read this handbook prior to commencement of their training and are expected to comply with the policies and procedures detailed in this handbook. If for any reason you are unclear about any of the policies/procedures or any other matter covered in this handbook, please call us or email your questions to us at training@realetraining.com.au

Real E-training regularly updates this handbook to reflect changes in the Vocational Education and Training Sector as well as internal changes and as such Real E-training reserves the right to modify, revise or supplement policies in this handbook at its sole discretion. Students will be provided with updates of any significant changes to policies t that may occur during the course of their studies. The latest version of this handbook can be accessed by students from our website www.realetraining.com.au/studenthanbook or is available on request.

About Real E-training

Real E-training is an online training company formed to address the need of property professionals that require high quality yet flexible and affordable training that is able to be completed around their various other commitments.

Founded by former CEO of the Real Estate Institute of NSW Registered Training Organisation Jamie Hammond, Real E-training combines easy to use technology with up to date and relevant content to bring to the student enjoyable and relevant, Continuing Professional Development (CPD), Certification and Licence training programs.

We are property experts and agents and we have a long term commitment to the industry, which gives our student's piece of mind that we will provide the support and service required to help them achieve their career goals.

Commitment to our students

Real E-training is committed to its students and we are committed to;

- Provide the highest quality and easiest to use online training services possible to property industry practitioners and the general public with an interest or desire to enter the property industry.

- Provide professional development programs based on the ethical and legal standards of the property industry.

- Deliver programs that have been developed by qualified trainers and assessors with appropriate training, practical skills and experience.

- Maintaining an effective learning environment includes following all Equal Employment Opportunity, and Anti-Discrimination principles and legislation and making provision for those with learning difficulties and language and literacy challenges.

2. Studying with Real E-training

Real E-training is committed to compliance with all conditions and Standards for Registrations, which means all students using the services of Real E-training as their registered training organisation can be assured of the highest quality of service and training standards.

Administration

Real E-training has set procedures that govern all aspect of our administrative tasks associated with training, assessment and the record keeping thereof, all of which are designed to ensure compliance with the conditions and standards as required under the Standards for Registered Training Organisations.

Real E-training uses a version control system for all internal and external documentation including but not limited to, handbooks, assessment and promotional materials.

Student support

It is important that all students enrolled in any of our programs get the highest levels of support to ensure they have every opportunity to complete their studies. In recognition of this Real E-training provides the following support to their students.

Phone support A toll free phone number is available for tutorial support or any other questions regarding your studies (1300 454661) this number is only available during normal business hours.

Email support as an alternative you can also request tutorial support via email by sending your questions to training@realetraining.com.au

Assessment submission limit

All assessments are limited to only three submissions, if after three submissions the student is deemed not yet competent an assessor will contact the student to discuss their learning and give tutorial support as appropriate. If the assessor deems that the student is ready to retry the assessment, they will then arrange the assessment to be reopened so that the student can re-attempt the assessment. If the assessor does not believe the student is ready for re-assessment, then the matter will be referred to the Training Manager who will develop a plan for the student to move forward within 5 business days. This may include additional tutorial support, L, L & N assessment or

other solutions as necessary. No further charges will be payable by the student for this process.

Suitability to undertake online training

All rights and responsibilities of the student are explained on our website and in further depth in our student handbook. Students undertaking online training must acknowledge they have had the opportunity to read our handbook and try our demo and that they are aware of the minimum level of computer literacy and hardware required to complete the program.

In addition to the above all students also must acknowledge that they have read and accepted the minimum requirements to complete our e-learning course in respect of the minimum computer literacy and system requirements prior to their enrolment being accepted.

Student induction

All students can expect to have access to information explaining and detailing the following;

- Minimum hardware and technical skill level required to complete the various training programs offered.
- Information on Training Packages, competency based training and assessment, vocational education and training requirements for agents.
- Opportunity to address any special needs or requests from students, including Language Literacy or Numeracy (LL&N) requirements for specific students.
- Time frame for completion and assessment methods of training programs.
- Information about available support.

Enrolment procedures

Prior to any offer to commence training is made the student must submit the relevant information via the online enrolment process. The enrolment form must be completed by all students prior to commencement of any course or training program. Applicants need to acknowledge;
- They have read our student handbook
- They have considered their suitability to meet the minimum computer proficiency and hardware/software requirements.

Information recorded at the time of enrolment is automatically transferred to our student management system, which is collected and stored in accordance with our records management policy and our statutory obligations.
Submission of an enrolment does not constitute acceptance of the student in the program, nor does it represent commencement of training.
Any student's that do not accept any of the above acknowledgements, submit incomplete or incorrect data or indicates they have any issues that may prohibit or

impede their studies (such as unable to write in English or have LL&N issues) at the time of enrolment will not have their enrolment accepted. If an enrolment is rejected, we will contact the student to discuss the outstanding issues and try to resolve them in order to allow the enrolment to proceed to an offer of training.

