

STUDENT INFORMATION HANDBOOK



REIV
THE DIFFERENCE

STUDENT INFORMATION HANDBOOK

The Real Estate Institute of Victoria Ltd may review and amend this handbook and related policies periodically. Please visit www.reiv.com.au/studenthandbook for the latest edition.

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Welcome Statement

On behalf of the Training Department, it is my pleasure to welcome you to the Real Estate Institute of Victoria.

You have made the first step in establishing your career in Real Estate. The REIV has been supporting Victorian real estate since 1936, building a brand that real estate professionals rely on and consumers trust. Whether you are a budding real estate agent, an experienced professional, a family run business or a large franchise group, the REIV is here to represent and assist you.

We are committed to provide current real estate professionals and enthusiasts with the quality of training required to launch a successful career. We are honoured that you have chosen the REIV to be your preferred training provider. It is a privilege that we take very seriously not merely as the Peak Body of the Real Estate Industry but because we are dedicated to upholding and enhancing the standards, knowledge, and expertise within the industry.

The REIV places great importance on recruiting the most experienced trainers and assessors in the industry. You will benefit greatly from their years of experience and wealth of knowledge.

To ensure you get the most from your training, we provide all new students with the REIV Student Information Handbook, which we hope it answers many of the questions you might have about undertaking your training with us, and also, help you to familiarise yourself with our internal policies and procedures and understand your rights and obligations as an REIV student.

As you begin your student experience with the REIV, we encourage you to communicate openly and effectively and extend a hand of friendship to colleagues you will meet along the way.

Most importantly, we hope that your experience is enjoyable and rewarding!

Sincerely,

Rushali Parikh
RTO Manager

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About the Real Estate Institute of Victoria Ltd (REIV)

As the peak body for the Victorian real estate Industry for more than 80 years, the REIV is widely respected at both industry and government levels. The REIV is a Registered Training Organisation (TOID 4042).

The REIV provides access to learning opportunities to individuals to become Agent's Representatives by obtaining CPP41419 Certificate IV in Real Estate Practice, develop as Agents through Professional Development courses as well as being able to become full licence holders* once they have gained relevant real estate experience and completed the CPP51122 Diploma of Property (Agency Management) qualification.

Our Mission

To enhance the professional excellence of our members to the benefit of the communities they work within, and to advocate and represent their interests.

Our Members

The REIV Members are located in the Greater Melbourne and regional Victoria and represent all areas of real estate specialisation. People who join the REIV choose to make a difference in their careers, for themselves, their communities, and the profession; commencing a journey to help build a stronger more sustainable property sector. The membership comprises of:

- Over 2,000 corporate members representing agencies of all sizes, ranging from small family run businesses to large franchise groups
- 5,000 real estate professionals across Victoria
- Over 2,000 individuals studying towards a qualification in the real estate sector
- Affiliated companies and individuals providing products and services relevant to the real estate industry

Chapters and Divisions

On joining the REIV, Members are assigned to the Metropolitan or a Regional Division based on their office location and can join as many Chapters as possible that are of interest to them. Members' Division and Chapter affiliations are used by the REIV to support targeted communication on such matters as events, training and development and policy. Chapter and Division Committees provide focal points for REIV engagement with Members to ensure that REIV services and policy priorities meet the needs of Members wherever they are located and whatever their individual interests.

REIV Chapters are real estate special interest groups providing Members with opportunities to engage with like-minded professionals and enabling the REIV to engage with Members on matters of relevance to them. Chapter Committees are made up of Members with active interest and involvement in that area of special interest. Other members can be appointed to the Committees at the discretion of the REIV Board.

REIV Divisions provide a geographic focus for the achievement of the REIV's objects as set out in the Constitution and the Mission and Strategic objectives determined by the Board. Division Committees are elected by the members of their Division every two years. They represent their Divisional Members' interests to the REIV and work with the REIV to organise events of interest to Division members.

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Why study with the REIV?

The REIV is committed to training the next generation of real estate professionals. Our programs are designed to equip students with the knowledge and the hands-on skills required to work in this ever-changing industry. Students will get appropriate support and learn in an environment that puts priority on the learning experience. Trainers and assessors are recruited because of their trusted experience within the real estate industry and vocational education experience and knowledge.

In 1992, the REIV established themselves as an Registered Training organisation (RTO). All accredited training and assessment undertaken by the REIV is regulated and quality assured against the Australian Quality Training Framework (AQTF), under the registration number 4042.

We are registered with the Victorian Registration and Qualifications Authority (VRQA) to provide nationally accredited training in the state of Victoria only. Every year, the REIV strive to meet the requirements of the VET funding contract and guidelines to receive government-subsidised funding for the delivery of training programs under the Skills First VET funding contract available to eligible individuals only. Students are required to contact the Training Department to understand whether funding is available and determine their eligibility.

Professional Code of Practice

The REIV's Code of Practice has been developed to protect our students. It guides the actions and behaviours of all who are involved in providing training and assessment services. The foundations of our commitment are summarised below.

- REIV will adopt policies and practices that maintain high professional standards for the management and delivery of training and assessment and will only deliver courses or competencies where the capability of delivering a quality assured service is guaranteed.
- The ethical and responsible recruitment of students. Students will receive clear, accurate and appropriate information to make an informed decision prior to enrolment.
- All participants will be given the best opportunity to attend training programs, which are suitable for their learning needs and goals.
- At the commencement of the course, each student will be issued with the necessary course information to clarify learning outcomes and expectations for assessment.
- Staff delivering training and assessment will meet all qualification and experience requirements.
- Provide training services that are flexible and designed to suit the needs of students. All assessments are valid, reliable, flexible, and fair.
- Provide all students with opportunities for Recognition of Prior Learning and current competencies.
- Enable students to access a fair and equitable process for appeals and grievances on any issues concerning training and assessment.

The REIV Training Programs

Our courses provide opportunities to enter the industry and/or career advancement. Courses that we currently deliver are:

- CPP41419 Certificate IV in Real Estate Practice (Agent's Representatives)
- CPP51122 Diploma of property (Agency Management)

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All individuals interested in undertaking our courses are advised to contact our Training Department to determine their eligibility for a license or registration with [Consumer Affairs Victoria](#). Additional requirements will address matters of age, criminal history, bankruptcy, and previous cancellations of licences or registrations held.

The REIV customises its programs in order to meet current and relevant industry needs and trends, and students who undertake our courses will be supplied with the knowledge and skills in the areas of but not limited to:

- Real Estate Receptionist/Office Administrator
- Real Estate Sales
- Property Managers
- Licensed Estate Agent
- Commercial and Industrial Salesperson
- Commercial Property Management
- Real Estate Agency Principal
- Agency Manager
- Agency Director

Enrolment Process

Enrolling in a course is the first step to starting or furthering a career in the real estate industry; committing to a course involves an obligation of time and money, and therefore at REIV we want to make sure that our students choose the right course.

Further information about our courses including duration, delivery modes, and fees can be found on the [REIV website](#). On our website, you can select the appropriate course and be directed to complete an [Enrolment Application Form](#).

Once you complete the form including all mandatory fields and agreeing with our Terms and Conditions as well as acknowledging our Third-Party services, please forward your completed enrolment form to qualifications@reiv.com.au alongside a current Driver's Licence or passport, green Medicare card, and if applicable, a valid Concession card.

Evidence of your prior qualifications in real estate or other study fields are also helpful to our team to determine your eligibility to our courses. Expect to be contacted in the next 1-2 business days by one of our friendly and experienced staff members who will instruct you about the next steps and conduct a Pre-Training Review.

