



THE VICTORIAN
real estate
TRAINING COLLEGE

Student Handbook VIC

RESPONSIBLE STAFF MEMBER: Compliance Officer

CATEGORY: Business Systems

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RELATED HANDBOOKS AND DOCUMENTS: All Institute policies and procedures and handbooks

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VIC Student Handbook

Victorian Real Estate Training College

Welcome

Welcome to Macdonald Education Pty Ltd trading as Victorian Real Estate Training College (The College). We offer a variety of real estate registration and licensing programmes through on line learning and assessment. Some of the programmes offered are:

- Estate Agent's Representative

In addition to the courses provided in Victoria, we also offer licensing and registration programmes for New South Wales, Queensland and other States. Please see the relevant handbooks available on the website for more information.

Courses are also offered from the BSB07 training package through Macdonald Education Pty Ltd - www.macdonaleducation.com.au.

All programmes offered are comprised of units from the CPP07 Property Services Training Package and provide the educational qualifications required by the relevant State regulatory and statutory body. In VIC this body is Consumer Affairs Victoria.

All courses offered by the College are competency based and as such, students are required to submit a portfolio of completed tasks and activities for assessment. The online learning component provides guidance and resources enabling students to gather information and research tasks.

The College is a Registered Training Organisation and as such is bound by the standards contained in the VET Quality Framework which provides the nationally agreed quality training framework for the Australian vocational education and training system. The College is audited against these standards and these provide the basis of quality in the administration and delivery of training for all students.

RTO's in Australia are administered by the Australian Skills Quality Authority (ASQA). ASQA can be contacted by accessing their website www.asqa.gov.au or by phoning: 1300 701 801.

About this Handbook

This Student Handbook provides details of policies and procedures relevant to your studies. If you are unclear about any matters contained in this handbook, or on the site, please contact the College CEO.

The College updates this handbook to reflect both external and internal changes. Changes and updates to the handbook will occur online and these are identified by changes to the version number at the footer of each page. Details outlining organisation policies and procedures are outlined in the Code of Practice – which is accessible on the College website.

Information checklist

Once you have read the student handbook, you should be able to complete the following checklist – ensuring that you can fully maximise the successful completion of your programme. If you are unable to confidently check each of the items, or if you feel you need further information or explanation, please do not hesitate to contact the College at our central office on (02) 9479 9702 or studentsupport@realestatetraining.com.au

Items	Yes/No
I am aware of the courses offered and am able to confidently select the programme most suitable to my needs	
I understand the course outline and the credential that I will receive on completion of my selected programme	
I recognise that pathways between programmes exist, and that I can access further career development information from the College	
Completing the enrolment form in full enables the College to form a student profile that will assist in maximising my learning. I understand that all information provided is subject to the Federal Privacy legislation and is confidential	
I understand how payment occurs, how fees are protected and the College refund policy	
I understand that all learning materials are provided online through resource material, reading and research guidelines.	
I am aware that should I require tutorial support, mentoring or assistance with sourcing research material that the College can provide this assistance 24 hours a day, 7 days a week.	
I understand how assessment occurs and that I will be assessed either Competent or Not Yet competent	
I understand how to submit assessments, and the number of times I can resubmit assessments before being charged an extra marking fee	
I understand that all work I submit must be my own work and that I am required to agree to the terms and conditions of submission. Should I submit work that is not my own, I realise I will be unenrolled from the programme without refund.	
I am aware that Recognition of Prior Learning is available and I understand how the process works	
I am aware that I am able to appeal any assessment result and that an appeals process is in place for me to do this in a confidential and transparent manner.	
I understand that the College has a student contact strategy in place, in order to monitor and assist my learning	
I understand that I have complete access to my records at all times and I am aware of the process in place to enable this access	
I am aware that the College implements access and equity strategies and is able to provide reasonable adjustment to my learning processes should I feel that I am being disadvantaged	
I am aware that the College operates within the guidelines of anti-discrimination legislation	
If I require any support with my learning, or if I am having any difficulties I understand that the College has strategies in place to either assist me, or guide me to the most appropriate avenue for assistance. I recognise that I have a responsibility to alert the College to any potential support I may require, prior to enrolment.	
I understand there is a complaints process in place and that I can utilise this at any stage of enrolment. I am aware that all complaints must be in writing and that The College will follow up in a timely manner to ensure the most appropriate action.	

