



STUDENT HANDBOOK

March 2020

ASQA Registered training organisation (91242)

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WELCOME

Real Estate Education & Training (REET) extends a warm and friendly welcome to you and fellow students.

We are a registered Training organisation who aims to provide our clients with the most up to date and efficient training methods to enable you to achieve your CPD points or Statement of Attainments quickly and reliably and provide a learning environment that promotes interaction and participation amongst students. Our trainers and staff are fully qualified and committed to ensure you leave our training with a thorough understanding of the material presented.

REET has a Code of Practice in place at all time and is available for viewing at each and every training seminar presented. We will fairly assess your ability to achieve the competencies required in each course and where competition for course placement denotes a selection of particular candidates a decision will be based solely on these criteria.

REET is obligated to provide you with only the best quality trainers, resources and assessment methods to ensure that your training reflects industry requirements. Our training company is quality assessed by ASQA (Australian Skills Quality Authority) to ensure training and assessment meets certain standards (Currently AQTF 15). We reassure our students that REET meets these standards and has a continuous improvement process in place to continually improve our training and assessment, leading to better outcomes for our staff and students. Competency in a Nationally recognised course conducted through REET, will lead to the issue of AQF (Australian Quality Framework) certified Statements of Attainment which are nationally recognised throughout all states and territories of Australia.

REET strives to improve its methods and training strategies and with this in mind we ask that all candidates complete an outgoing questionnaire in order for us to obtain the vital feedback required allowing us to fine tune our method of operations for the betterment of staff and students alike. We treat all correspondence supplied as confidential and are happy to field any questions or comments you may have. We welcome any suggestions or improvements you care to offer. Feel free to contact us via the "contact us" link on the home page of our website.

REET welcomes you to our company and staff and wishes you every success in your training endeavours.

A blue ink signature of Tony Hamilton is written over the text. The signature is cursive and stylized, with the first name 'Tony' being more prominent.

Tony Hamilton
Chief Executive Officer.

STUDENT RIGHTS AND RESPONSIBILITIES

Here at REET we undertake to provide our students with Training and assessment services that are flexible and fair and are pertinent to your job role or career. We will provide you with training that meets the standards for employment within the real estate industry and which meets the quality requirements for training and assessment as set out in the Essential Standards for Registration AQTf 2015.

REET also recognises that some students may have many years of Industry experience or have obtained equivalent qualifications elsewhere and with this advantage may qualify for Recognition of prior learning enabling credits in a certain course or courses.

To obtain the most from your training we suggest that you:

PARTICIPATE

Training is not a passive exercise. You will learn from the experience of people taking part as well as from your session leader.

ASK QUESTIONS

If there is something you do not understand, was it explained properly? Try not to keep your questions till the end of the session. Interrupt if you need something clarified.

TAKE NOTES

We will supply you with notes on most subjects however the notes you make yourself will have most impact.

MAKE A COMMITMENT

When you attend training, you need to make a commitment to implement the new ideas and concepts into your workplace. Make a list of the items most important to you and implement them.

GET TO KNOW YOUR COLLEAGUES

Many worthwhile business and personal acquaintances can be made at training. Your best source of both referrals and answers to field related questions could be the person sitting beside you. Use this time to your advantage.

STUDENT RESPONSIBILITY CODE

At REET, in order to give all students and staff free access to their rights to a quality education we have adopted a student responsibility code.

The code (listed below) outlines your rights and obligations whilst attending a training session. These conditions are noted as (but not limited too) the following:

- 1) Provide complete and accurate information about them and provide REET of any changes to their details.
- 2) Pay all fees and charges in respect of their training as per our fees and charges policy (see attached).
- 3) Recognise and respect the rights of other students and staff.
- 4) Ensure when they are attending training that they are alcohol and drug free.
- 5) Ensure the security of personal possessions whilst attending training.
- 6) Report immediately any cases of harassment, sexual discrimination, bullying or any other incidents that endangers the well being of other students.
- 7) Respect the equipment of REET.
- 8) Should not deliberately falsify documents in relation to assessment outcomes either personally or in collaboration with other students.
- 9) Should not prevent other students from completing their training in reasonable security as offered by our code of practice.
- 10) Should not refuse to act in accordance with policy and procedures as requested by various training venues such as smoking on the premises, parking, etc.
- 11) Must not divulge confidential information in relation to another student's documents or assessment or training outcomes.