Course Information

Before finalising your enrolment, prospective students are expected to be provided with the following information to make an informed decision about undertaking training with REIV.

- Course eligibility requirements
- Language, Literacy, Numeracy, and Digital (LLND) expectations
- Training and assessment arrangements
- Recognition of existing competencies (Recognition of Prior Learning and/or Credit Transfer)
- Statement of Fees, payment details and refunds including government-subsided information
- Withdrawal process

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- Complaints and appeals process
- Additional learner support services
- Government funding that may be available for eligible candidates
- Student Information Handbook

REIV is committed to ensure recruitment of students will be always responsible, non-discriminatory, and ethical.

Entry Requirements

To study with us, we expect that you are:

- at the time of enrolment, 18 years of age or over
- physically residing in Victoria while engaged in training and assessment throughout the entire lifetime of your course
- an Australian citizen or an Australian permanent resident
- a New Zealand citizen
- an individual that meets the eligibility for the Asylum Seeker VET Program

Please be aware that the REIV is not a CRICOS provider and therefore is unable to deliver training to international students. Individuals holding a visa other than a student visa, are encouraged to contact the REIV for further clarification.

All prospective students are assessed on the entry requirements above for the course they would like to enroll in. A Language, Literacy and Numeracy (LLN) assessment including demonstrating an acceptable level of digital literacy must be completed prior to enrolment in the CPP41419 Certificate IV in Real Estate Practice and/CPP51122 Diploma of Property to assist us in determining if an individual requires additional learning support prior to or during the training period.

In circumstances where LLN levels do not meet the requirements of the course, the student may be referred to alternative upskilling training courses such as Foundation Skills courses or offered other support services as advised by the training organisation. The outcome of this assessment is not to discriminate against the participant but to assist them in successfully completing their course based on the Australian Qualifications Framework (AQF) levels requirements.

Students are also expected to own a personal device with reliable internet connectivity and ensure access to a Windows 10 or later operating system, Microsoft 365 Plans or similar, and a Zoom account in their devices for optimal online learning. It is the student's responsibility to meet the minimum information technology requirements to complete their qualifications with the REIV. Please find below some minimum requirements and additional costs that you may encounter throughout your course.

Information Technology requirements

- Personal device maintenance and other miscellaneous costs including in owning a laptop or computer
- Reliable internet connectivity
- Zoom account
- Functioning webcam and microphone
- Windows 10 or macOS 14 or later
Google Chrome

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Unique Student Identifier

All students undertaking their studies with the REIV is required to supply or apply for a Unique Student Identifier (USI) number at the time of enrolment. A USI is a government-issued reference code made up of 10 (ten) numbers and letters that identified you as an individual who has undertaken education or training in Australia. Your USI stays with you for life, and gives you access to an online record of your nationally recognised training in the form of a [USI transcript](#).

Failure to provide us with your USI may cause delays in your enrolment process and when issuing you with your qualification award at completion time. The REIV may reject your enrolment into your chosen course if an USI is not provided in timely manner.

For more information, visit www.usi.gov.au a form of identification will be requested during this process.

Information Session and Pre-Training Review (Certificate IV and Diploma students only)

Our induction and enrolment process includes the provision of information via phone, email and website, followed by a live remote Pre-Training Review session for those students that may be eligible to access government-subsidised training. When funding is available, the REIV offers eligible students a government subsidised training place. Eligibility for funding is confirmed at the time of the Pre-Training Review. Students are advised of the requirements and will receive a Student Agreement and Statement of Fees which indicates the applicable fees.

Students seeking to enrol with the REIV must read and understand the fees, charges, and refunds policy before signing their Student Agreement and Statement of Fees Form or agreeing to the Booking Terms and Conditions online. Failure to return this documentation to REIV in a timely manner can result in missing your place in your desired course or program.

Please contact the Training Department at qualifications@reiv.com.au to understand whether funding is available for your desired course and/or delivery mode.

Enrolment Process

Student who wish to undertake their courses with REIV are required to complete an Enrolment Application Form found on our [website](#) or by contacting our Administration Team at qualifications@reiv.com.au. Please ensure your personal and contact details on the Enrolment Application Form are correct including an active e-mail address. All questions must be answered and the student's signature and date are clearly visible as acceptance of the Terms and Conditions. Please be aware that, the REIV utilises third-party services to confirm students' identity and concession cards. Students must acknowledge and agree with our third-party services statement in their enrolment form.

Arrangements are then made for the deposit and payment of course fees. The appropriate fee will be determined during our Pre-Training Review. Enrolments will be pending until payment is made. Payments can be made via credit card or direct deposit. Payment plans are also available via a third-party company called EzyPay to facilitate this process.

Note that, failure to send the appropriate enrolment application form along with the required supporting documentation to confirm identify and eligibility to our courses may delay your application process. After several attempts and where applications did not receive a response within 7 days or over, can cause your application to be withdrawn.

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Security of Personal Information

REIV takes all reasonable steps to protect the personal information of students, staff, and other stakeholders by:

- Securing all files with personal information in an access-controlled filing room.
- Only providing authorised staff with access to personal information.
- Destroying information after the required retention period.
- Ensuring computer security at all times by the use of necessary security and virus software.
- Password access to the computer systems.
- Not releasing information to third parties without prior written authorisation.

Fees and Charges

All students enrolling in CPP41419 Certificate IV in Real Estate Practice and CPP51122 Diploma of Property (Agency Management) course are required to sign a Student Agreement and Statement of Fees document at the time of enrolment which outlines the total course fees and charges, payment terms and schedule of fees. All students will pay part of their total fees at enrolment. This will be no more than \$1000, subsequent payments will be no more than \$1500 at any one time. The payment agreement is designed to provide clear and concise information to the student about applicable fees and charges.

Government Subsidised Funding Eligibility

Where funding is available, students must demonstrate evidence to support their eligibility against the requirements outlined by the VET Funding Contract. A student must:

- Be an Australian citizen;
- be a holder of a permanent visa;
- be a New Zealand citizen;
- have 18 years of age at the time of enrolment or over;
- be physically present in Victoria or a border region (please contact our staff for further clarification); and
- demonstrate you meet the eligibility for the Asylum Seeker VET Program;

There are also restrictions imposed regarding the AQF qualification level and number of courses a student can access at one time:

- You cannot hold an AQF qualification issued by an Australian VET or higher education provider that is at AQF level 5 (Diploma) or higher.
- You cannot commence more than 2 Skills First AQF qualifications in the same year;
- You cannot be enrolled in a school, including government, non-government, independent, Catholic or home school;
- You cannot be doing more than 2 Skills First subsidised programs at the same time; and
- You are not enrolled in the Commonwealth Government's Skills for Education and Employment (SEE) program.

Further clarification and assessment for a government subsidised training place will be confirmed by the Administration Team during the enrolment process and Pre-Training Review.