Course Information

Agent's Representative course

In order to work in the VIC real estate industry and undertake the functions of a salesperson or property manager, a person must be an Estate Agent's Representative.

This course provides an understanding of how the industry operates and develops knowledge of the basic legal principles relating to property sales and property management, along with skills in the completion of various documents required for the sale and leasing of property and client communications.

The units required to complete this program are:

- CPPDSM4080A Work in the real estate industry
- CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work
- CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

Participants who successfully complete this programme will receive a Statement of Attainment listing these nationally accredited units.

Participants need to undertake further training if they wish to gain the full Certificate IV in Property Services (Real Estate).

Enrolment

To enrol in any of the programmes offered by The College, simply select the programme you wish to undertake by clicking on the appropriate course. You will then be directed to either enter your username and password (for those that have already registered) or alternatively following the directions 'start now by creating a new account'. Once registration has been completed, you will receive an email asking you to confirm your account.

You will then be directed to a payment page where you can purchase your course via credit card through Paymate. The College will receive confirmation of your payment within 24 hours. Once payment has been received by The College, you will be enrolled into the programme and an email confirming your enrolment sent with an enrolment form attached

By completing this enrolment form in full you will enable the College to create a student profile. Once this is completed, it remains a confidential document in alignment with privacy legislation. This form enables the college to ascertain if a student has special needs that we need to be aware of in order to administer training and assessment effectively.

The enrolment form also asks permission to contact the student's employer where possible. The ability to contact a student's employer enables the College to undertake the following:

- Utilise an employer to support the students submission, particularly in a module where direct observation of a task is another way of gaining evidence of the students competency

- Determine client feedback. Does the employer feel that the learning provided by the College is relevant and reflects current practices? As a practitioner, does the employer feel that the College could utilise other strategies, or deal with other aspects of the industry in the learning provided.
- Where appropriate, monitor the learning the student is undertaking.

It is not compulsory to provide employer details, for in many instances students are not currently employed in the industry, however, for those that are employed and feel that their employers can play an active and beneficial role in their learning; the College encourages an integrated approach between students, their employers and the College.

There are no formal pre-requisites for any of the programmes advertised, however, should you require further information about course requirements, or if you are unsure about whether you hold appropriate skills to undertake any of the programmes, staff at the College are more than happy to assist you with any queries you may have. All students have equitable access to all programmes irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Course Fees

All fees are required to be paid prior to commencement of the programme. Payment can be made through the website or telephone via Bankcard, MasterCard, Visa, direct deposit or cheque. For students who pay by credit card online a receipt for payment will be sent automatically via the 'Paymate' payment system. Payments take 24 hours for authorisation.

Protection of Fees

Victorian Real Estate Training College has a designated Trust Account set up for the protection of student fees.

For students undertaking individual modules and the Agent's Representative course, course fees are placed in the general business account and retained until such time as the student accesses the course site.

For licensing students who pay full course fees upfront – 25% of these fees will be retained in Trust until such time as the student has either completed the programme or is no longer entitled to a refund under a Cancellation and Refund Policy. A student will have access to 100% of all learning materials immediately upon enrolment. A student is never "unenrolled" * from a course and thus is free to access materials over the duration of the course and in fact even after completion.

* Students will however be "unenrolled" should it be proven that they have submitted work that is plagiarised, or the work of another person.

Cancellation and Refund Policy

Tuition fees paid are refundable, less an administration fee of \$150 for Certificate IV or licence courses or \$50 for Agent's Representative courses, if the student withdraws from a course up to 4 weeks from being given access to the e-learning site for their learning program.

Once 4 weeks have elapsed after being granted site access, refunds are not available if a student wishes to withdraw from the course.

Once a student submits an assignment for marking they acknowledge they are no longer eligible for the refund regardless of the time that has elapsed.

Note: All applications for refunds must be submitted in writing.

Assessment Information

Assessment Processes

All courses offered by the College are competency based courses and as such, students are required to submit a portfolio of completed tasks and activities for assessment. The college utilises written assessment for each of the competencies. Using written assessments is an applicable methodology for the real estate sector considering it relies heavily on written communication, contracts, forms and administrative paperwork.