REET reserves the right to refuse enrolment as permitted by law and have students removed from class who behave in a manner contrary to this code of responsibility. Any person who is asked to leave a training session will not be entitled to a refund. Any person who is asked to leave will have the rights to an appeal via our appeals process.

Extent of the breaches of the above code, may, in some cases extend to breaches of the law and this policy in no way restricts the participant's rights at law to seek remedies through normal legal process.

ENROLMENT PROCEDURES

HOW TO ENROL

In order to streamline the enrolment process REET has introduced an online enrolment and payment facility. Now enrolling in your selected course is as simple as completing an online application and paying for your course via your credit card or b-pay payment facility. Simply click on the appropriate course offered and complete the enrolment form and email your information back to us with the click of a button. Pay for your course via the online payment methods and we will then send you back full course details and enrolment confirmation within 24 hours.

The online application also includes a questionnaire and a pre-enrolment acknowledgement form which asks a few simple questions about you and your career and we request you complete the questionnaire and pre-enrolment forms **in full** in order to assist us in providing teaching strategies best suited to your level of experience within the industry. For those students who do not have the facility to pay online we request that you print out the questionnaire and enrolment form and post or fax back to us with either a cheque or money order for the prescribed amount. See the "contact us" link for contact details.

All applications and receipt of monies paid will be processed immediately and contact will be made with the student to confirm enrolment and any other details relevant to the training course to be undertaken.

Course times and dates will again be notified with your acceptance notification and in most cases we will provide a map showing the location of the training venue and available parking facilities. (if applicable)

CONDITIONS OF ENROLMENT

REET offers professional training at value for money prices so our courses fill quickly. REET will not overbook a course in order that specific individual needs of our students are catered for so once a course is deemed **full** enrolments for that specific course will then cease.

Students will then be offered another course date (as per our training calendar) and subject to suitability, enrolments for future courses can then be pre-booked to ensure course placement.

Students will also be required to obtain and supply a U.S.I at the time of enrolment. (Unique Student identifier). This became a Government requirement on the 1/1/15. REET advises students that qualifications cannot be issued without the student supplying a valid U.S.I. If a student is having trouble supplying or locating their USI, REET will be happy to assist the student wherever possible. More information on U.S.I's can be obtained at www.usi.gov.au

PRE-REQUISITES

If a course requires a pre-requisite in order for a student to undertake training, enrolment will not be considered until the student shows evidence that they meet the pre-requisite of course enrolment.

FEES AND PAYMENT POLICY

All fees are payable "in advance" of training. To facilitate those students that pay prior to attending training, fees are held in our "holding" account and not processed as "paid" until 24 hours after the completion of training. The total amount due for each of REET's courses is advised on our website and at the online enrolment point. Fees are subject to change but REET advises that the amount advertised will represent the **full cost** of training and in the event that an incorrect amount has been advertised, REET will honour the discounted price for students until any errors or omissions have been attended too.

In the instance where course fees exceed \$1500 (which will be in the case of Licensing classes), REET will accept an upfront payment of no more than this limit. Following course commencement, REET may require payment of additional fees in advance as the training progresses but only so much that the maximum amount a student will pay to REET does not exceed \$1500. The balance of course fees will be due and payable upon completion of the course but prior to issue of any Statement of Attainment. In certain circumstances, REET may allow students to enter into a rolling fee payment, where course fees are "paid off" during the study period. In this regard, you should speak with our enrolment co-ordinator.

