



STUDENT INFORMATION HANDBOOK

2018



The Real Estate Institute of Victoria Ltd
RTO Provider Number: 4042

Website | www.reiv.com.au

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Welcome

On behalf of the Learning and Development team, it is my pleasure to welcome you to the Real Estate Institute of Victoria (REIV).

You have made the first step in establishing your career in Real Estate. The REIV is committed to providing new and existing real estate professionals with the quality of training required to launch a successful real estate 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 uphold and enhance the standards, knowledge and expertise within the real estate 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 help you understand the way our organisation works and to help you get the most from your training, we are providing this Student Handbook which we hope will answer many of the questions you have about undertaking your course with us.

Please take the time to read this handbook and if you have any questions, our team are well equipped to deal with your enquiries and concerns. Please do not hesitate to make contact if you have any questions relating to your learning program.

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.



Matthew Griffin
Training Operations Manager

Contents

Why study with the REIV?	7
Professional Code of Practice	7
The REIV Training Programs	7
Course Information	8
Entry Requirements	9
Pre-Training Review	9
Unique Student Identifier	10
Enrolment Procedure	10
Security of Personal Information	10
Fees and Charges	11
Government Subsidised Funding Eligibility	11
Statement of Fees	11
Fee for Service Enrolments	12
Additional Charges	13
Concession Fees	13
Refund Policy	13
Induction/Orientation	17
Legislative Requirements	17
Health and Safety	17
Timetables	18
Online Services	18
Access and Equity	18
Student Support Services	19
Administration Support	19
Training and Assessment Support	20
Reasonable Adjustment	20
Welfare and Guidance Support	21
Student Code of Conduct	22
1. Students' rights	22
2. Students' responsibilities	22
Attendance Expectations	23
Attendance Policy	23
Communication Expectations	24
Actions Leading to Discipline	24

Elimination of Harassment, Bullying and Violence	24
Right to Lodge a Complaint	25
Definitions	25
Complaints Policy	25
Training and Assessment.....	26
The basis for training and assessment undertaken at the REIV is called Competency Based Training.....	26
Assessment.....	26
Submitting Assessments	27
Assessment Results	27
Reassessment.....	27
Assessment Extensions	27
Assessment Outcomes	27
Recognition of Prior Learning (RPL)	28
Credit Transfer (CT)	29
Issuing of Qualification Certificates and Statements of Attainment	29
Assessment Appeal Process	30
Getting In Touch.....	31
Contact Us	31
Feedback	31
Surveys	31
Privacy	32

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 (RTO) # 4042. The REIV provides access to learning opportunities for people to become Agent's Representatives, 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 the full Certificate IV in Property Services (Real Estate) qualification.

OUR MISSION

The REIV's mission is to lead and represent the real estate industry and advance the professionalism of members.

OUR MEMBERS

REIV Members are located in the CBD, metropolitan, rural and regional Victoria and represent all areas of real estate specialisation.

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 profession
- Affiliated companies and individuals providing products and services to the real estate industry

CHAPTERS AND DIVISION

In order to promote ongoing exchange of ideas and provide a platform for peer to peer support and development, the REIV has an active culture of working through Chapters and Divisions.

REIV Chapters bring together real estate professionals with a specialist skill or area of interest and Divisions bring together members in geographic areas for greater ongoing interaction and more customised professional development opportunities.

Each Chapter and Division has a core committee that provides a forum to discuss issues, ideas and opportunities. Chapters and Divisions organise and design events that focus on practical insights and current

issues relevant to them. Participation in these events also contributes towards Continuing Professional Development.

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 and knowledge.

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

The REIV course offerings provide opportunities to enter the industry and career advancement. Our programs are:

- Agent's Representative Course

- CPP40307 Certificate IV in Property Services (Real Estate)
- A range of non-accredited courses. Even though these courses are not nationally recognised, they are of the highest quality and contain best practice information.

Before enrolment, individuals are advised to check their eligibility for a license or registration with Consumer Affairs Victoria. Additional requirements will address issues of age, criminal history, bankruptcy and previous cancellations of licences or registrations held.

All accredited training and assessment undertaken by the REIV is regulated and quality assured against the Australian Quality Training Framework.