Statement of Fees

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All students undertaking the full CPP41419 Certificate IV in Real Estate Practice and or CPP51122 Diploma of Property will receive a Student Agreement and a Statement of Fees prior to finalising their enrolment with the REIV, which is an individualised quote for the course they are enrolling in. Employers will pay for course fees where traineeships are registered. This will include:

- the code, title and currency of the training product in which the student is to be enrolled;
- the training and assessment, and related educational and support services provided to the student including the:
 - estimated duration;
 - expected locations at which training, and assessment will occur;
 - expected modes of delivery;
 - the hourly tuition fees relevant to the individual enrolment taking account of any applicable concessions or waiver/exemptions;
 - the approximate value of the government contribution expressed in dollars;
 - any other applicable fees, such as student services, amenities, goods or materials;
- and payment plans where applicable;

Fee for Service Enrolments

Fee for Service enrolments are for prospective students who do not meet the eligibility criteria for the Victorian Government VET funding. Fee for Service students enrolling into the full CPP41419 Certificate IV in Real Estate Practice and or CPP51122 Diploma of Property qualification will be required to pay \$1000 deposit prior to commencement of training. Payment plans will be arranged for the balance payable through monthly payments scheduled through Debit Success.

Course Fee Inclusions and Additional Charges

Course and tuition fees include the training and assessment only required for students to achieve the qualification or course. The table below lists all additional charges, which are not included in the tuition fees. If applicable, these charges will need to be paid as follows.

Additional Fees and Charges	
Administration Fee – Non-refundable (applied at the time of enrolment).	\$500
Other Fees and Charges that may apply during your course	
Re-issuing of Certificate Testamurs and Results Transcript <i>If you require additional copies of the certificate testamur and results transcript</i>	\$80
Re-issuing of Statement of Attainment Testamurs <i>If you require additional copies of the certificate testamur and results transcript issued</i>	\$60
Express Marking (3 working days)	\$80
Subject Re-enrolment Fee (where the student has exhausted 3 attempts per unit).	\$300
Course Extension Fees (extensions must be applied for before course expiry) <i>One week extension from the course end date \$200</i> <i>One month extension from the course end date \$500</i>	\$200-\$500
Course Transfer Fee <i>If you change your mind about your chosen course delivery mode after paying and confirming enrolment and after course commencement</i>	\$200

REIV does not guarantee:

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- That students will successfully complete a training product on its scope of registration in which they (students) enrol regardless of whether all fees due have been paid.
- A learner will obtain a particular employment outcome where this is outside the control of the RTO.

Further details of current fees are available at www.reiv.com.au.

Concession Fees

Concession fees apply to government funded students at REIV only who enrolls in CPP41419 Certificate IV in Real Estate Practice level and can provide evidence of eligibility for concession. The concession is applicable, when the student enrolls in the full Certificate IV course and not for unit clusters or Agents Representative course.

To be eligible for concession rates at REIV, the student must, on the date training commences, be eligible for government funding, undertaking the full certificate and:

- Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
or
- Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
or
- Be a holder of a Veterans Gold Card

The relevant and current card must be sighted by REIV Administration Staff prior to training commencing. Concession fees will be 20% of the normal Tuition Fee. Concession rates are only applied to Tuition Fees.

Concession fees also apply to students who are enrolled for the full certificate under the Asylum Seeker VET Program or who are Aboriginal or Torres Strait Islander.

Refund Policy

A **full refund** will apply as per the refund policy where:

- a student cancels their course in writing prior to the course start date;
- the REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances;
- the REIV needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes;

A **partial refund** will apply as per the refund policy where:

- A student enrolled in a full Certificate IV or Diploma qualification will be entitled to the following:
 - If an enrolled student withdraws from a course prior to the course start date, the student will be entitled to full refund of the fees paid minus the \$500 administration fee.
 - If a student withdraws within 14 calendar days from a course after the course start date, the student will be entitled to 50% of the course fee paid, minus the \$500 administration fee.
 - If the student withdraws from a course any later than 14 days after the course commencement date, then the student is not entitled to a refund.
 - If the student does not return after an approved deferral period, any fees paid, during the deferment period will be refunded.
- REIV is required to cancel a course after commencement due to unforeseen circumstances.

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No refund will apply where:

- A student enrolled for the Agents Representative course or single units cancel more than 2 days after their course commencement.
- A student enrolled in a full Certificate IV and Diploma qualification has exceeded their course expiry date.
- All assessment attempts have been exhausted, and the student has been deemed not competent in the qualification or unit/s in which they enrolled.
- REIV has been forced to withdraw the student from their course due to long term outstanding accounts for which payments have not been received and no alternative arrangements for payment have been made, or due to misconduct or breach to the Student Code of Conduct.

Refund Application Process

- Students wishing to cancel their course must seek a refund by communicating their decision to the REIV in writing. Students will then be required to complete a Refund Form. Students who have not completed a Refund Form are not eligible for consideration of a refund.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by the REIV to provide those services.
- Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- In instances where a 3rd party or employer is seeking the refund, they are responsible for communicating to the REIV and completing the Refund Form.
- In instances where the REIV is required to cancel a course or make a change to the terms of the student agreement and a new agreement cannot be reached, a refund will automatically be granted and processed.
- Students with exceptional circumstances may write to the Training Manager requesting a refund on compassionate grounds.

Induction/Orientation

For workplace delivery students and trainees please refer to the attached supplement

On the first day of the course, students participate in an induction process relevant to their course. The induction process ensures that students:

- Understand the information contained in the Student Information Handbook and course information
- Understand the rules and regulations as set out in this handbook
- Are familiar with facilities and resources
- Have identified the key training, administration, and support people
- Have necessary course materials
- Know where to access more information
- Understand their training plan and sign accordingly

Legislative Requirements

The REIV are committed to complying with legislative requirements as they relate to training & assessment. As part of our commitment to quality, the REIV has implemented policies and procedures to ensure that we comply with the following legislation, guidelines, and regulators (includes but is not limited to):

- Competition and Consumer Act 2010 (Cth)
- Australian Workplace and Safety Standards Act 2005
- Australian Workplace Safety Standards Regulations 2005

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- Work Health and Safety Act 2011
- Freedom of Information Act 1982
- Information Privacy Act 2000
- Public Records Act 1973
- Commonwealth Privacy Act (1988)
- Commonwealth Disability Discrimination Act (1992)
- Commonwealth Disability Standards for Education (2005)
- Electronic Transactions Act 2000
- Victoria: Equal Opportunity Act (1995) and Racial and Religious Tolerance Act (2001)
- Education and Training reform Act VIC 2006
- Education and Training Reform Amendment Act VIC 2010
- Victoria: Disability Act (2006)
- Australian Quality Training Framework (AQTF)
- VRQA Guidelines for VET Providers
- Equal Opportunity Act 2010
- Charter of Human Rights & Responsibilities Act 2006 (Vic)
- Occupational Health and Safety Act 2004
- Privacy and Data Protection Act 2014
- Estate Agents Act 1980
- Estate Agents (Education) Regulations 2020.
- 2023 Standard VET Funding Contract Skills First Program

Health and Safety

Students must take reasonable care of their own health and safety and that their own acts or omissions do not impact on the health and safety of others. They must comply with any reasonable instruction that is given and must:

- use equipment provided to protect their health and safety;
- obey reasonable instructions given on health and safety;
- ensure that they are not affected by alcohol or drugs so that they may endanger themselves or others;
- always keep an eye out for potential safety hazards;
- if safe to do so, take immediate action to prevent an accident occurring;
- report a spillage or a wet floor surface to relevant staff members;
- report any danger to staff or others students in any circumstance;
- report any safety hazards to relevant staff members;
- be on the alert for sharp objects and ensure that they are out of reach of other;
- when in Zoom sessions, be aware of others and ensure you do not discriminate, harass or bully others;
- when in Zoom sessions, do not talk over others;

Timetables

Students will receive a detailed timetable once enrolment has been finalised and confirmed. Students enrolling in a traineeship program will be provided with a detailed timetable to be signed by all parties prior to commencement.