PRE-ISSUE OF COURSE MATERIAL

To assist students better understand the learning journey they are about to embark upon, REET will, where requested, pre-issue students with the learning resource for the particular course the student has enrolled in. It is important that the student has enrolled correctly prior to the issue of these learning resources, the issue of which will be by way of pdf files direct to the students email address.

DISHONoured PAYMENTS

In the event that, for some reason, your payment is dishonoured, we will contact you immediately we learn of the non-payment in order that other payment methods are utilised to meet the cost of training.

LANGUAGE LITERACY AND NUMERACY (LLN)

All applicants are required to be able to display language, literacy and numeracy skills adequate to the course applied for. The CEO will determine the student's ability to comprehend course material as evidenced by the answers to the questions on the enrolment form and at interview prior to course commencement.

In the event of distance learning, where the enrolment form provides insufficient evidence the CEO will phone, make contact with or invite the prospective student in to complete a test to further determine their eligibility to attend courses.

The students agrees that the CEO will ultimately determine the students suitability to attend a class via a number of assessment methods including spoken and written language tests.

Assistance may be provided to students who do not have English as their first language at the sole discretion of REET, whereby REET deems that such assistance would need to be provided to assist the student meet competency requirements. In no way, will REET complete assessments or assignments for students. REET will determine the appropriate level of assistance and provide one on one coaching, mentoring or in the case of distance learning students, guidance in assessments.

Where required, the CEO or attending trainer may require an applicant to have their skills assessed and if the level of skill is not up to a standard that will allow the student to comprehend course material, the application for enrolment can be denied and a full refund of any fees paid will occur. This generally will happen at commencement of training but if students are unable to keep up with class work, the CEO, at their sole discretion may discontinue their training at which time a full refund will apply.

In the event that a student requires skill assessment and the assessment shows the student is not competent in LLN equal to course content, then the CEO will refer the student to an appropriate training organisation (Holmes Institute...with which REET has a referring arrangement in place) that will assist them to become proficient in the level of literacy required.

When the student becomes proficient in the level of LLN required they will then have the opportunity to recontact REET and attend their chosen course.

SMOKING

Smoking is not permitted at any time during class or whilst on REET premises. In the event that external venues are used for training, students are expected to comply with the venues smoking policy. Smoking is permitted during breaks in approved smoking areas that are away from other students and we would request that you thoughtfully dispose of your cigarette butts after use.

MOBILE PHONES

REET request that your mobile phone is **turned off** prior to entering the training room and that it remains off wherever face to face training is occurring. Ample breaks are available for students to make phone calls and we request that mobile phones are used during these times.

PRIVACY

REET will at all times, keep any information collected about our students' private and confidential. We use the information collected only for the services we provide and to update students on any changes in legislation that may affect their training.

Students can access their personal information by making a request in writing and forwarding it to REET via a method at our "contact us" link on our webpage. REET advises that as an organisation it complies with the Privacy and Personal Information Protection Act 1998.

OCCUPATIONAL HEALTH AND SAFETY

REET takes its responsibilities seriously in providing a safe and comfortable training venue for course participants.

To fulfil our responsibilities REET undertakes to;

- ☐ Provide all personnel with instruction and supervision to ensure a safe working environment
- ☐ Prior to training, undertake risk management on all its venues and ensure all personnel are fully aware of risks present (if any)
- ☐ Make and monitor arrangements for the safe use and storage of all training aids.
- ☐ Maintain the workplace in a safe and healthy environment.
- ☐ Recognise the legal responsibilities for health and safety and ensure employees and contractors are aware of their responsibilities.