Students are expected to research each task utilising either college supplied material or by gathering information from their own resources. Students are provided with contact details of their tutor/assessor and are encouraged to liaise with them throughout their studies. All activities and assessment tasks must be successfully completed for competency to be achieved.

These submissions are to take place electronically, and students will be guided online through the process of submission. Students may also submit work via the web site, email or post in audio or video formats in order to be assessed. This is appropriate where the student considers that these methods will provide the student with the best evidence of competency.

Students will be assessed either Competent or Not Yet Competent. All students are given the opportunity of re-submitting assessments if they have not met the competency standards required. A student may re-submit assessment 3 times. Further re-submissions are charged at \$45 per re-submit.

All assessments submitted, must be the students own work. A student submitting work that is not their own will be considered to have committed an act of fraud and at minimum their enrolment will be terminated without credit for subjects of modules completed and without a refund of fees. Students are required to agree to the submissions terms and agreement outlined on each assignment, prior to submission. Submission of an assignment denotes to The College that the terms and agreement have been adhered to.

A number of strategies have been put into place to ensure as much as possible that the College is continually monitoring the work of all enrolled students. The Student contact strategy outlined in this handbook is just one of these strategies.

Assessment activities undertaken by The College follow consistent processes as outlined below:

- Assessment procedures are fully explained to clients via the student handbook and the college code of practice document. Information is also included within individual modules of each Programme.
- Clients are made aware of the processes for Recognition of Prior Learning, credit transfer opportunities and mutual recognition via the student handbook.
- The assessment requirements of each module are outlined within each programme.
- All evidence gathering methods confirm to the principles of assessment, in that they are fair, valid, reliable and flexible.
- When assessing, college assessors complete a feedback section contained within the student's online submission. A result is then recorded on the student's feedback profile and within a computerised student admin system. Students have access to feedback and results throughout the duration of their programme.
- No assessment result is released to a third party without written, verifiable authority from the record owner. All student records remain confidential
- Post assessment advice is available to students where required.

- A fair and impartial appeals process is available. If a student does not agree with the assessment they may follow the appeals process outlined further in this document.
- Assessment moderation and evaluation is ongoing and part of the organisations continuous improvement programme.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) provides students with the opportunity to gain recognition of competencies that they already possess. These competencies could have been obtained via previous formal training, work experience, or life experience.

The College encourages students to apply for RPL if the student has self assessed their knowledge and skills as meeting the learning outcomes of the individual modules.

An RPL application form is available that provides students with guidance on how to complete the form and the evidence required to support the application. This form can be downloaded from the College website. Once the application form is completed, a qualified workplace assessor will evaluate the application and determine the outcome. If further information is required, a student will be advised, and in some cases an interview, usually by phone, is conducted to clarify details.

If a student gains a competency through RPL, they will be exempt from that Unit and the transcript of results will record that competency exists.

If a student disputes the outcome of the RPL process they will be directed to utilise the grievance and appeals process of the college.

Mutual Recognition

The College recognises the nationally recognised qualifications issued by other Registered Training Organisations. Once the existence of the RTO and its ability to provide the qualification has been confirmed, the student can be exempted from the relevant competencies.

In some cases where the qualification is older than 5 years, particularly in modules that have undergone substantial legislative change, The College may require the student to re-do these particular modules to ensure currency. The College reserves the right to assess students where the competencies claimed are greater than 5 years old

Assessment Appeals

Any and all assessment appeals will be processed and acted upon if substantiated, in a timely manner.

In the event that a student is not satisfied with an assessment decision or process, the following procedure applies:

- Discuss the matter with the teacher/assessor.
- If the matter is unresolved, then discuss the matter with the CEO.
- If the matter is unresolved, then both parties will agree on the nomination of an independent assessor to examine the matter.
- If the matter is unresolved, then the student has the option to take the matter to the State Training Authority, which in VIC is the VIC Higher Education and Skills

Grievance Procedures

In the event of a student having a grievance concerning the delivery or assessment of a course, or some other matter concerning the operations of the College, the following procedure applies:

- Discuss the matter with the teacher/assessor
- If the matter is unresolved, forward a written complaint to the CEO
- If the matter is still not resolved, then the student can pursue other legal remedies according to consumer protection legislation including National Training Complaints Hotline 13 38 73

The CEO will ensure that complainants are kept informed regarding the status of their complaint and are informed in writing of the outcome of the complaint, and reasons for the decision.