When the enrolment application has been accepted an email is sent to the student with a course offering, to accept this offer the student must pay the course fee. Immediately upon processing of their payment the student will receive an email advising them of their user-name and password and the link to the e-learning portal. This process signifies the commencement of training. In addition to the logon details a receipt for their payment will also be sent with this confirmation email.

3. Legislative compliance

There are a number of laws that students of Real E-training must be aware of in respect completing their training and understanding their rights and obligations while studying with us.

Legislation and codes of conduct include but are not limited to;

Vocational Education and Training Act 2005
Property Stock & Business Agents Act 2000 & Regulation 2002
CPD Guidelines
Fair Trading Act 1987
Competition and consumer Act 2010
Occupational Health and Safety Act 2000 & Regulation 2001
Anti-discrimination Act 1977
Standards for Registered Training Organisations 2015
Privacy Act 2000
Spam Act 2003
Do Not Call Register Act 2006
Copyright Act 1968 and Copyright Amendment Act 2006

Access to legislation

Any legislation that affects the student during the course of their studies either in respect of course content or that impacts on their rights and obligations will be made available to the student either directly or via a web link. Any questions regarding any of the above are encouraged and will be responded to or referred to the most appropriate place for the student to have their question/query answered.

Copyright

All material published by Real E-training is subject to copyright, whether held directly by Real E-training or a third party under licence unless otherwise stated and all students must be aware that any material that they access through the course of their study or via any other method associated with Real E-training must not be used for any other purpose other than for which it was supplied and any unauthorised reproduction or redistribution in whole or part is strictly prohibited.

Misuse of any copyrighted material owned or used by Real E-training by a student or anyone acting on their behalf may result in expulsion of the student (see expulsion policy) and referral to the relevant authority for remedial action.

In order to gain permission to use any material outside the purpose for which it has been supplied the student must apply in writing top the CEO of Real E-training and receive written permission for its use or reproduction.

4. Enrolment process

1. Applicant visits website and selects the appropriate course
2. Applicant makes an application for the program by completing an online enrolment form.
3. Enrolment is checked and accepted or rejected by Real E-training staff
   a. If enrolment is accepted an email is sent to the applicant with an offer of training
   b. If the enrolment is rejected the applicant is contact to correct enrolment where incomplete or discuss reasons for rejection of enrolment i.e. incomplete details acknowledgement not accepted or another prerequisite not met.
4. Email sent to applicant with offer of training which is they take up or reject
   a. Offer is taken up by proceeding to the web portal and paying the course fee
   b. Offer is rejected by the student by doing nothing
5. Once course fee has been processed an email is automatically sent to the applicant with log on details, a link to the web portal and a receipt for purchase.
6. Once user-name and password have been received by the student the training is considered to have commenced.

E-learning student portal

All course material and assessments delivered by Real E-training are done through our E-learning portal, this portal is accessed through our website www.realetraining.com.au. Our student portal uses a combination of audio, visual, simulation and written training and assessment resources. A free demonstration of our system is available on our website and students are encouraged to complete this demo prior to undertaking any courses.

Minimum requirements in respect of computer proficiency, hardware and software, these minimum requirements are listed in our website and in this handbook.

They are as follows;

Computer proficiency

Intermediate computer proficiency is required including ability to;
   • Use the internet and effectively navigate websites

- Create basic documents in MS Word/Excel or similar

Minimum system requirements

Hardware

- Processor: *1.3 GHz or higher*
- Mac Processor: *G4 667 MHz or higher*
- System Memory (RAM): *256MB or higher*
- Windows Operating System: *Windows 2000 with SP4, Windows XP with SP2 or later*
- Apple Operating System: *OS X 10 or later*
- Display: *800 x 600 or higher SVGA recommended, 16 bit colour or higher*
- Video Memory: *32MB of video RAM or higher*
- Internet access: *dial-up 56k or higher (broadband recommended - DSL/Cable/LAN)*
- Sound: *16-bit sound card or higher*
- *Printer*

Software

- Browser: *MS Internet Explorer 7 (recommended), Firefox 1.5+, Google chrome*
- Adobe reader
- MS Word/Excel or similar

Please note links to download are provided on our website where students can download suitable programs to allow the completion of all our courses.

In some cases students will be able to printer their copies of their results, certificates or transcripts after the successful completion of the studies.

Course fees

Course fees are outlined on our website and are subject to change without notice Payment of course fees implies acceptance of training offer and commencement of training. No offer of training is confirmed without payment. Payment can be made by Visa, MasterCard or American Express via our website or by cheque or EFT by direct arrangement by calling our office.

Refund Policy

Due to the nature of the online system once a student has commenced training generally no refund is possible, in extenuating circumstances students can apply in writing for a refund. The merits of the student's request will be taken into consideration and a decision made at the discretion of the CEO.

This policy is clearly outlined in pre-course material, on our website and in our student handbook. If a course is unable to be delivered by Real E-training for any reason a full refund or alternative program will be offered to the enrolled student.