To demonstrate our commitment to your protection procedures include (but are not limited to);

- ☐ Ensuring adequate lighting and back up lighting in case of emergencies.
- ☐ Ensuring only air conditioned venues are selected and clean and adequate toilet facilities are available
- ☐ Ensuring only professional training rooms are utilised that are well lit and provide adequate ventilation and comfortable seating and video/audio facilities.
- ☐ Ensure appropriate breaks are scheduled between training to facilitate fatigue.
- ☐ Ensure that our facilitator briefs attendees of all safety facilities in the venue such as fire door/stairs and other amenities such as toilet and bathroom facilities and scheduled breaks in order that attendees are well aware of health and safety procedures prior to the commencement of training

If you become aware of a potential danger or a safety issue whilst undergoing training you are requested to report it immediately in order that the appropriate remedial action be carried out by our REET representative.

Remember to think....**"Safety at all times"**

GREIVANCE RESOLUTION & APPEAL

REET is committed to ensuring our training and trainers display the highest calibre of professionalism at all times. We do however recognise that a policy still needs to be implemented to adequately address any issues you may encounter whilst undergoing training and assessment.

With this in mind we have a documented procedure, which outlines to attendees and staff how grievances and disputes are to be handled.

- ☐ If the dispute is of only a minor nature try and resolve the dispute immediately. All our trainers have undergone dispute resolution training and are very capable of settling an issue immediately.
- ☐ If resolution is not forthcoming, then you should proceed with your grievance in writing.
- ☐ Detail your complaint or problem via either an email or letter to our contact points noted on the "contact us" section of our web site. REET will respond to acknowledge your complaint has been received and our investigations will take place.
- ☐ Parties involved will be given every opportunity to put forward their case and the facts of the case will be investigated by the CEO. In certain circumstances any witnesses to the proposed dispute may be called on to give evidence.
- ☐ An outcome of resolution will be decided upon by the CEO and all parties to the proceedings will be informed of the outcome in writing.
- ☐ The process will take no longer than 21 days and if further time is required the complainant will be notified in writing that an extension of time will be required.

At all times our grievance resolution procedure will be conducted in a fair, unbiased professional manner. We will endeavour to resolve the dispute as quickly and efficiently as possible and all outcomes will be kept confidential. In the event that the complainant is still unsatisfied their rights at law are still available to them through civil proceedings via the normal justice systems.

If they are not satisfied with the outcomes of the above processes the complainant will have the opportunity for an external independent party (Real Estate Institute of NSW) to review the decision.

REFUND POLICY

Students will be eligible for a refund where payment has been made in advance and the student has given at least 5 business days' notice in writing of their intention not to attend the course. We are available to be contacted easily at our "contact us" link on our homepage.

In the circumstances where 5 business days' notice has not been given then no refund of fees will be issued. The student will, however, be given the opportunity to select another course time and date from our training calendar and can simply attend at another convenient time. In the event of online training, once the student has enrolled and paid fee's and been given a student login then no refund of fees will be available.

In the case of undue hardship, a refund will be considered if exceptional circumstances existed at the time. The emphasis is on the student to produce evidence to this effect but the final decision on the refund is at the sole discretion of the Chief Executive officer (CEO).

In the event that training will be by way of correspondence a refund can be given up until the point that course material has been posted to the recipient (signifying course commencement).

At all times the CEO will act equitably and fairly when considering a refund due to hardship and extenuating circumstances. A full refund will also be offered to students in the event that REET ceases to offer courses whereby a student has enrolled and paid tuition fees. REET will also provide the student with details of other training companies that offer the same qualification they are seeking in order that the student can then re-enrol elsewhere.

ASSESSMENT AND APPEALS PROCESS

The assessment of students will be conducted at course completion or at varying intervals of a particular course as required. Students will be assessed strictly in compliance with the training package requirements as outlined in REET's learning and assessment strategies(s) and those of the NSW Office of Fair Trading. REET in no way guarantees that a student will be successful in achieving competency. Also, REET cannot guarantee a student that they will obtain employment as a result of successfully passing this course. Successful completion of your chosen course will largely be up to the student to work with our trainers and assessors to diligently complete the course and attempt the assessments which meet the requirements of the training package.

