



Complete
property training

Provider No:
31828

Student Handbook

Received by (name)

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Welcome to Complete Property Training

On behalf of the staff at Complete Property Training, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we trust answers the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer. Please take the time to read this handbook, especially in relation to legislation that may impact on your studies.

In accordance with the Privacy Act, Complete Property Training would appreciate your signing the consent form (Appendix E). If you would like further clarification, please feel free to talk to one of our staff members.

Trainers are responsible for ensuring all students are kept informed of any changes to legislation or Complete Property Training's policies. Any changes affecting your studies or learning environment will be emailed to all currently enrolled students. Please ensure you keep Complete Property Training informed of any changes to your email address. This can be done by completing "Change of Address Notification Form (Appendix D)

As an RTO we are ultimately responsible for Compliance of training and/or assessment and Issuance of your AQF certification documentation. All learning materials required to complete this course are provided by us.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Complete Property Training is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team
Complete Property Training

Introduction

Accidents

All accidents must be and recorded on the Incident Report Form (see Appendix B), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us. Please use the Change of Address Notification (Appendix D) to do this.

Complaints

Complete Property Training will deal with any complaint in an effective and timely manner. Complete Property Training has processes in place for all students to lodge complaints in relation to any matter.

1. If the issue concerns class work or a course, the problem should be discussed in the first instance with the trainer/assessor.
For a complaint to be acted upon, the complaint must be lodged in writing using Complete Property Training Complaints Form. (Document 46) If the issue concerns fees it should be discussed with the Chief Executive Officer or their nominated representative. If the issue concerns a financial dispute, the client should refer in the first instance to Complete Property Training refund policy.
2. When a client has a complaint with any other aspect of the service or program delivery, or they are unsure of who to speak with they are encouraged to speak immediately with the Chief Executive Officer or their nominated representative in order to reconcile the issue(s).
3. A meeting will be required to discuss the issues and to try to reach a mutual and positive outcome.
4. If the Client is not satisfied that the issue has been resolved, he/she should forward a written complaint to the Chief Executive Officer setting out the details of the issue(s) of concern.
5. The Chief Executive Officer must attempt to resolve the issue(s) within seven (7) working days from receipt of the written complaint.
Decision shall be communicated in writing to both parties.
6. All correspondence and documentation will be kept on the client file for future reference as required.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after the course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement of Attainment for any units in which the student has been assessed as competent as recognition of completion of those units of study.

Induction and Code of Conduct

On the first day all new students are requested to register with the Trainer at the appointed time. Students will be greeted, and an Orientation will be conducted which will include the following.

- Overview of course being undertaken is given by the Trainer
- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.) given
- Overview of the Evacuation procedure conducted
-

Course Delivery

The qualification is delivered in clusters to provide for the following industry outcomes:-

1. Salesperson & Property Manager's Course (7 units of competency)
2. Full Real Estate Agent's Course (19 units of competency)
3. Resident Letting Agent's Course (6 Units of competency)
4. Auctioneer's Course (6 units of competency)

For those students wishing to obtain a Full Cert IV qualification the following delivery is required:-

1. Complete Salesperson & Property Manager's Course (7 units of competency) followed by
2. Upgrade to Full Licence Course (12 units of competency), followed by remaining 5 units of competency

Complete Property Training holds regular face to face Real Estate Licensing Courses in all major centres across Queensland, as well as offering the option of correspondence courses for those students who prefer self-paced learning.

Your learning begins upon enrolment when you will be sent all the Learning Resource material, which is a valuable tool to help you undertake your assessment, particularly if you are new to the real estate industry. We recommend you familiarise yourself with these Resources prior to commencing your course.

Your Trainer will lead you in assessment items and you will also be required to undertake some assessment away from class. Experienced students (those who have previously or are currently working in the real estate industry) will often complete the assessments in the allocated course time, however all students are able to complete their assessment outside of the allocated course time or a combination of the 2 as we have flexible delivery options. We recommend that you complete your course within 6 months of commencement.

Academic Misconduct

Complete Property Training's CEO will deal with any dishonest behaviour in assessment. Dishonest behaviour includes:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own work.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Students involved in any of the above will be set a new assessment and will be counselled by the Chief Executive Officer.

In instances of misconduct, student may be charged resit fee of \$50.00. An additional fee of \$20 may also be charged to the student and if this is required it must be paid prior to the re-sit. The decision to impose these fees will be made by the Chief Executive Officer after examining all aspects of the case.

Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

Discipline

Complete Property Training will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well-being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on the premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damages or removes any property or resource belonging to Complete Property Training or any training venue hired by Complete Property Training assaults (physically or verbally) any person or persons on the premises or any training venue hired by Complete Property Training
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of Complete Property Training premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Chief Executive Officer will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual's file
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow Complete Property Training complaints procedure.