For the purposes of this policy training is deemed to have commenced once the student had been electronically issued a user-name and password.

Enrolment refusal or cancellation by RTO

Real E-training reserves the right to refuse or cancel the enrolment of any student, at the discretion of the training manager.

In the event that an enrolment is refused or cancelled by Real E-training a refund of fees will be calculated on a pro-rata basis.

A transcript will be issued for any units for which the student has been deemed competent. In the case of a student expulsion this policy does. Not apply.

Paying by instalments

All requests to pay fees by instalments must be made in writing to Real E-training and approved by the CEO. If a student dishonours an instalment payment their course will be suspended.

Real E-training reserves the right to demand all outstanding fees are paid in the event that the student does not honour the instalment plan agreed upon.
In the event that a student fails to pay the outstanding fees all paid fees will be forfeited and no results will be issued.

Results will not be issued until all fees are paid in full.

Course completion time frames and re-enrolment

All enrolled courses offered will only be available to the student for a limited time, if courses are not finished in the specified time frame, access will be removed. Students finding, they are unable to meet the imposed deadlines can contact   Real E-training to extend their timeframe or re-enrol in the program.
Any request for an extension to these timeframes must be made in writing by the enrolled student. The decision to extend course durations is at the discretion of the Training Manger and may require an additional fee, which if required must be paid prior to re-enrolment.

Re-enrolment Fees

All online training programs have an expiry time frame if a student fails to complete their online learning by the due date then their password becomes inactive. A re-enrolment

fee of 25% of the course fee may be charged at the discretion of the CEO, to enable the course to be reactivated.

Course completion time frames

Course name	Completion time	After re-enrolment
CPD / individual UOC's	1 Year	30 days
Assistant agents course	6 Months	60 days
Real Estate Licence Cert IV	2 years	180 days

Please note courses cannot be cancelled after logon details have been issued.

These fees are valid from 1 January 2011 and are subject to change without notice.

Complaints and appeals

The complaints/appeals process is an integral part of all training and assessment pathways leading to a nationally recognised Qualification or Statement of Attainment under the Australian Qualification Framework (AQF).

In addition to the legislative requirements of RTO's to have a complaints handling process Real E-training also acknowledges the damage that can be done to its reputation if complaints are not resolved fairly and quickly therefore all steps necessary to come to a mutually agreeable resolution of complaints is strongly encouraged.

Dispute resolution process

The following process must be followed in the event of a complaint from a student in regard to the provision of any of the services offered by Real E-training.
All complaints are to be documented in the complaints register and any correspondence filed in the students file where appropriate.

1. Complaint is discussed with the complainant and the Training Manager or other authorised person in the first instance to determine the nature of the complaint and what remedy action the complainant proposes. If resolution is possible at this stage any action agreed upon will be implemented as soon as practical and follow up made with the complainant after implementation before closing of the complaint.
2. If mutual agreement cannot be reached after an initial discussion with the complainant, a complaints form will be sent to the complainant via email or post and the complainant is invited to formalise the complaint for consideration.
3. Once a formal complaint is received the complaint is must be brought to the attention of the Training Manager/CEO who will take responsibility of investigating and resolving the complaint. The complainant will be contacted within 2 business days of receipt of the complaint and updated as to the status of their complaint and the likely timeframe for resolution. Once a decision has been made regarding a resolution the complainant will be notified in writing of the outcome along with their rights to an appeals process.

Appeals process

A fair and impartial process is available to all students of Real E-training if they wish to appeal any decision made following the conclusion of the above complaints process. All appeals will be mediated by an impartial party with expertise or responsibility for regulation regarding the nature of the appeal.

Examples include

- Appeal concerning competency – The students work is to be re-assessed by an impartial and independent and appropriately qualified assessor, whose decision on assessment will be accepted by Real E-training.
- Appeal concerning a financial nature – the student will be referred to the relevant regulator e.g. Fair Trading NSW for implementation of their complaints process.
- Appeals of any other nature will be dealt with in a fair and open manner with the appointment of an appropriate and independent mediator wherever possible.

This appeals process will be without cost or prejudice to the student.

Expulsion

If any student's behaviour has been found to be inappropriate towards a fellow student or staff member, whether online or in a face to face situation in connection with their studies with Real E-training, Management reserves the right to expel the offending student.

This includes unlawful or serious misconduct, including but not limited to any of the following inappropriate behaviours or activities:

- Disruptive behaviour
- Intimidation
- Cheating
- Plagiarism
- Sexual harassment
- Violence
- Discrimination
- Any other inappropriate behaviour towards fellow students or staff
- Fraud or any other illegal activity related to the delivery of their training course.

Where appropriate to the course of studies, a Transcript of Results will be issued for already completed units or modules. Such students will be excluded from further studies at Real E-training. Unused student fees will be forfeited.