The REIV customises the programs offered to meet the current industry needs for the following professions:

- ✓ Real Estate Office Administrator
- ✓ Real Estate Sales
- ✓ Property Managers
- ✓ Licensed Estate Agent
- ✓ Commercial and Industrial Sales Person
- ✓ Commercial Property Management

Enrolment Process

Enrolling in a course is the first step to starting or furthering your career.

Committing to a course involves an obligation of your time and money therefore at the REIV; we want to make sure that you choose the right option for you. Our enrolment process is tailored to both the course you choose to undertake and your specific needs.

Course Information

Before enrolling with us, we want to make sure that prospective students have been provided with enough information to make an informed decision about undertaking training with us.

The information we will provide include:

- Course outline
- Course schedule
- Access and equity information
- Entry Requirements
- Training and Assessment arrangements

- Recognition of existing competencies (Recognition of Prior Learning and Credit Transfer)
- Fees, payment details and refunds including Government Information
- Details of language, literacy and numeracy (LL&N) requirements
- Complaints and appeals process
- Support and guidance services
- Government funding that may be available
- Student Information Handbook
- Enrolment Form

Recruitment of students will be responsible and ethical at all times. The REIV is committed to non-discrimination in any form and complies with equal opportunity and anti-discrimination legislation.

Entry Requirements

All prospective students are assessed on the entry requirements for the course they would like to enrol in. Entry requirements are the informal requirements of the course and may include prior industry experience and Language, Literacy and Numeracy (LLN) skills appropriate to the employment outcomes of the qualification. An Australian Core Skills (ACSF) assessment is completed prior to enrolment in the CPP40307 Certificate IV in Property Services (Real Estate) to assist in determining if an individual requires additional support and or training prior to or during the training period.

The outcome of this assessment is not to discriminate against the participant but to assist them in successfully completing their course. In circumstances where ACSF levels do not meet the core skill requirements of the course, the Student may be referred to alternative upskilling training courses such as Foundation Skills courses.

Pre-Training Review

To ensure that students fully understand the options available and their rights and obligations, our induction and enrolment process includes a pre-training review where students will be provided with this information, any special needs will be determined and there will be opportunity to ask questions prior to enrolling in the course.

The REIV offer eligible students a government subsidised training place. Eligibility for funding is confirmed at this stage. Students are advised of the requirements and are given a 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 acceptance agreement on the Individual Statement of Fees form or agreeing to the Booking Terms and Conditions online.

Unique Student Identifier

All students require a Unique Student Identifier (USI).

This is a reference number made up of numbers and letters that all students must have in order to enrol in any nationally recognised VET course and will be with the student for life. This allows students to access their training records and results through www.usi.gov.au

All USI's will be collected, verified and recorded before conferring a qualification and/or statement of attainment.

Enrolment Procedure

A completed enrolment form is required from all prospective students prior to commencement of the course. Enrolment forms can be downloaded from www.reiv.com.au or by contacting our Learning and Development team. Please ensure that all personal details on the enrolment form are correct and that an email address is included. All questions must be answered and your signature should appear as your acceptance of the terms and conditions.

Arrangements are then made for the payment of course fees. The appropriate fee will be determined during the pre-training review. Enrolments received without payment will not be confirmed. Payment can be made via cash, credit card, direct deposit or office account if applicable.

Photo identification must be provided at the time of enrolment. This could be a driver's licence, passport or other form of photographic identification. In addition, where funding is applicable; evidence of eligibility will need to be provided.

Security of Personal Information

The 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 CPP40307 Certificate IV in Property Services (Real Estate) course are required to sign a Student Agreement and Individual Statement of Fees at the time of enrolment which outlines the total course fees and charges, payment terms and schedule of fees. The payment agreement is designed to provide clear and concise information to the student about applicable fees and charges.

Students enrolling in the Agents Representative course will be required to pay upfront via the online enrolment portal or the Agents Representative Course Enrolment Form.

Government Subsidised Funding Eligibility

Generally, you are eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are **any** of the following:

- under 20 years of age
- seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- seeking to enrol in VCE or VCAL
- seeking to enrol in an apprenticeship
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification

Check if you are eligible for government-subsidised training at:

<http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>

Your eligibility for a government subsidised training place will be confirmed by the Training Administration Officers at the pre-training review.