Online Services

Access details to the REIV e-Learning platform aXcelerate will be sent by e-mail along with confirmation of enrolment prior to commencement. If a student has not received their login details or have lost them, please contact the Training Administration Department at training@reiv.com.au to have these reissued at no additional costs.

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Access and Equity

The aim of the REIV Access and Equity policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism, and offensive behaviour.

All students will receive fair and equitable treatment in all aspects of training and any employment opportunities without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical disability.

Students will receive equitable access to resources, facilities, equipment and training and assessment opportunities to ensure the best possible outcomes for success, no matter where or how they are learning. Entry/admission requirements to courses will be clearly outlined in marketing material, allowing prospective students to be well informed in the course selection process.

Admission requirements may include language, literacy and numeracy requirements considered to be pre-requisite for enrolling candidates. The enrolment process and the ability of the REIV to support the enrolment of a student are determined based on the student meeting these pre-requisite requirements.

Based on the criteria levels established for enrolment in each course, a range of educational and support services will be provided by the REIV to cater for the needs of students and to support their ongoing training. Allowable reasonable adjustment may be offered for those requiring aids, technology, extra time, alternative assessment methods, etc.

A person may be excluded if they are unable to meet occupational health and safety standards or if their ability to participate poses risks to safety to themselves or others.

The REIV has a published Complaints and Appeals Policy and Procedure which provides students and others with avenues to make a complaint or to appeal a decision (including assessment decisions).

The REIV's policies and procedures will be monitored and reviewed to ensure that they continue to recognise and incorporate the rights of individuals.

Consumer protection and accurate and clear marketing

- REIV markets and advertises its training products and services in an ethical manner with integrity, accuracy, and professionalism. The RTO does not engage in false or misleading advertising, promotion or recruitment.
- REIV ethical attitude to marketing and publishing its courses ensures it does not take advantage of any prospective students vulnerability (including disability or literacy).
- All standard courses are published on its REIV website, and its profile can be viewed through the Victorian Skills Gateway (Victorian Government Education and Training website).
- REIV acknowledges in a prominent way on its website that the Training Services are provided with Funds made available by the Victorian and Commonwealth Governments
- REIV ensure that its marketing materials meet the requirements of the Equal Opportunity Act 2010 (Vic) and related Laws, including the provision of materials encouraging individuals with disabilities to access training subsidised through the Skills First Program.
- REIV ensures that all course details, fees, terms and conditions, and policies and procedures applicable to our courses can be found in our website and accessible to all students.

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Student Support Services

We are committed to ensure all individuals engaged with the REIV receive appropriate support from the time of their enrolment to course completion.

If you wish to undertake your studies at REIV and you are a student with physical, medical, or mental health condition, we encourage you to get in touch with our friendly Training Department as soon as you can, so that we can provide more information and make reasonable adjustments based on your needs. The REIV can help organise support including:

- Helping you to choose the appropriate course delivery mode based on your learning needs;
- Refer an alternative provider that offers Foundation Skills courses or other support services to help you to achieve the necessary language, literacy, and numeracy requirements to enter onto our courses;
- Help you access external and local community support; and
- Connecting you with other organisations that can provide you further assistance with counselling, employment support, and disability support.

The REIV is also committed to supporting Aboriginal and Torres Strait Islander descents students and promote an inclusive environment that respect and values local Aboriginal culture and protocols by:

- Building partnerships with local Aboriginal organisations to create opportunities for students who self-identify as of Aboriginal and Torres Strait Islander descent to access further study and career pathways;
- Providing high level support and advice to students during the enrolment process and course at REIV;
- Ensuring professional learning opportunities designed to foster a culturally responsive organisation amongst all staff; and
- Acknowledge the importance of continuous effort to ensure Aboriginal people receive culturally safe and appropriate services that meet their needs.

Training and Assessment Support

The REIV provides the following in support during the training and assessment:

- Use of resources that are relevant and supports competency development.
- Dedicated learning support days with personalised support.
- Centralised system for student support enquiries.
- Flexible delivery options.
- Additional resources to support learning.
- Flexible assessment approaches.

In addition, the REIV prides itself in its representation of the real estate industry through providing up-to-date information and advice to members regarding any changes in the industry. Our materials are regularly updated to ensure that they reflect the changes in the industry and legislation.

REIV trainers and assessors are carefully recruited for their real estate experience and their specific skills and expertise. They have the necessary training and assessment competencies as determined by the National Quality Council (or its successors), have the relevant competencies, and demonstrate current vocational and industry skills.

Reasonable Adjustment

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Reasonable adjustment in assessment is made to ensure that students with disabilities and special learning needs have the same learning opportunities and maximum participation is achieved. The assessment policy and procedure include reasonable adjustment processes to ensure our assessments meet with the principle of flexibility. In assessing whether a particular adjustment for a candidate is reasonable, regard should be had to all the relevant circumstances, including but not limited to the following:

- the candidate's disability or special learning needs;
- the views of the candidate;
- the effect of the adjustment on the candidate, including the effect on the candidate's:
 - ability to achieve the learning outcomes.
 - ability to participate in courses or programs.
 - independence.
- the effect of the proposed adjustment on anyone else, including the education provider, staff, and other candidates; and
- the costs and benefits of making the adjustment.

Welfare and Guidance Support

The REIV can assist students and provide guidance about external agencies for specific areas of need. Processes are in place to identify and provide access to appropriate assistance for participants with special requests. Further information can be obtained from:

AMES LLN Support	https://www.ames.net.au/
Reading and Writing	http://www.readingwritinghotline.edu.au
Domestic Violence	http://www.dvrcv.org.au/talk-someone/victorian-services
Salvation Army	https://salvos.org.au/
St Vincent De Paul	https://www.vinnies.org.au/?gclid=CLKSkaSNgtICFU8FKgodOX0EnA
Centrelink	https://www.humanservices.gov.au/customer/dhs/centrelink
Drugs and Alcohol	http://www.adf.org.au/
Depression	https://www.beyondblue.org.au/
Gambling	https://www.gamblinghelponline.org.au/
Disability	http://www.drc.org.au
Counselling	http://www.relationshipsvictoria.com.au/services/counselling

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Deferrals

From time-to-time situations arise where a student may need to defer their course. This could be due to reasons such as serious illness, or maternity leave, which will require a suspension or deferral from the course.

- In the event that a student experiences special circumstances they can apply for deferment, this could include:
 - Major health incident.
 - Serious car accident.
 - Medical circumstances.
 - Family personal circumstances.
 - Students struggling with workload because of personal circumstances.
 - Other reasons which align with the definition of personal circumstances.
- Evidence sufficient for a special circumstance may include (but is not limited to) the following:
 - In respect to medical circumstances, the provision of a medical certificate from a medical practitioner.
 - In respect to family/personal circumstances, a written letter with supporting documents, and where family medical problems are cited, a copy of a medical certificate from a medical practitioner
 - In respect to other circumstances which align with the definition of personal circumstances, an email supporting the request for deferment, which outlines the reason behind the request.
- A completed deferment form must be received by the REIV, reviewed, and approved by the Training Manager before the student is advised of the application outcome.
- Deferment may be applied for only once during the lifetime of the enrolled course for a period of up to 3 months.
- A completed deferment form must be received by the REIV, reviewed, and approved by the RTO Manager before the student is advised of the application outcome.
- Deferment will be accepted if the student has clearly provided evidence of Special Circumstances where, due to unforeseen circumstances, they can no longer study for a certain period of time as long as it falls within the course completion period. REIV reserve the right to decline an application for deferment.
- Once approved the student's units will be logged as withdrawn from their course of study.
- Where a payment plan is in place, it will be suspended and recommencement of the course will extend the course duration for another 3 months, with no further payments required.
- It is the responsibility of the student to contact REIV before the end of the deferment period. If the student does not contact REIV within one week of the deferral period expiring, REIV will commence the withdrawal/cancellation process. If the student does not contact the REIV within one week of the deferral period expiring, REIV will commence the withdrawal/cancellation process.
- If the student wishes to re-enrol after the deferral period, full tuition fees will apply.