Complete Property Training expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

Dress Code - Dress requirements are neat casual or business attire.

Behaviour on Campus – Every student is expected to reflect the ideals and code of behaviour of Complete Property Training in their dealings with fellow students, members of staff and the general public. Students are expected to adhere to the rules and to co-operate in the effective running of Complete Property Training.

Complete Property Training strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow students
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of Complete Property Training staff and fellow students
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at Complete Property Training encourage the use of water bottles in classrooms

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Smoking

Complete Property Training premises and all training venues (including classrooms, toilets, and general office areas) are smoke-free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Theft

As the premises of Complete Property Training are open to the public, students are advised not to leave their valuables unsupervised. NVR Registered Training Organisation cannot be held responsible for anything which may be stolen from its premises.

The VET Quality Framework

The course in which you are enrolled will result in your achieving a nationally accredited qualification. If you complete all requirements of the course you will be awarded a Certificate. If you exit prior to completing all requirements you will be awarded a Statement of Attainment for units successfully completed prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits Complete Property Training (RTOs) to ensure compliance against these frameworks.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the National VET Regulations and will be re-audited during its subsequent five-year registration period. These standards and the auditing process are intended to provide the basis for a nationally-consistent, high quality vocational education and training system.

The National VET Regulations is a quality training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

As an RTO, Complete Property Training adheres to this system and does all within its power to remain compliant. From time to time students are surveyed and their cooperation will assist this organisation in remaining compliant. Assessment Booklets contain feedback forms and students are invited to provide feedback on the assessment through this form. Students will also be invited to provide feedback through Course Evaluation Forms. These surveys are conducted to enable Complete Property Training to identify opportunities for improvement not only to training and assessment but also to services provided.

The Australian Skills Quality Authority (ASQA) may invite you to participate in a survey about your experience with our Registered Training Organization. You can view a Fact Sheet and sample questions here <https://www.asqa.gov.au/news-publications/publications/fact-sheets/student-surveys> Should you feel we could improve on any areas mentioned in the survey we would welcome your feedback.

Rights and Responsibilities of Students and Staff

Students' Rights

Complete Property Training recognises that students have the right to:

- expect Complete Property Training to provide training of a high quality that recognises and appreciates their individual learning styles and needs
- have access to all Complete Property Training's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice, prior to its commencement
- appeal for a review of the results of an assessment
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination
- be treated with dignity and fairness,
- expect that Complete Property Training Complete Property Training will be ethical and open in their dealings, their communications and their advertising
- expect that Complete Property Training will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake
- providing accurate information about themselves at time of enrolment, and to advise Complete Property Training of any changes to their address or phone numbers within 7 days
- paying of all fees and charges associated with their course and providing their own course requirements where notified.
- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them
- regular and punctual attendance
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people
- the security of their personal possessions while attending a course
- promptly reporting all incidents of harassment or injury to Complete Property Training administration office
- respecting Complete Property Training property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt
- abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on Complete Property Training's property or engaged in a Complete Property Training controlled or sponsored activity
- abstaining from acts of self-harm

Staff Responsibilities:

All Trainers employed by Complete Property Training must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach
- any information passed on to students is accurate
- any advice given is done so consistent with the National Code and Complete Property Training's own Code of Practice
- all student attendance is recorded accurately as per the Attendance Sheet/s provided for each module that is delivered
- all absences are recorded for each session
- classes are held as scheduled by Complete Property Training and any changes are to be reported immediately to ensure continued compliance
- Complete Property Training Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator
- trainers who successfully complete additional qualifications advise Complete Property Training of such and provide certified copies of the qualification and transcript

Complete Property Training abides by the Standards for NVR Registered Training Organisations 2011 in relation to all training and assessment activities. Accordingly Complete Property Training requires all training/assessment staff to hold as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAE40110) – or equivalent
- Sound, recent industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, Standards for NVR Registered Training Organisations 2011 and Recognition of Prior learning and
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles

Sustainability

Complete Property Training is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

Student Records

As a student, you should be aware that our trainers are required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses
- supply in a timely manner as per Complete Property Training's procedures, accurate attendance records of student(s) for each session they deliver

Complete Property Training has in place a policy and procedure for the collection, storage and protection of all the training records of individual students, to meet training and assessment activity requirements. Assessment Results are recorded within twenty-one days from the date of assessment and students may request an update on progress at any time following this period.

Each individual student is assigned a personal file for storage of training records.