Statement of Fees

All students undertaking the full certificate qualification will receive a Student Agreement and Individual Statement of Fees prior to enrolment which is an individualised quote for the course they are enrolling in. 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, and
- any other applicable fees, such as student services, amenities, goods or materials.

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 CPP40307 Certificate IV in Property Services (Real Estate) qualification will be required to pay \$1500 deposit prior to commencement of training. Payment plans can be arranged for the balance payable. Students enrolling into the three units for the Agent's Representative course are required to pay the full \$795 prior to commencement of training. There is no Victorian Government VET Funding available to students who enrol into the Agent's Representative course only.

Course Fee Inclusions

Course and tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of a fee for service student failing to achieve a satisfactory outcome after the allotted three attempts, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Statement of Fees.
- One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$60 for the testamur (certificate) and record of results and \$30 for a Statement of Attainment.

The REIV cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Additional Charges

The table below lists additional charges, which are not included in the tuition fees. If applicable these charges will need to be paid as follows:

Item	Price
Re-Issue of Certificate & Transcript	\$60
Re-issue of Statement of Attainment	\$30
Re-issue of unit resource books (per unit amount)	\$60

Details of current fees are available from www.reiv.com.au.

Concession Fees

Concession fees apply to Skills First students who enrol in a course at Certificate IV level or lower and can provide evidence of entitlement to concession. To be eligible for concession rates, the student must, on the date of enrolment:

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

The relevant and current card must be sighted by REIV administration staff prior to or at enrolment. Concession fees will be 20% of the normal Tuition Fee. Concession rates are only applied to Tuition Fees.

Concession fees also apply to any Skills First student at any level course who are enrolled under the Asylum Seeker VET Program or who are Aboriginal or Torres Strait Islander.

Refund Policy

AGENTS REPRESENTATIVE AND CPD COURSES-

All course fees for the Agents Representative skill set and CPD courses are non-refundable, except in the circumstances detailed below.

- A full refund will apply where a student cancels their course in writing prior to the course start date.
- A partial refund will be granted to students who decide after day 1 of class that the course is not suitable. All fees will be repaid except for a \$200 administration fee which will be retained by the REIV.
- A full refund will apply if the REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where the REIV ceases to deliver the course in which a student is enrolled, and the agreement is terminated.

- Where 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.
- In any of the above two situations, the REIV will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.

Students wishing to cancel their course must seek a refund by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees. 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.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Once a student's course enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

CLASSROOM BASED CPP40307 CERTIFICATE IV IN PROPERTY SERVICES (REAL ESTATE) COURSE-

All course fees for fee-for-service students include a non-refundable deposit. Further payments as part of the arranged payment plan are detailed on the Student Agreement and Individual Statement of Fees. The deposit and each subsequent instalment payment(s) are non-refundable, except in the circumstances detailed below.

- A full refund of the deposit fee will apply where a student withdraws or cancels their course in writing within 5 days of the course start date.
- A full refund of the most recent payment plan instalment will apply if the student withdraws or cancels their course in writing within 5 days of the payment being taken. All previous payments will be retained.
- A full refund of any fees paid (including the deposit) will apply if the REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where the REIV ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where 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.

- In any of the above two situations, the REIV will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.

Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

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.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Once a student's enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

TRAINEES IN THE CPP40307 CERTIFICATE IV IN PROPERTY SERVICES (REAL ESTATE) COURSE-

A full refund will be granted for trainees if they cancel their enrolment at least 5 days prior to their course commencing. The cancellation must be notified in writing to the trainee coordinator.

A full refund will also apply if the REIV is required to cancel a course due to unforeseen circumstances.

Trainees who withdraw from a course and wish to seek a refund must request this in writing using the Refund Form. Trainees who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply for the Tuition Fees paid for any units that have not been commenced.

A trainee not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Once a student's enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

REFUNDS FOR SKILLS FIRST STUDENTS

A full refund will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to the REIV learning and development department.

A full refund will also apply if the REIV is required to cancel a course due to insufficient numbers or other unforeseen circumstances.