Victorian Real Estate Training College will ensure that:

- Each complaint, grievance, appeal and its outcomes is recorded in writing
- Each appeal is heard by an independent person or panel; and
- Each appellant:
 - has an opportunity to formally present his or her case; and
 - is given a written statement of the appeal outcomes, including reasons for the decision
- They will act upon the subject or any complaint found to be substantiated

If the matter is still not resolved, then the student can pursue other legal remedies according to consumer protection legislation

The CEO will ensure that complainants are kept informed regarding the status of their complaint and are informed in writing of the outcome of the complaint, and reasons for the decision. Any and all grievances will be processed and acted upon if substantiated, in a timely manner.

Student Information

Student Contact Strategy

As it is important to ensure that all submitted work is that of the enrolled student, a number of strategies have been put into place to reduce the potential of fraudulent submissions.

Certificate Students

1. At request, all students will be contacted twice during their programme, at the beginning and after submission of their first two modules. Contact details will be placed on their file as well as dates of contact and any pertinent comments.
2. With permission of the student, as evidenced on the enrolment form, where possible, employers or supervisors of students will be contacted for progress reports, and to substantiate that learning and submissions are being undertaken as expected.
3. Upon submission of individual assignments students are asked to confirm that all work submitted is their own work.
4. By submitting the assignment a learner is stating that the work submitted is their own. Any work submitted that is not the work of the student will be considered the result of a fraudulent act. The work will not be assessed, and at minimum the statement of attainment of qualification that the student is enrolled in will not be provided and the student will be immediately unenrolled from the programme without refund of fees.

Licensing Students

5. Upon a student's request the College will contact the student at least three times during their programme. This will occur at six weekly intervals in order to monitor programmes and the submission of assignment work. Contact details will be placed on their file as well as dates of contact and any pertinent comments.
6. With permission of the student, as evidenced on the enrolment form, where possible, employers or supervisors of students will be contacted for progress reports, and to substantiate that learning and submissions are being undertaken as expected.
7. Upon submission of individual assignments students are asked to confirm that all work submitted is their own work
8. By submitting the assignment a learner is stating that the work submitted is their own. Any work submitted that is not the work of the student will be considered the result of a fraudulent act. The work will not be assessed, and at minimum the statement of attainment of qualification that the student is enrolled in will not be provided and the student will be immediately unenrolled from the programme without refund of fees.

Student Access to Records

Students have the ability to access their records at any point of their enrolment. This enables the student to check their progress, the outcomes of any module completed and any records in relation to complaints, and appeals. All student records are held electronically and in hardcopy and as such are available at all times to student as a result of a phone call or email to the College.

In addition, the College is required to retain all Student records for a period of thirty (30) years. This enables a student to have access their records over that period of time. For instance, should a statement of attainment or transcript need to be re-issued, a student can contact the College, and after providing relevant information that matches with the correct enrolment data, such requests can be met. It is important to recognise that archiving of student records occurs on a regular basis, therefore a two week period is required to access records for the re-issuing of statements of attainment and transcripts.

Access and Equity

The College is committed to equal opportunity and positive action in vocational education, training and employment. As such the College provides an environment that embraces equity, fairness and respect for social and cultural diversity.

All teaching methods, assessment and review process, teaching materials and support services demonstrate commitment to an environment that is free from discrimination, harassment and racial vilification. All staff are aware that access and equity is their responsibility.

Further details of the Access and Equity aspects of the College can be found in the Code of Practice – available on the website. Failure by a person or persons to comply with the Access and equity policy outlined in the Code of Practice will warrant disciplinary action

Use of Administration strategies that align with the Federal Privacy Act

The College is bound to protect Students individual and personal information. All student administration processes ensure that we do not provide personal information on Students and their assessments. All employees of the College are aware of the Federal Privacy Legislation and how it affects the dissemination of information, and follow College policies and procedures on the use of the student administration system and the protection of Students privacy. A student will always have the right to access their own files.