REET undertakes to provide assessment services that are flexible and fair and that are in line with the outcomes required to be met by the specific course. Assessment is competency based and is designed to determine if you can demonstrate the course competencies. REET advises that it, as a registered RTO, is fully responsible for compliance in training and assessing. A competency sheet outlining the required competencies will be issued to the students at the commencement of each course so you as a student are fully aware of what is expected of you to achieve competency.

To provide welfare and guidance to students, any student that demonstrates a particular difficulty in any learning and assessment method, REET can provide alternative approaches to help them meet the outcomes of the particular units of competence. If you feel that you have any special needs regarding learning and assessment, please bring this up with your trainer prior to course commencement or outline your requirements on your student enrolment form.

At the completion of each assessment, REET will provide the student with an "Assessment summary and feedback form" if they are found "not competent" in any unit of competence. This form will outline to students the results of their studies and what area of their assessment non competency has been made. Using nationally endorsed competency standards students will be assessed as either "competent" or "not competent". The assessor will give feedback on any gaps in performance and any strategies required for further improvement which may lead to a competent assessment.

Upon successful completion of a course a student will be issued with a "Statement of Attainment" "Certificate of completion" or a "Certificate of attendance" on our REET testamur. This document becomes recognisable throughout Australia and its states and territories so it is a good idea to keep it in a safe and secure place.

Any student that is assessed as "not competent" has the right of appeal through our appeals process and each student will be given the opportunity to formally present their case. Students must **appeal in writing within 7 days of being assessed**. Initial consultation will be conducted by the CEO with the attending trainer for feedback and resolution.

In the event that the student is still unsatisfied with the outcome an independent arbitrator may be utilised to finalise the process at which time the decision of the arbitrator will be binding on all parties. The independent arbitrator will be a person who is no less

competent than the acting CEO of REET and will be required to be proficient in the planning, delivery and assessment of the relevant unit of competence in dispute.

Furthermore, the independent arbitrator will be required to be directly linked to an RTO that specifically delivers training and assessment to the Real Estate Industry. All parties will then be notified of the arbitrator's **decision in writing** and the reasons behind such a decision.

In the event of a disputed result that is the subject of a complaint from a student and such a decision is found to be in favour of the student then the CEO undertakes to act on any complaint that has been substantiated as a result of such an appeal.

Should REET consider that the process to finalise a complaint or appeal process will take longer than 60 days, REET undertakes to:

- ☐ Inform the complainant or appellant in writing of the reason why such process may take longer than 60 days and.
- ☐ Keep the complainant or appellant regularly updated in writing via email or post.

REET takes all complaints and appeals seriously. A documented complaints folder is kept at REET and the outcome of such complaints or appeals is used to mitigate the likelihood of such events re-occurring.

REPLACEMENT RESULTS

REET is required to keep a record of students training for a period of 30 years. Students' assessments and assignments are kept at our office for a period of 6 months in case any materials submitted by our students undergo an audit by the Office of Fair Trading. After 6 months all assessment and assignment material is destroyed.

In the event that your testamur is misplaced REET will, without charge, re-issue an identical document to the student notwithstanding that the course had been undertaken within the last 12 month period. Where attendance and successful completion of the course is over the 12 month period, records will need to be obtained from archive and in this situation a \$25 retrieval fee will apply.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER

REET recognises that students may have acquired learning from other institutions and have picked up “on the job” skills and work place practices that will assist with demonstrating competency in course subjects. With this in mind REET may allow some students a “credit” in some course subjects if the student is able to demonstrate that competency has been met. Students wishing to apply for an RPL credit(s) will initially be assessed by a trainer and then if suitability is met then students will be issued with relevant RPL documentation outlining the evidence required and the process involved.