Student training documentation re stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program are informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of Complete Property Training.

Training and Assessment

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records
- individuals authorising releases of specific information to third parties in writing,
- Complete Property Training staff who require this information as part of their job role
- officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Students wishing to check progress towards completion are welcome to request this information. It is the organisation's policy to attend to such requests within three working days. If for any reason this is not possible, you will be notified and advised of the date when the information will be available.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment).

Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

Appeals Process

If you are dissatisfied with a judgment by an assessor, you are invited to lodge an appeal under Complete Property Training Appeals Process.

Please remember, if you wish to lodge an appeal it must be lodged immediately and no later than 14 days from the date of the receipt of the assessment report. Staff will try to process any appeal as quickly as possible and reach a resolution within three working days so that you may continue learning activities and completion of your training program.

If you follow the procedures listed below, the issue will be dealt with as quickly and effectively as possible:

1. Outline the reasons for the appeal using Complete Property Training Appeal Against Assessment Decision
2. Hand it to Administration within 14 days.
3. An opportunity to discuss the nature of the appeal with the assessor, the CEO and yourself will be arranged. You are welcome to invite a support person to attend the discussion. It is hoped the issue may be resolved at this discussion.

If the issue remains unresolved, then the appeal will be heard by an independent person/s and you will have the opportunity to formally present your case for resolution.

Complete Property Training attempts to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal.

The results of the process will be communicated in writing to all parties within two weeks of the lodgement of the appeal.

All correspondence and documentation will be kept on the client file for future reference as required.

Grounds for Appeal

An application for appeal will be considered where a student claims disadvantage because:

- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is upheld Complete Property Training will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed in order to identify opportunities for improvement in the appeals process.

Training and Assessment Methods and Pathways

Complete Property Training has been approved by ASQA to deliver the qualifications listed on the national website. If you visit www.training.gov.au and enter Complete Property Training's name in left search window, you will be able to see just what those scopes are.

Assessments should provide opportunity for Complete Property Training's to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances. Information sessions are included with the introduction of each subject to inform students of the assessment processes, number of assessments, types of assessments and the individual weighting of each assessment. Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Students are advised that there are a number of pathways to qualifications and Complete Property Training provides you with the opportunity to identify the most appropriate pathway. This may be through:

- a formal learning process, such as the course in which you are currently enrolled
- work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home

Study options available may include:

Full time - this option requires classroom attendance as outlined in the course outline

Part Time – this option allows the student time to undertake other responsibilities, such as work, home duties etc.

Flexible – a combination of classroom and home study

Please note not all classes provide these options and students are encouraged to discuss this with their trainer.

Students should be aware of the assessment criteria used by the trainers at Complete Property Training. Assessment requiring essay or report writing is based on the following criteria:

1. Answering the Question

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

2. Referencing

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

3. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Chief Executive Officer and dealt with accordingly.

Assessment Re-sit Procedure

Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee may be charged for re-sitting the assessment.*

Stage 2: Student deemed Not Yet Competent in FIRST assessment

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Student deemed Not Yet Competent in FIRST re-sit

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 may be required to be paid prior to the assessment.

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- Complete Property Training will determine the time at which the unit will be available.
- The student may be liable to pay a fee to be determined by Complete Property Training to cover the cost of extra tuition.

* The decision to charge this fee (or portion of the fee) will be made by the CEO who will consider all aspects of the case prior to making the decision.

Competency Based Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student can provide quality evidence that demonstrates achievement of the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by Complete Property Training the following directives will be observed as listed in the Competency Standards for Assessment outlined in The Training and Assessment Training Package (TAE10)

- Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Education TAE10),
- Validity - Assessment methods will be valid, that is, they will assess what they claim to assess,
- Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- Fairness - Assessment procedures will be fair, so as not to disadvantage any learners.

Assessment procedures will:

- be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- Flexibility - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
 - Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,
 - Due Date Information - The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Credit Transfer Policy

Credit Transfer is available to all students enrolling in Complete Property Training's courses on scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider, in line with Complete Property Training's Recognition of Qualifications Policy.

Fees and Refunds

Fees are levied on all courses, details of which are contained in the relevant course information sheet. Complete Property Training management is responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

The RTO will acknowledge an application for a cooling off period of ten (10) working days applicable from the date of the enrolment form and cease at C.O.B. on the tenth day. Should a student wish to withdraw between the time of the cooling off period and course commencement the following conditions shall apply.

An application for refund of course fees under any other circumstance must be made in writing using The RTO's Refund Request form (Doc.13C). A refund of percent (80%) will be made if the written request is received more than five (5) working days prior to course commencement. A 20% refund is available for requests received less than five (5) working days prior to course commencement. As a general rule no refund is available after the course commencement date. However, The RTO will consider each application on a case by case basis.