Language Literacy and Numeracy Support

Students requiring language literacy and numeracy (LLN) support are identified on enrolment. Students requiring support in these areas are asked to denote this on the enrolment form, or to contact The College CEO. Where only a low level of support is required, the CEO may arrange for the student to receive extra-curricula assistance from the Trainer or other staff member. Where extensive support is needed the student will be referred to an LLN specialist. This may attract a fee. All assessments are able to be adjusted appropriately in order to assist in successful completion of the Units of Competency for those students who require support in LLN.

Where a student's Language, literacy or numeracy deficiencies will clearly inhibit achievement of learning outcomes and the applicant refuses support, enrolment may be declined.

If you feel you need assistance with LLN, please contact the College CEO at our central office on (02) 9479 9702 or via email to studentsupport@realestatetraining.com.au

Working with Children

In some cases Victorian Real Estate Training College staff will be dealing with children, and as such staff will be required to undertake a Working with Children Check.

All staff who may be involved with children will be given information on the working with Children check (A guide to the Working with Children Check and Working with Children – a simple guide to Employer and employee Responsibilities).

Applicants will be required to fill in a "Prohibited Employment Declaration" and a consent form to be screened under the working with Children Check. This will include information on the confidentiality of all information gathered. References will be checked in relation to working with Children and a request will then be made to the Approved Screening Agency – the Department of Education and Training, for a check to be conducted.

Any person convicted of a serious sex offence will not be permitted to work in position with the Victorian Real Estate College, where they may be involved with Children

Disciplinary Procedures

The College endeavours to promote a safe and fair environment for staff and students. Disciplinary action will occur if students:

- Engage in harassment or discriminatory behaviour
- Fail to pay any fee or charge owing to The College
- Cheat or plagiarise material for assessment

If a student is reported to have committed any of the above acts, an investigation by the CEO will occur. The student will be given an 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, or a strict penalty may be imposed.

Student Support Services

On Line Learning Support

- Students are able to contact the College via email to studentsupport@realestatetraining.com.au
- Students are able to contact the College by telephone. (02) 9479 9702 (central office)
- Online Chat is available – where you can talk directly to an assessor
- Messages may also be posted to the College and a set of Frequently Asked Questions will be generated and posted.
- Confidentiality of the name of any person asking a question will be maintained.

Vocational Counselling

The College CEO, or individual trainers and assessors are available to provide academic or vocational counselling. If you would like to discuss your course or anything related to your course, do not hesitate to email or phone your trainer or the CEO, who can advise and assist you.

Following is a list of relevant support services:

Adult Multicultural Education Services: www.ames.net.au Phone: 13 26 37

VIC Adult Literacy and Basic Education Council <http://www.valbec.org.au/> Phone: 03 9546 6892

Student Support Services

Centrelink has the following payment and products available to people studying or training. Payments and products are liable 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 your local Centrelink office.

Department of Family and Community Services

- Youth allowance
- Austudy payment
- Newstart allowance

Department of Human Services

- ABSTUDY

The following services are available from the Department of Education, Employment and Workplace Relations (DEEWR):

- Literacy and numeracy training
- Career counselling
- Advanced English for Migrants program
- National office of Overseas Skills recognition
- New Apprenticeship Centres
- New Apprenticeship Access Program

Department of Immigration and Multicultural Affairs undertakes Adult Migrant Education programmes

International Student Enquiries: 131 881

ABSTUDY

ABSTUDY provides financial assistance for Australian Aboriginals and Torres Strait Islanders who undertake approved full time or part time study.
ABSTUDY enquiries line is 1800 132 317

Youth Allowance and AUSTUDY Payments

Youth Allowance is available to eligible full time students aged 16-24; full time students aged 25 or over who were getting Youth Allowance before they turned 25 and are still doing the same course; and young people up to 21 who are combining part time job search and part time study.

Austudy Payment is available to eligible full time students aged 25 years and over.

Youth Allowance and Austudy payment are subject to income and assets tests.
Claim forms and information about Youth Allowance or Austudy payments (including rates of payment) are available from any Centrelink office, or by calling 132 490.

The College is approved for Centrelink student related payments, as follows:-

Registered Training Organisation: Victorian Real Estate Training College
Reference No: 2P849