REET includes the RPL application and processing costs in its course tuition fees so there is no more to pay for assessing your RPL. However, in the event that an RPL application is made and assessed by REET and you do not proceed to **complete a course** with REET then you will **agree to pay us a fee of \$395 for our time in assessing your RPL.**

Competency can be demonstrated in a number of ways:

- ☐ **Previous or current work experience:** either paid or unpaid.
- ☐ **Education:** including courses taken at school, college in Australia or overseas and also attending adult education classes or work training programmes.
- ☐ **Life Experience:** Voluntary work, running a household or carer's roles can all contribute to recognition of prior learning.
- ☐ **Credit transfer:** Production of an authentic Testamur from another training institute that is current, matches the learners name identically and can be verified by a REET trainer.

Evidence considered for an RPL credit must match the evidence requested on the RPL documents issued to the student. If sufficient evidence is available then no further assessment may be necessary. In the event that further assessment is necessary negotiations will take place with the student that may consist of interview, written assignment, workplace visit, workplace exam , demonstration of skills or other similar assessments.

Students are notified promptly regarding the outcome of their RPL application. Unsuccessful candidates will be advised reasons of non-recognition and the steps they can take, including remedial training and appeal procedures.

COURSES OFFERED BY REET

REET currently offers training in the following areas of Real estate practice:

- **Certificate of Registration** course... (5 modules from the CPP41419 Training Package)
 This 5-module course is a pre-requisite for any person wishing to commence a career in Real Estate in NSW. Age pre-requisite of 18 years currently applies in NSW. Background checks including criminal history checks will apply and are undertaken by Fair Trading prior to the issue of a Certificate of Registration. Students have 6 months from the date of enrolment to complete this course via any method. A fee will apply if a student wishes to complete the course outside this time frame. (Currently \$195)
 The AQF (Australian Quality Framework) advises that the nominal hours for this short course is 98 hours of learning)
- **Continuing Professional Development (CPD)** for License and registration renewal. Current CPD courses offered are for both sales, property management and agency compliance. See our website for more details. www.reet.net.au
 Online and in-class courses are available. Classes in your office are available upon request but minimum numbers will apply. Fair Trading has various requirements for agents to complete required hours of CPD annually and agents are advised to check with their Governing body as to the frequency and duration required for agent's to satisfy the CPD requirements in their state of issue.
- **Certificate IV in Real Estate Practise CPP41419**. This 18 module course enables the student to obtain their agents license (Class 2 NSW). REET offer this course over 4 business days to students who have had **at least 2 years** experience within the industry.
 Attending students will hold a current **Certificate of Registration** and have kept their CPD requirements up to date. This will allow an advanced standing in the 5 modules of the Certificate of Registration course which will leave a further 13 modules for the student to complete. This 4-business day course is known as our "Fast Track" class and is a combination of "in class" learning, Recognition of prior learning (RPL) (against a set standard) and the completion of any gap modules that may be required. Gap modules are completed outside of the 4-day programme.
 RPL will need to be demonstrated if a student wishes to complete the course during this time frame. We suggest students contact us **prior to attendance** so they can discuss RPL and evidence before making a decision to enrol. An RPL kit is available and can be sent to students upon request. Students should allow themselves 3-4 months to successfully complete the course and be issued with their qualification, but this is heavily dependent upon the amount and quality of their evidence presented at the RPL interview/process. Background checks including criminal history checks and bankruptcy checks will apply and are undertaken by Fair Trading prior to the issue of a Real Estate agents license.

For those with no industry experience, the "in class" component of the 18 module course **can be** completed with the experienced agents over the 4 days, however, as NSW Fair Trading has introduced rules that "new entry" employees will need a

minimum 12 months industry experience, the balance of the course will need to be completed externally of the 4 day class, either by correspondence or online submission.

A further prerequisite is that a student must hold (**be completing or have completed**) the "Certificate of Registration" noted above. (5 modules). The further ongoing study required will meet the Volume of learning requirements set down by the Australian Quality Framework (AQF) and can be done whilst the student is gaining the 12 months industry experience which is now mandatory in NSW.

The AQF (Australian Quality Framework) advises that courses to be completed at a Certificate IV level generally require a minimum of **6 months to 2 years** of study dependent upon the ability of the learner and other factors including life and work experience.