All fees for short courses costing up to \$1000 are paid at the time of enrolment. Students enrolling in full courses are requested to pay \$1000 at the commencement and further payments of up to \$1,500.00 at times arranged and set out in individual payment plan, until full course has been paid. If a student provides a credit card for the payment of the \$1000 deposit, the balance course fees will be deducted from this credit card on the final day of the student's course. Complete Property Training operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in Complete Property Training's Operations Policy and Procedures.

Refunds are issued when:

- A student provides written notice of withdrawal more than 48 hours prior to commencement of course
- Review of Credit transfer indicates that the student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

Refunds are not issued when:

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency.
- a student is expelled from the college for a serious breach of discipline

If a student withdraws from a course and supplies Complete Property Training with written notification of more than 28 days before the course commencement date, course fees less the non-refundable deposit will be paid.

Students have the right to take further action under Australia's consumer protection laws.

As a general rule, no refunds will be payable after the commencement of a course, however, exceptions will be considered on a case-by-case basis. Requests for refunds must be made in writing to the Chief Executive Officer, via the Complete Property Training postal address, stating all the details of the claim for refund. The request may be posted or handed to reception.

Complete Property Training will make payment of all refunds within 4 weeks of receipt of a written application for refund. Refunds will be made to the person who entered into the contract with Complete Property Training.

Refunds paid if Complete Property Training defaults:

If Complete Property Training cannot provide a course for whatever reason, full refund will be made. This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue other legal remedies that are appropriate. All bank charges incurred by Complete Property Training in issuing the refund will be met by the student.

Students are not permitted transfer course fees to another student without first seeking the approval of the Chief Executive Officer

Issuing of qualifications

Complete Property Training will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. All qualifications and statements of attainment issued by Complete Property Training comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of The National Standards for NVR Registered Training Organisations.

Students must be assessed competent in all units of competency before being issued a qualification for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. Complete Property Training will issue each student an interim academic transcript by the end of each semester, and another one by the end of the course.

Complete Property Training only issues AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Students are encouraged to take care of certificates issued by Complete Property Training. Replacement certificates and/or Statements of Attainment will incur a cost of \$20.00 per document. Replacement certificates will only be provided upon submission of Driver's Licence or other form of ID.

Language, Literacy and Numeracy (LLN)

Complete Property Training aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Chief Executive Officer (or their appointed representative) any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where language, literacy and numeracy competency is essential for students, Complete Property Training will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that Complete Property Training can offer include:

Literacy

- Providing students only essential writing tasks,
- Provision of handouts in an audio format via either cassette tape or on CD,
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person,
- Provision of examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use of clear headings, highlighted certain key words or phrases and provided explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it,
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term "recognition processes" refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the skills have been acquired

Complete Property Training has an established RPL process and recognises all AQF qualifications and statements of attainment issued by other registered training organisations.

The procedures for applying for Recognition are:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the Student wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential Student is fully aware of the RPL process.
3. If Complete Property Training decides to proceed with the RPL process then, upon payment of the prescribed sum, the Student will be issued with the RPL kit, containing:
 - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.
 - b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
 - i. letters or statements for experts attesting to Complete Property Training's ability
 - ii. samples of work or documentation completed
 - iii. certificates from courses attended,
 - iv. details of participation in activities, this may include resumes, or other types of records
 - v. videos demonstrating skills,
 - c. The portfolio of evidence will be assessed by a competent person.
 - d. The assessment will be determined and results forwarded in writing to the Student
 - e. The Student has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.

- f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

RPL Fee: RPL will be charged at a comparable rate to that of the unit of competency.

Recognition of Qualifications issued by other Registered Training Organisations

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Complete Property Training.

Students enrolling in Complete Property Training courses will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used as Credit Transfer for a Certificate III course offered by Complete Property Training, effectively reducing the duration of the Certificate III course.

Unique Student Identifier (USI)

From 1st January 2015 every student will need to apply for a USI before enrolment can be processed. Every student who undertakes nationally recognised vocational education and training (VET) in Australia (or overseas from an Australian-registered provider) will be able to access their enrolment and achievement record from a single authoritative source.

The USI must be provided to their training provider (Complete Property Training) before the person can receive a statement of attainment or qualification, post 1 January 2015.