Contact our Training Department at training@reiv.com.au to request a Deferral Form.

Withdrawals

All students wishing to withdrawal from their course can do so by calling (03) 92056666 or in writing by sending an email to training@reiv.com.au. For withdrawals under State Funding Agreement or Traineeship Arrangement with Skills First Program:

- Where a student is withdrawn by REIV due to loss of contact, REIV will continue to communicate to re-engage the student. REIV will make a further 3 contact attempts to the student through emails;
- These attempts will be recorded on aXcelerate;

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- After 3 unsuccessful attempts, an email is sent to the student, advising them that they have 7 days to make contact with REIV before they are withdrawn;
- The student's will be reported as Withdrawn – Apparent and their withdrawal date will be the date REIV has decided the student has withdrawn

Poor Engagement or Attendance

Students are considered to be at risk when they fail to attend 2 or more consecutive classes as identified from their first non-attendance for support from the REIV Student Support Team. Students of this status and those considered to be at risk of this status are provided via report to the Student Support Team who commences the re-engagement process with these students. The following procedure is undertaken to re-engage the student at risk.

- **Second Missed Class:** Student Support Team SMS using Axcelerate template. Student appears on missed class report.
- **Third Missed Class:** Student Support Team send SMS using Axcelerate template and make a phone call. If the Student Support Team are unable to contact the student via phone, an SMS and email are sent. The student appears on relevant report.
- **Fourth Missed Class:** Student Support Team send SMS using Axcelerate template and make a phone call. If the Student Support Team are unable to contact the student via phone, an SMS and email is sent by the Close of Business.. The student appears on the relevant report.
- **Fifth or more Missed Class:** After 5 absences, The Student Support Team make a phone call by the close of the COB. The student appears on relevant report.

REIV will issue three warning emails to students who are not progressing in accordance with the training plan. If there is not response or visible progress within 7 working days from the date 3rd warning email sent, the student will be withdrawn from the course.

If the Student Support Team is unable to contact the student and all the above methods are exhausted, the student appears on the relevant report.

Where the Student Support Team has attempted to contact the student on at least 3 occasions over a 7-day period, using a minimum of 2 contact methods, the student will be sent a Notice of Withdrawal via email.

Should the student fail to contact REIV in relation to their continuing studies within 7 days of the notice of withdrawal being sent, the student will be withdrawn from training in accordance with the withdrawal policy of the RTO.

Where a student requests withdrawal as part of their communications with the Student Support Team, the student will be withdrawn in accordance with their requests.

Where a student requests a deferral as part of their communications with the Student Support Team, the Student and REIV will agree on a date to recommence classes and the deferral request will be processed in accordance with the RTOs relevant policy.

Withdrawal Support Evidence

The following evidence is required to undertake a student withdrawal.

Official Withdrawal

- Student Request
- REIV response to student's request
- Withdrawal Form
- EoP within 30 days of request (one form of EoP for the first month and a 2nd for different EoP if the unit continues beyond one month)

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Withdrawal Apparent

- Student Engagement Record
- Withdrawal Form
- EoP with 30 days of proposed withdrawal date (on form of EoP for the first month and a 2nd for different EoP if the unit continues beyond one month).

Deferred Withdrawal

- Student Engagement Record
- Withdrawal Form
- EoP with 30 days of proposed withdrawal date (on form of EoP for the first month and a 2nd for different EoP if the unit continues beyond one month).

Student Code of Conduct

All students are expected to abide by this Code of Conduct during their participation in their course with the REIV. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information REIV holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to REIV on the client services, training, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with REIV, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to REIV in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.

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- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify REIV if any difficulties arise as part of their involvement in the program.
- Notify REIV promptly if they are unable to attend a training session for any reason.
- Make payments for their training within agreed timeframes, where relevant.
- Not plagiarise or copy any work, nor cheat in any way and claim work to be their own.
- Students are expected to understand the REIV policies about fees, refunds, course timeframe limits, deferrals and extension processes.
- By signing the enrolment agreement, you agree to the terms and conditions and agree you have been informed.

Face-to-Face Classes Conditions

Professional Dress Code

The REIV is a professional business environment and when at the REIV premises students are expected to act and dress accordingly for role plays:

- Business attire is considered appropriate
- Footwear is expected to be smart and clean
- No tracksuits, torn jeans, singlets, thongs, or cap

Mobile Phones

Mobile phones must be turned off or put on silent during course hours. Calls can be disruptive for fellow students so please use message bank services and call the caller back during break time. However, if a call is urgent and cannot wait, please excuse yourself to take the call.

Parking

If you are attending our Camberwell office, parking is not available on site. All day parking is available at the sports oval at the corner of Camberwell Road and Bowen Street, approximately 300 metres from the REIV office. Limited parking is available on Camberwell Road, Riversdale Road and surrounding side streets. Parking restrictions apply in the general area and to reduce classroom disruption please park in a bay with sufficient time allocation.

Smoking

Students are advised that the REIV is a Smoke-Free Zone and as such smoking is not permitted in the building. Smoking is not permitted at the front or side of the REIV building. Smoking is only permitted in the car park at the rear of the building where an ashtray is provided.

Attendance Policy

Detailed information is imparted during the Zoom sessions, which are designed to assist you in completing your assessments. Therefore, it is expected that students commit to attend all sessions during their course. Attendance is regularly monitored, failure to attend sessions without informing REIV will result in communication requesting further action. Failure to respond to this communication could jeopardise enrolment resulting in withdrawal which may jeopardise access to government funding in the future and the forfeit of any available refunds.

Communication Expectations

All students are required to provide the REIV with a current email address. Students are expected to update their email address changes. This update may be provided through the student portal. The Training Department makes use of email as a primary means of communication and students are expected to check their email daily to ensure communication from the REIV is addressed in a timely manner.

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Actions Leading to Discipline

Students are expected to be aware that the REIV will act positively to maintain a safe and effective learning environment and will discipline students in situations where their actions impede, or significantly reduce, the capacity of other students to learn or where their actions negatively impact others on the premises.

Behaviour that is deemed unacceptable amongst others, but not limited to:

- Disturbing the learning environment to the degree that it impedes the learning of others, including being disruptive during Zoom sessions.
- Wilful damage or unauthorised removal of REIV property or the property of other students.
- Violence, both physical and verbal.
- Racism, sexism, offensive language.
- Behaviour that is in contravention of sexual harassment guidelines, principles of bullying, plagiarism, and unauthorised collusion.
- Failing to comply with REIV policies and procedures located in the training section of the REIV website.
- Intoxication by alcohol, illegal drugs, or substance abuse. It is expected attendees on Zoom sessions will present in a professional manner and not be under the influence whilst attending sessions. .