Fraud prevention

Academic integrity, honesty, and a respect for knowledge, truth and ethical practices are fundamental to the business of Real E-training. These principles are at the core of all academic endeavour in teaching and learning. Dishonest practices contravene academic values, compromise the integrity and devalue the quality of learning. All staff of Real E-

training are responsible for reinforcing high standards of academic integrity, and for reporting suspected breaches to the Training Manager.

We have a variety of procedures in place to detect and report on incidences of fraud.

Methods to minimise the occurrence of fraud include but are not limited to;
- Requirement of students to provide appropriate identification to verify their identity on commencement of their studies.
- Issuance of a unique password and username that is only to be used by the student
- Logging of IP addresses so any use of user credentials on different computers can be tracked
- Students are required to submit declarations upon submission off assessments that "all work has been completed by them"
- Anti-plagiarism software is also used on our platform to ensure work submitted by a student has not been plagiarised from another source.

Any instances of fraud whether they be of a financial, identity or any other nature that are detected will be reported to police, Fair Trading or other appropriate regulatory body. Real E-training also reserves the right to take action to cancel the enrolment in respect of any engagement in fraudulent activity (see our expulsion policy).

5. Training and Assessment

Course delivery

Real E-training ensures that the resources for the delivery of courses and assessments, and issuance of qualifications, meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s).

Real E-training affirms that it has in place and applies the following resources:

- Delivery and assessment resources appropriate to the methods of delivery and support materials.

- Personnel with appropriate qualifications and experience, including assessor requirements, as identified in the relevant Training Package assessment guidelines.

- Relevant documents and support materials.

All Real E-training delivery and assessment are designed to best achieve the required elements of competency, while using a holistic approach to the learning preference of the student. The delivery of training and assessment may include a combination of on and off-the-job delivery and assessment.

Online delivery and assessment may include (but is not limited to):

Group participation/forums
Individual and group projects
Learning support at work
Audio/visual presentations
Computer managed learning
Audio/visual displays
Case studies
Written tests
Essays
Multiple choice questions
True/false questions
Oral presentations
Role plays
Short answer questions
Skills portfolios
Workplace observations

Real E-training is committed to ensuring the achievement of valid and reliable assessment against industry competency standards, and that all assessments provided by Real E-training remain consistent with appropriate training and assessment principals and are reliable, flexible and valid.

Assessment pathways

Real E-training offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

Off-the job training and assessment
Recognition of prior learning
Recognition of current competence Workplace
assessment

Time frames for assessment

One of the requirements of the CPP property services training package includes assessment over a period of time, to ensure our assessment strategy meets these requirements assessment of each unit of competency is done in sections. As each section is submitted and subsequently assessed it will allow the assessor to monitor the assessment of the unit over a period of time.

Assessor qualifications

Real E-training ensures that all staff involved in delivery of training and assessment activity meets all prerequisites and requirements under;

Assessment guidelines of the appropriate training package
Assessment requirement of accredited courses
Guidelines for CPD as issued by Fair Trading NSW (FTNSW)
Australian Skills Quality Authority (ASQA)

Conducting assessment

Real E-training ensures that the personnel conducting or administering assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

In the execution of their duties all assessors use a marking guide, their own professional judgment and appropriate assessment techniques. In all cases, assessors are required to make judgments about the student's capacity to understand and put into practice the learning outcomes of the subject matter. All assessments are consistent for all methods of learning and the same assessment is provided for each module.

Assessment methodology

Opportunities for Recognition of Prior Learning/Recognition of Current Competence and Credit Transfer and the appeals and reassessment process are outlined prior to enrolment and induction, as are any available flexible methods of assessment.

All evidence-gathering methods remain reliable, flexible, fair and valid. Validation and moderation of assessment processes and procedures is made on an ongoing basis.

As assessments are undertaken, Real E-training trainers/assessors enter individual client assessment results onto a recording profile and feedback is given as appropriate. Results are entered into a learning management system.

Where the student exhibits difficulty with written assessment, whether due to physical disability, problems with the written word, or using English if it is not their first language, Real E-training will consider other methods of assessment, where it is appropriate. These alternate methods may include verbal questioning, observation of skills in the workplace and the perusal of documental evidence supplied by the student and/or employer.

Benchmarks for competency

Each unit of competency will be assessed based on the judgement of the assessor; however as a guide to students for what is expected a benchmark for assessment is contained in the learner's guide for each unit.
The benchmark is based on the weighting and minimum passing grade for each type of assessment contained in each assessment. Benchmarks are as follows;

Type of assessment/question	Weighting	Minimum passing grade
Multiple choice & True/False	1	80%
Short answer	5	80%
Case studies	10	80%
Essays	20	80%
Completing forms	20	80%
Role plays / TP Observations	N/A	N/A
Exams	N/A	80%

The benchmarks are intended as a guide and with the exception of Multiple Choice and True/False questions competency will be at the discretion of the assessor and reaching the minimum % does not necessarily ensure competency. Role plays, demonstrations, self-assessments or third party observations are not weighted formally but are used in a holistic manner to underpin the other methods of assessment.