Skills First students who withdraw from a course and wish to seek a refund must request this in writing using the Refund Form. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply for the Tuition Fees paid for any units that have not been commenced.

Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

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.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL fees are non-refundable.

Once a student's enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

Induction/Orientation

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 handbook and course information
- Understand the rules and regulations as set out in this handbook (declaration to be submitted)
- 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
- Licensing requirements

Legislative Requirements

The REIV are committed to complying with legislative requirements as they relate to training and 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 Quality Training Framework (AQTF)
- Victorian Registrations and Qualifications Authority (VRQA) Guidelines for VET Providers
- Disability Act 2006 (Vic)
- Equal Opportunity Act 2010
- Charter of Human Rights & Responsibilities Act 2006 (Vic)
- Occupational Health and Safety Act 2004
- Education & Training Reform Act 2006 (Vic)
- Skilling Australia's Workforce Act 2005
- Privacy and Data Protection Act 2014

Health and Safety

The REIV complies with *Occupational Health and Safety Act 2004*.

Students must take reasonable care of their own health and safety and that their own acts or omissions do not impact of 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 another drug 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 others

Timetables

Students can access their timetables through the Student Portal. Login details are emailed along with confirmation of enrolment prior to commencement.

Online Services

Shortly after enrolment, students will receive two emails with the following details:

- **Username (student number)**
- **Password.**

These are your network logins, and they can be used across all our online services.

If you have not received your login details or you've lost them, please contact the Training Administration Officers to have these reissued.

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.

On the basis of 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.

Student Support Services

The students' experience is a priority at the REIV. The following services are offered to ensure that the best possible outcomes are achieved by graduates of the REIV courses:

Administration Support

The team at the REIV will provide students with support and assistance during enrolment process and the course delivery. At enrolment, the Learning and Development team will take the time to work with

prospective students to ensure that the REIV understand their needs, review their current skills, suitability of the course, learning strengths and will ensure that the learning is paced at an appropriate level. An individualised plan will be developed to reflect the additional support required and how we can approach our training and delivery.

Training and Assessment Support

The REIV provides the following in support of training:

- 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 approaches
- 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.

The 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 have the current vocational and industry skills.

Reasonable Adjustment

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 includes 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;
- the costs and benefits of making the adjustment

Welfare and Guidance Support

The REIV is able to 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. Assistance will be provided to students identified with special needs in the form of information and /or referrals as required.

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.adin.com.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

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.
- 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.

Attendance Expectations

Professional Dress Code

- The REIV is a professional business environment and when at the REIV premises students are expected to act and dress accordingly:
 - 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 your 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 leave the classroom to take the call.

Parking

- Please do not park in reserved visitor parking bays. 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

Attendance is important and is regularly monitored, failure to attend 3 classes without informing the REIV will result in communication requesting further action. Failure to respond to this communication could jeopardise your enrolment resulting in withdrawal 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 Learning and Development Department makes use of email as a primary means of communication and students are expected to check their email on a daily basis to ensure communication from the REIV is addressed in a timely manner.

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 is as follows (but not limited to):

1. Disturbing the learning environment to the degree that it impedes the learning of others.
2. Wilful damage or unauthorised removal of the REIV property or the property of other students.
3. Violence.
4. Racism, sexism, offensive language.
5. Behaviour that is in contravention of sexual harassment guidelines, principles of bullying, plagiarism and unauthorised collusion.
6. Failing to comply with the REIV policies and procedures located in the training section of the REIV website.
7. Intoxication by alcohol, illegal drugs or substance abuse.

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

Definitions

Complaints and Appeals include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are informed of the decision and the reasons for the decision

Complaints Policy

The 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. The Complaint/Appeal Form is downloadable from: <http://www.reiv.com.au/learning/student-information/policies>

The REIV will manage all complaints and appeals fairly, equitably and efficiently as possible. The REIV 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, the 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. The REIV seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

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 you meet all the elements of these units of competencies.

When all the core and elective units for the qualification are completed, a testamur in the form of a Certificate will be issued. 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.

Completion testamurs will only be issued on the proviso that all outstanding accounts the Unique Student Identifier (USI) has been verified by the REIV.

Assessment

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

- Observation of performance
- Questioning – both written and oral
- Case studies
- Practical assignments
- Projects

The training plan 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 assessment cover sheet), 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 assessment cover letter.