Elimination of Harassment, Bullying and Violence

All students have a role to play in eliminating harassment, bullying and violence by not encouraging or showing support for harassment, bullying or violence aimed at other students. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the victim in preventing or speaking up against these behaviours.

Right to Lodge a Complaint – Complaints and Appeals Policy

REIV believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing. Further information regarding our Complaints and Appeals Policies and Procedures can be accessed on our website at: <http://www.reiv.com.au/learning/student-information/policies>

REIV will manage all complaints and appeals fairly, equitably, and efficiently as possible. The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, REIV acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. REIV seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

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Training and Assessment

The basis for training and assessment undertaken at the REIV is called Competency Based Training.

Competency based training emphasises what a person can do in the workplace as a result of completing training or through relevant experience and learning that has taken place in the workplace or elsewhere. Vocational qualifications are made up of units of competency and these competencies are further broken down into elements of competency which describes a specific workplace activity. These elements are based on industry standards, and the REIV's assessments are designed to ensure that students can meet all the elements of these units of competencies.

The methods of assessment for individual units are detailed in the Training and Assessment Strategy (TAS) for each course on the RTO's Scope of Registration All assessments follow the rules of evidence and the principles for assessments. Assessment methods may include:

- Written activities
- Projects
- Case studies
- Role Plays
- Portfolio of evidence
- Third party reports

The training plan is a document provided to all students undertaking the CPP41419 Certificate IV in Real Estate Practice and CPP51122 Diploma of property (Agency Management) and includes information on the proposed start date and end date of the unit. The end date, as shown in the training plan, is not the due date of the assessment but the date by which the unit must be 'closed off'. The time between the assessment start and end dates on the training plan includes the time taken for the assessment to be submitted (the submission due date is shown on the *Submissions Instructions* document provided for each cluster), the time for marking the assessment, the time allowed for any re-submission and remarking if necessary. It also includes the time to process the assessment results on the student data base.

Submitting Assessments

All assessments have a due date for submission as outlined on the *Submission Instructions* document and Appendix 1 (Deliver Plan) of the relevant TAS. Assessments can be submitted to the REIV electronically, through the learning portal aXcelerate. All assessments include a facility for students to make a declaration about authenticity, this must be checked before submission.

If an assessment is not received by the due date and time, it will be considered as a late submission. This will delay the issuance of your certificate or in extreme cases may lead to withdrawal and for those students accessing government funding, withdrawal may jeopardise a student's ability to access government funding in the future.

Students are strongly recommended to keep a copy of all work uploaded and submitted. It cannot be downloaded once submitted and cannot be extracted and returned to you.

Assessment Results

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What is a satisfactory result, (S) - Assessments comprise of numerous components. These components together as a collective make an assessment. In order to be deemed competent in a designated assessment a student must be deemed “satisfactory” in the component assessed. As an example, there maybe 10 short answer questions of which a student would need to be deemed satisfactory in all 10 questions in order to considered competent in the unit.

What is a not satisfactory result (NS) – This where a student has not been able to demonstrate the ability to do the task or apply the knowledge of a given component within an assessment. In this instance the student would be given the opportunity to try again to complete the task, question etc.

Competent/RPL Granted (C) or (RPL) - When all the components of an assessment have been deemed satisfactory, then the student is deemed competent in that unit and are able to perform this task at the industry standard. it is resulted as ‘Competent (C)’ or ‘RPL’ granted. Students can access this information via their online portal.

Not Competent (NC) - If a student receives a NC for an assessment component, they will be given two more attempts to be deemed satisfactory. If after two further unsuccessful attempts, the student will be deemed not competent and will need to complete the unit again.

What does WA mean – With Assessor, while this is not a result, students may see this from time to time in their student portal. This means that their assessment has been received by us and has been given to the assessor to mark.

Assessors aim to mark assessments and will provide feedback as appropriate. Assessments are marked against an assessor guide to ensure consistency in assessor judgements. Submitted assessments are expected to be marked by REIV trainers and assessors within 7 business days. Students will be given feedback that is clear, constructive, informative, timely and relevant and this will be provided to them via email, please keep email addresses up to date and check in boxes regularly.

Reassessment

Every effort will be made by the REIV to ensure a successful outcome for its students. Students are given multiple attempts at an assessment. Students are advised to complete re-assessments as soon as they have been informed of the requirement to do so.

Assessment Extensions

All students are expected to submit their assessments by the due date, but in keeping with the principles of flexibility and reasonable adjustment, extensions may be granted in special circumstances. To apply for an extension, an assessment extension form must be completed which is accessible via the student portal. All assessment extension applications will be reviewed however this does not guarantee an extension will be granted. If a student wishes to apply for an extension after they have been informed of the requirement to resubmit, please request the extension directly from the assessor.

Assessment Appeal Process

If a student does not agree with an assessment decision and would like it reviewed (e.g., an appeal against a Competent/Not competent decision), the Complaints and Appeals Policy and procedure are to be followed and are available on our website.

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Recognition of Prior Learning (RPL)

Students who ascertain that they have gained the required skills and knowledge for some of the units contained in the course, may complete an Application for Recognition of Prior Learning (RPL). A suite of RPL documents will be provided to an applicant to gauge eligibility and suitability for RPL. The following documents provide detailed information on the RPL process and outline the evidence required to assess RPL:

- RPL Candidate Guide
- RPL Self-Assessment checklist
- RPL Evidence guide (Assessors Guide)

When an applicant has decided to apply for RPL, an assessor will conduct an RPL suitability assessment. Successful applicants will be notified and may continue to the RPL enrolment stage as specified in the RPL Candidate Guide.

Credit Transfer (CT)

The REIV recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations. Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competence from a National Training Provider.

Students will be advised of the outcome at our earliest convenience. Failure to provide the necessary documentation may delay your Credit Transfer and/or enrolment process.

Plagiarism

Integrity of all assessments is important in all aspects of training and assessment. REIV view dishonesty in this context as unacceptable and the Plagiarism Policy and Procedure is in place to uphold the standards and integrity as outlined in the Student's Responsibilities.

Definitions

The consequence if students are found to have been dishonest in their assessment will be a result of 'Not Competent (NC)' and therefore a re-enrolment fee will apply should they wish to re-do the unit of competency. It may also result in enrolment being cancelled.

- Cheating – seeking to obtain an unfair advantage in the assessment of any piece of work.
- Plagiarism – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any sources such as staff, students, texts, resources and the internet, whether published or unpublished.
- Collusion – unauthorised collaboration between students.

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Issuing of Qualification Certificates and Statements of Attainment

A testamur is issued at completion of a course when all of the course outcomes have been met, and a Unique Student Identifier (USI) has been supplied to the REIV and has been verified. Upon successful completion of the CPP41419 Certificate IV in Real Estate Practice and/or CPP51122 Diploma of property courses and the final payment of fees and charges have been received, a certificate will be issued within thirty (30) days of the final training plan being returned to the REIV. The certificate will be accompanied by a transcript listing all the units of competency achieved.

If all of the units of competency within a qualification are not completed, a testamur in the form of Statement of Attainment will be issued for the completed units. This will occur only if fees for completed units have been received. All testamurs issued by the REIV meets the requirements of the Australian Qualifications Framework (AQF).

The REIV ensures that it has mechanisms in place to reduce fraudulent reproduction and use of the AQF qualifications it issues.

In the event that a students lose their testamur, they can request a copy by emailing training@reiv.com.au. See our Statement of Fees on our website for associated costs.

Student Surveys

Training and assessment quality data is gathered throughout the training journey and the data is analysed, reviewed, and used to inform the continuous improvement processes of the REIV training and assessment services.