When the third party observation method is used the observer is not to be regarded as the assessor, as they are most probably not qualified assessors. Their role is to report on their observations, which is done with the aid of a guide and criteria supplied to them by Real E-training. At no time will their opinion of the competence of the candidate be requested.

Assessment requirements

It is a requirement under the Property & Stock Agents Act 2002 that all real estate agency documentation is to be completed in English, therefore, all material submitted for assessment needs to be able to reflect the ability to speak and understand English. Real E-training has procedures in place for those who may require help with Language, Literacy or Numeracy (LL&N). Please contact us if you need advice in this regard.

Continuing Professional Development (CPD)

CPD is a mandatory prerequisite to renewing a License or Certificate of registration in many states including NSW. Real E-training offers a series of professional development programs designed to provide a toolkit of practical "performance enhancing" systems and strategies for all property professionals regardless of their role or experience level. More information regarding CPD can be found at the FTNSW website fairtrading.nsw.gov.au

CPD programs delivered to licensed agents must contain both Mandatory topics and elective topics, both of which are dictated by Fair Trading NSW. Mandatory topics are specifically issued each year and only Fair Trading "approved" providers are eligible to deliver mandatory topics. Real E-training is currently an approved provider and adheres to all requirements as per our commitment to Fair Trading and the guidelines issue under their authority relating to maintaining "approved" status. Elective topics are taken from a broad skills list which is available on fairtrading.nsw.gov.au.

Certificate of registration holders are obliged to complete a minimum of 3 units of competency each year as a pathway to completing their licence within a 4 year period.

Assistant Agents course

The Assistance Agents Course is the educational prerequisite to hold a Certificate of Registration, the certificate need to perform the roles/functions of a sales agent or property manager under the Act. The units required for this course are the 5 core units Certificate IV in Real Estate Practice CPP41419;

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

Licensing

Licencing in NSW has moved to a two tier licence regime, class 1 and class 2 licences class 1 licences require the participant to hold a class 2 for a minimum of 2 years and complete a Diploma in Property, which is currently not on the scope of Real E-training.

Class 2 licence holders are required to have held an Assistant Agent authority (Certificate of Registration) for a minimum of 12 months, have completed a logbook as supplied by FTNSW and completed the Certificate IV `in Real Estate.

Both the Registration and License courses are competency-based, and students are required to submit a portfolio of completed tasks and activities for assessment. Competency-based assessment affords students the opportunity to resubmit assignments. If resubmissions are still not yet competent students will be offered the opportunity to again re-submit work. After three failed attempts, students must re-enrol in the training at the full fee.

Duration of programs

Real Estate Licence
We allow up to 2 years for completion of the full program from the date of initial enrolment, or 12 months per cluster up to a maximum of 4 years.

Assistant Agents Course
We allow up to 1 year for completion of this program from the date of initial enrolment however each subject has nominal hours as a guide for completion for new entrants. A total of between 70 and 90 nominal hours is suggested for this program.

Continuing Professional Development
Due to the deadline for completion set by Fair Trading NSW the expiry of this course will be at the conclusion of the CPD year annually.

Transition to new training package

In the event of a change in training package and/or a change in the qualifications order issued by Fair Trading the RTO will transfer the student's course to the new units of competency/qualifications at no charge for the remainder of the course duration for the original enrolment. If the student has completed a portion of the superseded course the RTO will allow the student to undertake a combination of RPL and gap assessment to transition to the new training package/qualification order.
This may require the completion of additional assessments by the student.
This will be done at as appropriate and at the distraction of the RTO's CEO.

Delivery of CPP41419

The licence program will be delivered in clusters to provide the student a holistic experience in the completion of their studies, in addition to the delivery assessment will be done over a period of time with the requirement that students complete and submit assessments in chronological order. Cluster/Units of competency will be allocated and assessed once all assessments in the subject/cluster have been submitted.

	Cluster	Unit of Competency
1	Core	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
3	Property sales	CPPREP4103 Establish vendor relationships CPPREP4104 Establish buyer relationships CPPREP4105 Sell property
4	Tenancy management	CPPREP4121 Establish landlord relationships CPPREP4122 Manage tenant relationships CPPREP4123 Manage tenancy CPPREP4124 End tenancy
5	Marketing / Appraisal / Trust accounting	CPPREP4102 Market property CPPREP4101 Appraise property for sale or CPPREP4125 Transact in trust accounts

Elective units

	Auction	
1	Auction	CPPREP4161 Undertake pre-auction process CPPREP4162 Conduct and complete sale by auction CPPREP4163 Complete post auction process and contract execution

Delivery of CPP51122

The Diploma of Property (Agency Management) is the educational requirement in most states for licensing to manage and operate a real estate licence.
This program is delivered to meet the licensing regime within the states that it is offered to the public.

The qualification is offer in an online environment and contain the following units of competency in line with the requirements of the relevant training package.