Students have 24 months to complete the Certificate IV in Real Estate Practise via any method from the date of course enrolment. A fee will apply if a student wishes to complete the course outside this time frame. (Currently \$995)

CPP51119 Diploma of Property (Agency Management) This 12-module course enables the student to advance their license qualification in NSW to that of a Class 1 NSW license.

A Class 1 license will enable the student to own and operate an agency in NSW. Time in industry will apply before a student can open and operate a real estate office and students should investigate pre-requisites in other states before undertaking this course.

Students have 18 months to complete the Certificate IV in Real Estate Practise via any method from the date of course enrolment. A fee will apply if a student wishes to complete the course outside this time frame. (Currently \$995)

REET is always expanding its repertoire of courses offered so it is a good idea to ask your trainer for a current course list at the time of training. The units of competency offered through REET are Nationally Recognised Qualifications.

Applicants wishing to proceed to qualification are able to complete the training with other Registered Training Organisations (RTO's) across Australia, as mutual recognition will apply.

REET recognises the Australian Quality Framework qualifications and Statement of Attainments issued by other Registered Training Organisations (RTO's).

In the event that you may have completed courses with other training companies, production of an original testamur (or verifiable authenticity of a copy) from another Registered Training organisation (RTO) will allow us to give direct credit transfer for corresponding units of competency. Discuss this with your attending trainer or our course co-ordinator at the time of or prior to your enrolment.

TRAINING DELIVERY

REET provides training by a number of mediums:

- ☐ **In house:** via classroom delivery at either our **Parramatta or Sydney City** campus's
- ☐ **Externally:** at a client's office or at a nominated external venue.
- ☐ **Correspondence:** whether hard copy or Internet based.

Our preference is for face-to-face training in order that students may gain from a wealth of knowledge offered by other like-minded attendees. This also gives the student plenty of opportunity to participate in class discussion or ask pertinent questions allowing the student to gain knowledge of field related experiences which would not otherwise have been available by a correspondence learning method.

However, REET understands that some students are physically unavailable to attend class based training and for this reason, certain courses are available online or by correspondence.

Students undertaking courses online or by correspondence need to regularly interact with our trainers. REET's trainers are available 5 Days a week by phone and 7 days a week via email through our online learning management system (Moodle based LMS). Some modules require a physical demonstration and in this case, this can be done in person or via video uplink to our LMS. REET's trainers are committed to ensure they are available to our students via our LMS to ensure their questions are answered and guidance is given to the learning and assessment process.

THE LAW AND YOUR RIGHTS AS A STUDENT AT REET

EQUAL OPPORTUNITY

REET's policy is to ensure that all members of the community are given fair access to our training services. The CEO and staff at REET are aware of the equal opportunity obligations required under legislation and in doing so provide courses to the community irrespective of race, gender, marital status disability, sexuality, physical characteristics religion or political beliefs.

REET is an equal opportunity employer and REET has applied the above criteria in selecting who we believe are the finest trainers and assistants available to the industry. It is reinforced to staff that access and equity is their responsibility and that maintaining these values are the responsibility of all members of the workplace.

ANTI-DISCRIMINATION

REET staff is committed to ensuring that all students and members of staff are treated fairly and equally.

Discriminatory behaviour may include:

- ☐ Assault, whether verbal or physical,
- ☐ Intimidation or provocation
- ☐ Vilification or insulting a particular racial group
- ☐ Ignoring isolating or segregating a person or group
- ☐ Introducing policies which disadvantage a certain group

Federal, State and Territory legislation prevents discrimination on the following grounds:

- ☐ Sex
- ☐ Race
- ☐ Age
- ☐ Religious belief
- ☐ Sexuality
- ☐ Intellectual or physical impairment
- ☐ Political belief
- ☐ Marital status
- ☐ Pregnancy
- ☐ Criminal record

Discrimination of any kind is unacceptable and should be reported to your trainer immediately. We will conduct an immediate investigation and document our findings via a report that will be issued to you along with the remedial action taken.