Learner engagement data is collected via Survey Monkey and a link to this will be sent to students upon completion, or in some circumstances, during the course. Please note that, while a link is sent to a student's inbox, all survey responses are anonymous.

Students may be contacted to participate in a survey conducted by the National Centre for Vocational Education Research (NCVER). Students also need to be aware of the possibility of:

- receiving an invitation to participate in a Victoria Department of Education & Training endorsed project
- receiving an invitation to participate in the Victoria Department of Education & Training's annual student outcome survey; and/or
- being contacted by the Victoria Department of Education & Training (or persons authorised by the Department) for audit, review, or investigation purposes.

Participation by students provides valuable feedback on the delivery of VET programs in the future for The REIV and Victoria.

Privacy

The REIV is committed to ensuring student privacy is protected at all times. The REIV adheres to the Privacy Act in relation to collection, access, alteration, storage, use and disclosure of personal information. REIV Privacy Policy is available at www.reiv.com.au.

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Policies

The following policies and procedures, amongst others, but not limited to ensures REIV meets its legal and ethical requirements with regards to its students and outlines its approach to ensure a healthy and safe learning environment.

- Privacy Policy and Procedures
- Quality Assurance Policy and Procedures
- Health and Safety Policy and Procedures
- Critical Incident Policy and Procedures
- AQF Certification Policy and Procedures
- Marketing and Advertising Policy and Procedures
- Complaints and Appeal Policy and Procedures
- Student Administration Policy and Procedures
- Language, Literacy and Numeracy Policy and Procedures
- Pre-Training Policy and Procedures
- Student Needs and Requirements Policy and Procedures
- Student Withdrawal and Deferral Policies and Procedures
- Recognition of Prior Learning and Credit Transfer Policy and Procedures
- Compliance with Legislation Policy and Procedures
- Course Fees and Refund Policy and Procedures
- Course Progress, Monitoring Attendance Policy, and Procedures
- Records Management Policy and Procedures
- Information Privacy and Compliance Policy and Procedures
- Traineeship Policy and Procedures
- Consumer Protection Policy and Procedures
- Student Disability Policy and Procedures
- Victorian Charter of Human Rights and Responsibilities Policy and Procedures

Getting In Touch

We are here to help, no matter what the question is:

03 9205 6666

training@reiv.com.au

PO Box 443, Camberwell VIC 3124

Visit REIV Office at 335 Camberwell Road, Camberwell VIC 3124, during office hours (9:00am – 5pm)

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Workplace-based and Traineeship Delivery Supplement



STUDENT INFORMATION HANDBOOK

Workplace Based Training & Traineeship Supplement

This information is for employers, students undertaking workplace-based training including trainees and the designated workplace supervisor. This document should be read in conjunction with the REIV Student Information Handbook and understood prior to entering into a training contract and the signing of the trainee's training plan. The REIV is the industry peak body for the Real Estate industry in Victoria. We work closely with our members to raise the professionalism and implement best practice in the Victorian real estate industry. As a registered training provider, REIV are able to support our members, the industry, and the wider community by providing quality training courses.

The Real Estate Institute of Victoria (REIV) is a registered training organisation (RTO) TOID. 4042. We are registered with the Victorian Registration and Qualifications Authority (VRQA) to provide nationally accredited training in the state of Victoria only. The REIV is also contracted to provide government funded training to eligible individuals under the Skills First VET funding contract.

The REIV is currently registered to deliver the following nationally accredited qualification:

- CPP41419 Certificate IV in Real Estate Practice
- CPP51122 Diploma of property (Agency Management)

Workplace Based Training Overview

What is workplace base training

This is for students currently employed either fulltime or part-time (minimum 13 hours per week). This option allows students to complete their training on the job and is formalised by the training contract and is open to all employees regardless of their age or experience.

What is a Traineeship?

A traineeship is a legally binding contract between the employer and an employee that has been employed under a training contract, apprenticeship/traineeship arrangement. Australian Apprenticeships include all apprenticeships and traineeships. They combine time at work with formal training. A traineeship may be offered to both part-time (minimum 13 hours per week) and full-time employees. The REIV provides the training theory component to trainees undertaking the CPP41419 Certificate IV in Real Estate Practice.

Employers of trainees may be eligible for Commonwealth government support (funding) for employing a trainee. Eligibility criteria does apply so please speak to an Australian Apprenticeship Support Network (AASN) for more details.

General eligibility requirements include (but are not limited to):

- Employment status – full-time or part-time (work a minimum of 13 hours per week-casual/contractors do not qualify)
- New workers, employed less than 3 months full-time or 12 months part – time
- Prior qualifications (type of qualification and year completed)
- Australian citizenship or permanent residency

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The Role of an AASN

Australian Apprenticeship Support Network (AASN) providers are contracted by the Commonwealth Government to administer the Australian Apprenticeships/traineeships program and:

- Provide information and advice to employers and other interested parties regarding qualifications, delivery of training and funding available under the AA program
- Link Employers with appropriate Registered Training Organisations (RTO's) for training delivery
- Register the National Training Contract with State Training Services
- Pay apprentice Commonwealth Government Incentives to employers and apprentices
- Provided mentoring and support for the employer and apprentice/trainee

A training contract is signed by the employer and trainee and then registered with the VRQA (Victorian Registration and Qualifications Authority). The contract must be registered and the REIV nominated as the registered training organisation before training can commence.

Employment Conditions

The conditions of employment for Australian apprentices/trainees are the same as for other employees working in similar occupations. This includes hours of work, overtime, holidays, personal leave, superannuation, and other penalty provisions. Additional working conditions for Australian Apprentices/trainees require that they have:

- A designated workplace supervisor
- every opportunity to learn the skills and acquire the knowledge of their role
- access to structure on and/or off-the-job training
- paid time off work to attend training (in the workplace or off-site)
- a safe working environment.
- it is the responsibility of the employer to inform your Australian Apprentice/trainee of the employment conditions under which they will be working.

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Required Notifications to Relevant Organisations and Timeframes for Traineeship

REIV must notify the relevant organisations of the specific instances listed in the table below within the specified timeframe and retain the correspondence or a dated file note in the student file

No	Instances	Actions	Timeframe
1.	The program on Epsilon is not appropriate or relevant to the Trainee's work duties.	Notify the relevant AASN provider and request that the employer vary the Training Contract to reflect a suitable program.	Immediately
2.	The death of a Trainee.	Notify VRQA by email	Immediately
3.	A Trainee's non-enrolment.	Notify AASN provider (if not accepting enrolment, set the Epsilon record to "POL unknown".	Within 2 weeks
4.	A situation, including absences, which has the potential to affect completion of the Training Contract.	Notify VRQA (after making an effort to resolve the matter via contact with the Employer and Trainee.	Within 2 weeks
5.	Withdraw/non-start of enrolled Trainee.	Notify the AASN provider.	Within 2 weeks
6.	The requirements for issuing of a qualification to any Trainee are met.	Notify VRQA (update Epsilon data base by marking "Successful completion/POL complete", change the status to "Complete" and enter the actual completion date).	Within 2 weeks
7.	Change of address for a Trainee.	Notify AASN provider by email to enable update of Epsilon.	Within 2 weeks
8.	Change of employer for a Trainee.	Notify AASN provider of the change in employment.	Within 2 weeks
9.	An employer/supervisor is not allowing the Trainee to be withdrawn from routine work duties for the applicable minimum specified time.	If consultation with the employer/supervisor does not resolve the issue, report the non-compliance to the VRQA.	Within 2 weeks

Government Funding

The REIV has a contract, with the Victorian Government to provide funded places for eligible individuals. This contract means that eligible workplace-based students or trainees receive reduced student fees to do the course. Please refer to the REIV website for current fees and charges. www.reiv.com.au/fees

Pre-Training review (PTR)

Once the training contract has been registered and appears on Epsilon (government database) an REIV representative will contact the employer and trainee to set up an appointment for the pre-training review. The purpose of this appointment is to:

- determine that this course is suitable to the trainee's job role
- determine the trainee has the required level of language, literacy and numeracy to undertake a Certificate IV qualification. All students will be required to undertake an LLN test.
- ensure the course is suitable for the trainee's career pathway and future job aspirations
- ascertain learning & assessment styles and individual needs of the student
- determine eligibility to access government funding and advise on the impact to future funding
- establish applicable fees, charges, and refunds

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- complete enrolment documentation.