Packaging rules

For the award of CPP51122 Diploma of Property (Agency Management) competency must be demonstrated in:
12 units of competency:
7 core units
5 elective units.

	Unit code	Name	
1	CPPREP5001	Manage compliance in the property industry	Core
2	CPPREP5002	Establish and monitor property industry trust account management practices	Core
3	CPPREP5003	Manage ethical practice in the property industry	Core
4	CPPREP5004	Manage a safe workplace in the property industry	Core
5	CPPREP5005	Manage teams in the property industry	Core
6	CPPREP5006	Manage operational finances in the property industry	Core
7	CPPREP5007	Develop a strategic business plans in the property industry	Core
8	CPPREP5008	Market the property agency	Elective
9	CPPREP4507	Provide property sustainability information in real estate	Elective
10	CPPREP5010	Manage customer service activities in the property industry	Elective
11	BSBLDR602	Provide leadership across the industry	Elective
12	BSBHRM612	Contribute to the development of employee and industrial relations strategies	Elective

Eligibility

There are a number of Eligibility requirements that must be made clear to student prior to enrolment, including the requirements that must be met to hold a Rea Estate Licence or Certificate of Registration, which can be found at the Fair Trading website.

Assessment moderation strategy

Assessment moderation is regularly conducted by assessors and other individual as appropriate. This process involves the selection of random samples of marked assessments collected routinely for each subject area and each assessor involved in its assessment. An annual moderation meeting is conducted to ensure that a consistent approach to marking is undertaken by each trainer and areas for improvement identified.

All assessments are validated and updated annually or when any applicable legislative change takes place.

Language Literacy and Numeracy

Before commencement of any nationally accredited training, all students are asked to complete the language, literacy and numeracy assessment as a diagnostic assessment of their core foundation skills.

The purpose of this test is to determine whether the student has suitable core skill levels to ensure their success in the course and to determine whether they require any additional support to complete the course successfully. This way, we can communicate if we can provide the level of support they require or if they might need to seek support from external agencies.

6. Recognition of prior learning (RPL)

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Real E-training will be encouraged to seek recognition of them; this process is referred to as RPL.
The determination, of the competencies the student may be entitled to is made on an individual basis, using any or all of the following methods:

Life experience
Previous formal training
Work experience

RPL determines the consequent advanced standing to which the client is entitled in relation to a course/qualification, based on the submission of evidence by the student, the demonstration of competence and the currency of that competence to industry standards. All students will have the opportunity to apply for RPL or discuss the potential application with Real E-training prior to enrolment in their course.

A self-assessment / RPL information kit is freely available for download from our website and that will assist in helping candidates for RPL on their suitability.

RPL assessments are conducted at no additional cost to students, however, to be eligible to apply for RPL students must have first enrolled in the appropriate program and paid the full fee.

RPL Interview

If an interview is required to gather further evidence the assessor is required to use the assessment guide and bank of assessment question contained in the guide to establish competency, if the assessor wishes to use other questions or methods of gathering evidence this must be documented in the application along with the candidate's response.

National recognition policy

Real E-training recognises all qualifications issued by other Registered Training Organisations (RTO's) and as such assures clients that all opportunities will be provided to fulfil the principles of national recognition in regard to credit transfer.

Many courses conducted by Real E-training are derived from national modules and nationally approved competency standards for the real estate industry and as such recognises modules and/or units of competency that are based on the National Competency Standards that meet the designated learning outcomes, when provided by an RTO.
Credit transfer opportunities are available to students who provide evidence from an RTO that they have successfully completed a national module and/or units of competency. The evidence required comprises achievement of competency and a subsequent Statement of Attainment.

Issuing Certificates and Statements of Attainment

Real E-training will issue Statements of Attainment for all modules and/or units of competency completed as part of a qualification. Where a whole qualification has been undertaken, Real E-training will issue a Certificate showing the qualification name and nationally recognised code, together with a Statement of Attainment for all the units completed as part of the qualification.

If you attend a specialist course that is not part of a qualification and is not an accredited module, a Statement of Achievement and/or a Record of Attendance will be issued.

All student records including but not limited to, enrolment details, statements of attainment, qualifications and courses completed will be kept by Real E-training for a period of at least 30 years.

Replacement of Certificates, Statements of Attainment and Transcripts

Lost or damaged transcripts, certificates or statements of attainment can be replaced on request. Fees may apply for replacement transcripts, certificates or statements of attainment which require the extract of student records from archived records. The details of applicable fees are located on page 8 of this handbook.

Quality management, feedback and evaluation

To assist us to provide quality service through continuous improvement, all students are asked for feedback on their training, enrolment and assessment experiences.
Training evaluation forms are provided to all students undertaking training programs with Real E-training. This feedback is then analysed to determine where improvements can be made to our services.

Real E-training will also regularly develop questionnaires or surveys seeking information from students about their perceptions of our services and ideas for improvements and future development.