Further details concerning your rights to anti-discrimination can be obtained via the Federal Human Rights and Equal Opportunity Commission.

SEXUAL HARASSMENT

Sexual harassment is any form of sexual attention that is unwelcome. It may be by way of touching, physical contact, verbal remarks, connotations, smutty jokes or the display of sexual material. It may only be a single incident or a series of events over a period of time. The onus is not on the recipient to speak out, rather everyone is responsible for their own conduct, as many victims of sexual harassment find it difficult to come forward and advise that they have been harassed.

If another person's behaviour toward you is of a sexual nature and makes you feel frightened, angry, humiliated or offended then you are being harassed. Remember though that sexual harassment does not apply to mutual friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

Sexual harassment of any kind is unacceptable and should be immediately reported to your trainer. We will conduct an immediate investigation and document our findings via a report, which will be issued to you along with the remedial action taken.

DISCIPLINARY PROCEDURES

Should REET discover that any work submitted by students, whether produced in class or externally, is work that has been plagiarised or is not of their own efforts then REET will not issue the student with a Certificate of attendance or Statement of attainment.

Furthermore, legal proceedings may be instigated against students who have made a fraudulent attempt to gain an undeserved qualification with the intent to mislead the public as to competence. If you are having difficulty completing any work, then the best option is to make an appointment with your trainer to discuss any aspects of the difficulties you are encountering.

If students are found not to be courteous or do not comply with the regulations as set out above in the above section "The law and your rights as a student at REET" then it will be at the sole discretion of the trainer to ask them to leave the training environment and if necessary, have them lawfully removed.

VILIFICATION AND BULLYING

Vilification is the public act of a person who incites hatred, contempt or severe ridicule against a person or group on the grounds of race, sexual preference, transgender or other personal preferences be it political or religious.

Bullying is any behaviour that intimidates, offends, degrades or humiliates another. It can occur across all levels of work place practice i.e. between management, staff and students.

Vilification and bullying may include (but is not limited too):

- ☐ Verbal abuse threats of violence or intimidation
- ☐ Unwarranted or constant criticism of opinion
- ☐ Teasing or being joked about or tampering with personal belongings.
- ☐ Placing possible or unreasonable demands on staff or students
- ☐ Isolating staff or students from interaction, training or career opportunities.
- ☐ Restrictive, petty rules or constant intrusive surveillance.

Bullying and vilification are harassment and should not be tolerated in any manner. If you feel you are being bullied, then there are certain steps that you can take to attempt to rectify the situation.

RECOGNISE: that you are being bullied. It can sometimes be a number of small, continuing events rather than one major event.

DOCUMENT: the event or events that have led up to the incident. Record any witnesses name to the incident.

CONFRONT: the person who is the alleged bully. Do not do so in a abusive or threatening manner but simply advise the person that you do not appreciate the actions that were afforded you.

COMPLAIN: If your attempt to conciliate was unsuccessful, lodge a complaint with the trainer.

We will conduct an immediate investigation and document our findings via a report, which will be issued to you along with the remedial action taken. The laws governing Anti-discrimination in NSW are governed by the NSW Anti-discrimination Act 1977.

For further useful information on Anti-discrimination click on the link below.

http://www.lawlink.nsw.gov.au/lawlink/adb/ll_adb.nsf/pages/adb_adlaw

OTHER USEFUL LINKS

- ❑ Real Estate Employers Federation (For employers)
<https://www.reef.org.au/>
- ❑ Real Estate Association (for employees)
<http://www.reansw.asn.au/>
- ❑ ASQA (our Governing body)
<http://www.asqa.gov.au>
- ❑ Rates of pay for the Real estate industry
https://www.fwc.gov.au/documents/documents/modern_awards/pdf/ma000106.pdf
- ❑ Unique Student Identifier (U.S.I.)
<https://www.usi.gov.au/>
- ❑ REET Website.
www.reet.net.au