Enrolment

What to have on hand to the pre-training review interview. Workplace based students and trainees must have the following available for to the Pre-training review:

- Green Medicare card, Australian passport or Australian birth certificate (to demonstrate Australian citizenship)
- Driver's licence (or photo identification)
- Unique Student Identifier (USI) If you do have a USI, please go to <https://www.usi.gov.au/students/create-your-usi> to create a USI.
- Any statement of attainment/s or certificate/s for credit transfer purposes
- Concession card (if applicable)

The trainee must provide original documents to the authorised RTO delegate or certified copies. Contact training@reiv.com.au for a list of persons authorised to certify documents.

Credit transfer

- Refer REIV Student Information Handbook.
- Recognition of prior learning: refer to the REIV Student Information Handbook.

Commencement of training

Once the pre-training review has been completed, an REIV trainer will organise an online Zoom session where they will meet with the designated workplace supervisor to outline their role and responsibilities under the training contract. The trainer will also work with the workplace supervisor and the trainee to develop a training plan for completion of the qualification. The trainer will discuss any credit transfer (CT)* or recognition of prior learning (RPL)* relevant to the course.

Training Plan

The training plan is an integral component to the successful completion of the qualification. The training plan provides the following details:

- Who will deliver training
- When it will be delivered
- Where it will be delivered
- How will it be assessed
- Who will assess it
- When will the assessment take place

The training plan is finalised by the trainer in conjunction with the employer and the trainee. This document must be signed and agreed to by all parties. All parties will receive a copy of the training plan. Trainees will continue to have access to a live training plan. The employer will receive (via email) an updated training plan as the training progresses. Access to our learning platform will be provided after the Pre-Training Review has been conducted and the enrolment confirmed.

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Course Structure

Visit REIV website for further information about your course structure.

Trainer Contact and Support

Sessions for traineeships are held via Zoom at the commencement of each unit. It is essential that the trainee prepares for these sessions by reading the learner guides, submitting assessments regularly and preparing any questions for assessments that have been marked, Not Yet Competent (NYC) or Not Yet Satisfactory (NYS) and listing areas that they would like to work through and prepare questions. The REIV will visit your workplace once in a year and these visits should be attended by both the trainee and workplace supervisor. The visits are generally a 20 to 30 mins.

The key purpose of these visits is to:

- Provide guidance and support for the units being undertaken
- ensure that the structured off the job withdrawal from training is being provided by the employer.
- check that the trainee is progressing as per the training plan. Where the trainee's progress varies to that of the training plan, the dates will be reviewed in conjunction with the employer, trainee and REIV trainer. NB: dates will not be extended past the training contract end date.

Structured Withdrawal Time

The employer must allow a trainee structured withdrawal time (SWT) away from normal work duties for training. A fulltime trainee must be released for three (3) hours per week / 12 hours per month, pro-rata for part-time trainees. The purpose of the structured withdrawal time (SWT) is to allow the trainee to undertake tasks or activities assigned by the REIV trainer. These tasks are specific to the unit/s of competency being undertaken as per the individual training plan. Tasks and activities may include (but are not limited to):

- completion of assessment activities
- practising and applying new skill and knowledge (limited by the educational requirements of the BLA)
- attending industry professional development
- one-on-one coaching with workplace supervisor.

All activities completed during structured withdrawal time must recorded and saved on a spreadsheet provide by REIV. At the end of each month this document needs to be emailed to REIV for monitoring and review purposes.

Traineeship Training and Assessment

Trainees will receive their assessments via the online portal aXcelerate after the formal commencement of training. The assessment is online and requires responses to be uploaded into the portal and or complete directly online. It is the trainee's responsibility to ensure that all assessments are copied or backed up and retained should they be requested by the REIV. If the assessment is unavailable, then the trainee will need to redo. The assessment tasks must be completed as per the agreed training plan time frames. Any other documents required as part of the assessment may be uploaded as evidence to support of the unit outcomes. Where there are extenuating circumstances preventing timely submission an extension request must be submitted to training@reiv.com.au.

Trainees will be provided with access to the REIV student portal. This allows the trainee to check that their assessment/s are received at the REIV and that it has been sent to an assessor for marking. Once the assessment/s has been marked, the portal is updated with the assessment result.

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Trainees are advised that there is time around for assessments to be marked. If however the 7 business days timeframe has been exceeded, please contact training@reiv.com.au.

Monitoring Progress for Online Learning

- Students should continue to be monitored for course progress to track knowledge and skills development and assist to maintain motivation.
- WCIG will ensure that learners are undertaking their learning, to progress through their course.
- WCIG has a process to document and evidence student progression through online delivery.
- Maintaining regular contact with the student by telephone and email to discuss the online content and their progression will help in comprehension and will make you feel supported.

Course Completion

Once a trainee has successfully completed all units of competency, the employer is asked to sign off in agreement that the competencies have been demonstrated on-the-job. By signing this agreement, the employer acknowledges that the training contract will also be completed, and that the trainee can no longer be employed as a trainee. That is, full wages and conditions must apply. On satisfactorily completing all units to achieve the qualification the REIV will issue a transcript of results and certificate.

Withdrawal

If a trainee leaves employment or with the employer's agreement, decides to withdraw from the course then one/both parties should notify their Apprenticeship Centre and the REIV. This will ensure that the training contract is cancelled in a timely manner. In these circumstances a statement of attainment will be issued for all units that have been marked competent.

Suspensions

From time-to-time situations arise where a trainee may need to take extended leave from their employment. If a trainee is off work (or expected to be) for 3 months or longer, then the training contract will need to be suspended. Reasons such as serious illness, extended holidays or maternity leave will require a suspension. Please advise the AASN and/or REIV should a suspension be required.

Displaced Trainees

If a trainee becomes unemployed during the training contract period then, the REIV will allow the trainee to continue towards completing the course for three months or to the end of the enrolment period (for which tuition fees have been paid), whichever is greater.

Trainee Contact Details Requirement

It is important that trainees advise the REIV of changes to their personal details. Events such as change of name and/or change of address must be advised at the earliest possible convenience. Situations such as change of name will require documented evidence such as a certified marriage certificate. Trainees should also ensure that the REIV is advised of changes to telephone numbers and email addresses.

Contact Details for Australian Apprenticeship Support Networks (AASN):

- Apprenticeships Matter – 1800 005 355

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- MEGT – 136 348
- Sarina Russo – 1300 178 776
- MAS National – 1300 627 628
- Apprenticeship Support Australia – 1300 363 831

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