7. Welfare and guidance

Students of Real E-training are treated as individuals and are offered advice and support services which assist in achieving identified outcomes.

Guidance services

As a support mechanism to Real E-training staff and students specialised welfare and guidance services are available, including;

Libraries

State Library NSW
Macquarie Street
Sydney   (02) 9230 1414

Central Library
Town Hall House
Sydney Square   (02) 9265 9053

Adult Migrant English Services

Head Office
Student/Community Support Service
84-86 Mary Street
Surry Hills   (02) 9289 9222

Reading Writing Hotline

8 am – 8 pm 1300 655 506

Department of Education and Training (NSW)

General enquiries   (02) 9266 8111

Aboriginal Unit:	(02) 9244 5426
Disability Services:	(02) 9244 5085
Vocational Training Unit:	13 28 11

Industrial Relations

Federal Awards:	1300 363 264
State Awards:	13 16 28
Traineeships and Apprenticeships:	13 28 11

Centrelink support services

Centrelink has the following payment and products available to people studying or training. Payments and products are subject in many instances to asset tests and may also be determined based on the number of hours undertaken.

Individual opportunities need to be discussed with Centrelink on 132 850

Equal opportunity

Real E-training provides equal opportunity for all employees, contractors and students regardless of sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction or religious belief.

Real E-training is committed to examining all policies and practices, as they affect employees, contractors and students, to ensure the elimination of discrimination and harassment and is committed to providing a work and study environment free from vilification.

Real E-training has a legal and moral obligation to provide equal opportunity in employment and a workplace free from harassment, for employees, contractors and students. The success of Real E-training's program to overcome disadvantages, to eliminate discrimination and to eliminate harassment relies on the cooperation of all workplace participants.

Whilst all participants are provided with equal opportunity to complete courses, there may be some participants who are excluded from holding a Certificate of Registration or a License from Fair Trading NSW (FTNSW). If any students have queries regarding their eligibility for holding a Certificate or Registration or license, they can speak to Real E-training or NSWFT for clarification.

As a student, you have the responsibility to:

Act to prevent harassment and discrimination against others at Real E-training Respect differences among students and trainers such as cultural and social diversity Treat people fairly, without discrimination or harassment.

Legislation covering antidiscrimination in Australia that applies to Real E-training includes:

NSW Anti-discrimination Act, 1977 (NSW)
Racial Discrimination Act, 1975 (Commonwealth)
Sex Discrimination Act, 1984 (Commonwealth)
Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
Disability Discrimination Act, 1992 (Commonwealth)

Copies of these Acts and Regulations can be found at www.legislation.nsw.gov.au

Real E-training is committed to providing programs to assist members of Equal Employment Opportunity (EEO) groups to overcome past or present disadvantage. EEO groups are people affected by past or continuing disadvantage or discrimination. These groups include:

- Women
- Aboriginal people and Torres Strait Islanders
- Members of racial, ethnic and ethno-religious minority groups
- People with a disability.

Real E-training considers the following ways, of improving employment access and participation for EEO groups:

- Carrying out needs-based employment programs
- Making workplace adjustments for people with a disability (see below)
- Implementation of workplace change which supports EEO groups participation
- Providing training and development for members for EEO groups
- Establishment of EEO group networks
- Offering language programs

Disability

Employees, contractors and students with disabilities are encouraged to discuss with the Training Manager any 'reasonable adjustments' to the work and study environment which they consider being necessary or would assist them in the performance of their duties or studies.

Careful consideration will be given to any proposal of this nature, and where reasonably practicable, such adjustments will be made. There may however be circumstances, however where it will not be reasonably practicable for the Organisation to

accommodate those proposals and where some other adjustment or treatment may be justified in line with statutory provisions.

Monitoring and review

Real E-training monitors the EEO status of employees, contractors and students working and studying at Real E-training. This monitoring and review process is linked with Real E-training Continuous Improvement Process.

Outcomes of EEO monitoring are used to help determine programs and special measures for people in EEO groups. The effectiveness of these programs are also monitored and reviewed as part of Real E-training Continuous Improvement Process.

All complaints regarding discrimination will be treated seriously and investigated promptly, confidentially and impartially. Students can lodge complaints by following Real E-training Grievance Procedures (see page 8).

If your complaint is not resolved, you can seek advice from the Anti-discrimination Board on (02) 9318 5400.

Harassment, vilification, bullying and discrimination

All employees, contractors and students have an equal opportunity to work and study with Real E-training. Real E-training will not tolerate behaviour could be regarded as harassing, vilifying or bullying.

It is against the NSW Anti-discrimination Act, 1977 (NSW) for employees, contractors and students in educational institutions to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation also applies to staff, contractors and students.

Real E-training is committed to providing an environment which recognises and respects the diversity of employees, contractors and students and is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

Real E-training recognises that harassment, vilification and bullying demeans and infringes the rights of individuals and groups, damaging the work and study environment. Harassment, vilification and bullying will not be tolerated at Real E-training. |
Real E-training will ensure that complainants of harassment, vilification and bullying will not be victimised for making a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the Training Manager should be contacted.