Assessments can be submitted to the REIV in a number of ways:

- Submitting in person to the REIV front office/reception
- By post to the REIV office

All assessments must have a completed cover sheet with the declaration signed and dated.

If an assessment (including the cover sheet) is not received by the due date and time, it will be considered to be a late submission and additional charges may apply. You will need to keep a copy of all work submitted.

Assessment Results

Assessors aim to result assessments promptly and provide feedback in keeping with the principles of assessment. Assessments are resulted against a marking guide to ensure consistency in assessor judgements. Submitted assessments will be resulted within 21 business days from the date of submission. You will be given feedback that is clear, informative, timely and relevant.

Reassessment

Every effort will be made by the REIV to ensure a successful outcome for its students.

Students are given three attempts at an assessment. You are advised to complete your re-assessment as soon as you have been informed of the requirement to do so. If you have not reached competency on the third assessment, you will be given the option to be re-assessed for a fourth time at a cost of \$150.

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 application will be reviewed and does not guarantee that it will be granted.

Extensions of up to two weeks may be granted. Longer extension times may be granted in special circumstances at the sole discretion of the Learning and Development team Management.

Assessment Outcomes

These outcomes are applicable to all assessed assessments.

Competent/RPL Granted

When an assessment has a successful outcome it is resulted as 'Competent (C)' or 'RPL' granted. Students can access this information via their online portal.

Not Yet Competent

If you receive a 'Not Yet Competent' outcome you will be given an opportunity to review and rectify the area/s for improvement and resubmit the Assessment Task as per Assessor's instructions.

Plagiarism

Integrity of all assessments is important in all aspects of training and assessment. The 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

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 source such as staff, students, texts, resources and the internet, whether published or unpublished.

Collusion – unauthorised collaboration between students.

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

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 RPL or indicate on the pre-training interview paperwork that they wish to apply for 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 Application Form
- RPL Self-Assessment

When an applicant has decided to apply for RPL, the VET Compliance Coordinator 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 and will be given advice if the application for Credit Transfer is not successful.

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 CPP40307 Certificate IV in Property Services (Real Estate) course and the final payment of fees & charges have been received, a certificate will be issued within thirty (30) days of being deemed competent in the final unit. The certificate will be accompanied by a transcript listing all the units of competency achieved.

On successful completion of the three units that make up the Agents Representative course and the final payment of fees & charges have been received, a statement of attainment will be issued within thirty (30) days of being deemed competent in the final unit.

The REIV will withhold the issuance of a testamur until all fees have been paid.

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 you have lost your testamur, you can request a copy by completing the Award Issuance Request form and this process attracts a charge. See Charges section.

Assessment Appeal Process

An Assessment Appeal is when 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 REIV believes that a student, who has an appeal, has the right to raise the appeal and expect that every effort will be made to resolve it in accordance with the Complaints and Appeals Policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the appeal formally and in writing.

The REIV will manage all appeals fairly, equitably and efficiently as possible. The REIV will encourage the parties to approach the appeal with an open mind and to resolve problems through discussion and conciliation. Where an appeal cannot be resolved through discussion and conciliation, the 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 appeals. The REIV seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment. All applications for an appeal must be made in writing by completing an Appeals Form downloadable on www.reiv.com.au

Getting In Touch

Contact Us

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

- ✓ 03 9205 6666
- ✓ training@reiv.com.au
- ✓ PO Box 443, Camberwell VIC 3124
- ✓ Visit REIV office at Camberwell Rd, during 335 office hours (8:30am – 5pm)

Feedback

The REIV wants to ensure that you're learning experience is positive and we encourage you to let us know how we are meeting your needs. Your feedback is very important in determining where improvements can be made.

You can provide feedback by writing to us or completing the learner engagement survey.

Surveys

Training and assessment quality data is gathered in a number of ways 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 you upon completion. This is an online questionnaire administered through an internet browser and links are emailed to students on completion of training.

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.

Student's participation provides valuable feedback on the delivery of VET programs in the future for The REIV and Victoria.

Privacy

The REIV is committed to ensuring your 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. Our Privacy Policy is available at www.reiv.com.au