Sexual harassment

Real E-training deplores all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. All new trainers and employees are informed of Real E-training's policy on sexual harassment at induction, where it is stressed that all complaints will be treated seriously.

The following actions may be taken;

- Students who are victims of minor sexual or racial harassment are advised to try an informal approach in the first instance. By either speaking directly to the harasser or in a letter, students can make it clear that the behaviour in unacceptable, that it is causing distress and that it must stop.

- Where informal methods fail, or serious harassment occurs, students are advised to bring a formal complaint. The complaint should be made in writing and, where possible, the name of the harasser, the nature of harassment, dates and times when harassment occurred, names of witnesses to any incidents of harassment and any action already taken by the complainant to stop the harassment. The complaint should be sent to the Training Manager.

Investigation of complaints

As soon as a complaint of sexual harassment is made, action is taken to separate the harasser and complainant during the course of the investigation.

The Training Manager will carry out an investigation as quickly as possible. This will include interviewing the complainant, the harasser and any witness. Any statements by witnesses will be made available to the complainant and harasser.

Any person interviewed in the course of the investigation may be accompanied by a colleague of their choice at the interview. Requests for support of an external person may also be acceptable.

All people involved in investigations are expected to respect confidentiality.

The outcomes of the investigation will be confirmed in writing to both the complainant and the harasser.

If the complainant is not satisfied with the way the complaint has been handled, they may request that Real E-training's Chief Executive Officer reconsider the matter. Such requests should be made within five working days of the written confirmation of the

outcomes of the investigation. Decisions from this second investigation will be sent, in writing, to both parties and will be final.

Action where sexual harassment is found

Where it is concluded that sexual harassment has taken place, the harasser will be given the opportunity to defend or explain their actions. Harassment is such a serious issue that a student found to have sexually harassed an employee; a contractor or another student may be expelled from training, without refund.

Employees found guilty of harassment will be subject to internal disciplinary procedures, including dismissal, Contractors found guilty of harassment may have their contracts terminated.

Where expulsion, termination of contract or dismissal is not justified, Real E-training will take action to ensure that the victim is able to continue working or learning (in case of students). After discussion with the victim, the harasser may be removed from running or participating in the particular training that the victim is participating in. In the case of employees, the harasser may be transferred to a different work area or other arrangements may be made to minimise contact between the two parties.

Students, employees and contractors may appeal against these penalties under the grievance procedures.

Child protection

From time to time Real E-training may have students enrolled in courses or programs who would be classified as 'minors. Real E-training is responsible for ensuring that such children are protected, while training with Real E-training, from any type of abuse.

As such all employees, contractors or any staff engaged on behalf of Real E-training to deliver services to students will be required to have a working with children check completed as a condition of employment.

Privacy

The main purpose of the Privacy Act is to establish a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information. The Act has special protection for sensitive information. Personal information is information that can identify a person such as names, addresses, photographs, etc. Sensitive information is information about a person's racial or ethnic origin, political opinions, religious beliefs, memberships of a trade union, professional or trade association, sexual preference, criminal record, and health information. Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Consumers can ask to see the information collected and for it to be corrected if it is wrong.

Who does the Act apply to?

The Act came into effect for private sector organisations from 21 December 2001 if they have 3 Million annual turnover, or 21 December 2002 if the organisation gets a benefit, service or advantage from the collection and disclosure of personal information.

Real E-training is not bound by the Privacy Act however we respect your right to privacy.

Real E-training provides educational and professional development courses to property agents and the general public. Information may be collected upon enrolment and during the provision of the training courses. Certain information is also required by the Australian Skills Quality Authority (ASQA), Department of Education, Science and Training (DEST) the Department of Education and Training (DET) and the Fair Trading NSW (FTNSW).

Real E-training may use personal information to advise students of forthcoming events and training courses and for marketing and research purposes. Student surveys are conducted, and information is collected on the training provided. This information assists the Organisation in improving the quality of the services and training and is treated confidentially.

If you would like to access your personal information, or it needs to be updated or corrected, you may contact us by phone on 1300 454661 or via email at training@realetraining.com.au.

This privacy statement may be revised from time to time.

Occupational health and safety

Real E-training recognises its corporate responsibility under the NSW Occupational Health and Safety Act 2000 and related regulations. The CEO has a key responsibility for ensuring the health and safety of staff, students, contractors and others, in fulfilling this responsibility, we will, as far as practicable, provide an environment that is safe and without risk to health.

This includes:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation or equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees and students.
- Provide information, training and supervision for all staff and contractors, helping them to integrate OHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check OHS system compliance via ongoing auditing.

- Integrate continuous improvement into Real E-training's OHS performance.

Occupation Health & Safety Act can be found at www.legislation.nsw.gov.au