Complete Property Training can apply for a USI on your behalf (if you do not already have one) and can also view your USI Transcript if you give us permission to do so. We, as a Registered Training Organization will benefit from having permission to view a student's transcript for the purpose of:

- Enrolment
- Assessing Credit Transfers (qualifications you may already have)
- Conducting entitlement assessments
- Troubleshooting transcript errors

You can set and manage these permissions yourself in your USI Account. For more information on the Unique Student Identifier, Transcripts and permissions please view the "Student Quick Guide" in the Appendices of this document.

Protection of student's privacy

The protection of your USI – and the personal and educational data that it links to – is paramount and important safeguards will be in place to protect your privacy. A key principle underpinning the initiative is that individuals will have control over their USI and can determine who can have access to the personal and educational records associated with it.

Legislation

Complete Property Training will do all within its power to adhere to all legislative requirements, especially those that may affect a student's learning such as:

- Vocational Education and Training Act 2000
- Standards for NVR Registered Training Organisations 2011
- Australian Qualification Framework 2011
- Access and Equity
- Alcohol and Other Drugs
- Privacy
- Workplace Health and Safety

Access and Equity

Complete Property Training is committed to providing opportunities to all people for advancement in training on an equitable basis. This includes providing equal opportunities to industries where women are under-represented; and where people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners have access.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package, will be accepted into any program within Complete Property Training scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Alcohol and Other Drugs (AOD)

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about?

Do you need to know the rules about alcohol and other drug use at Complete Property Training?

Complete Property Training will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking Complete Property Training activities is not permitted.

Harassment and Discrimination

At all times Complete Property Training will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform Complete Property Training management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep Complete Property Training premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Complete Property Training premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Privacy

Complete Property Training operates in compliance with current privacy legislation (2009). All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the Essential Conditions and Standards for Continuing Registration.

Complete Property Training is committed to maintaining and safeguarding the confidentiality and privacy of all of Complete Property Training individual student's information. Complete Property Training has documented and implemented procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access.

Electronic records are backed up weekly to a back-up system and are protected from unauthorised access by password controls and external back-up.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Computer system protection is provided by the firewall software which monitors and protects Complete Property Training computer systems from unauthorised access from the internet.

Student results are archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Student Support, Welfare and Guidance

Complete Property Training wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of Complete Property Training staff. The staff member will ensure that the full resources of Complete Property Training are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Trainer in charge or CEO for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments

Vocational Education, Training and Employment Act 2000

Under this legislation, Complete Property Training has an obligation to ensure the learning environment will:

- allow others to learn,
- keep "s premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Complete Property Training's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers. Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith

Workplace Health and Safety Policy

The Work Health & Safety Act (2011) requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Check all equipment – especially electrical cords. If you are bring cords on to the premises, they must be checked by your trainer to ensure currency of tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained

Definitions

ASQA – Australia Quality Skills Authority ASQA's functions include:

- registering training providers as 'registered training organisations' (RTOs)
- accrediting vocational education and training (VET) courses
- ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

Bullying – unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Classrooms – rooms either owned or hired by Complete Property Training for training purposes

Confidentiality - information kept in trust and divulged only to those who need to know.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel - all employees either full-time, part-time or contract of Complete Property Training.

Racial Harassment – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results)

Appendices

APPENDIX A – APPEALS (Document 45)

Complete Property Training
Appeal against assessment decision

1. PERSONAL DETAILS
Student Number Contact Telephone

Family Name

Given Name/s.....

2. CHECKLIST
Have you:
Made an appointment and discussed the matter with your assessor Yes No

Completed all the requirements for the unit up to and including the work under dispute Yes No

3. COURSE/UNIT DETAILS
Unit of competency Code and Name

4. BASIS FOR APPEAL (Please tick appropriate section/s)
Result not based on agreed assessment criteria

Assessment method at variance with statement on unit outline

Unfair grade based on stated criteria and quality of work

Work handed in on time was not marked

Other reason (please specify)
.....

8. PROCEDURE
The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.

If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the Principal.

Please hand the completed form together with any supporting documentation to Administration.

9. RECEIPT
Date of lodgement

Received by (name)

Signature

10. ACTION

Action taken by assessor.....
.....
.....

11. RESULT

I am satisfied with the results of this process.

Student name

Signature Date

I am not satisfied with the results of this process and wish this matter to be heard by an independent person.

Student name

Signature Date

APPENDIX B – INCIDENT REPORT FORM (Document 37)

Complete Property Training
INCIDENT REPORT FORM

Student Name

Student Number

Course.....Class.....

Date of Incident Time of Incident

Details of Incident

.....
.....
.....
.....
.....

Student's Signature Date

Details of Action Taken

.....
.....
.....
.....
.....

Follow up Action Taken

.....
.....
.....

Chief Executive Officer's Signature Date.....

Complete Property Training
Complaints Form

Section One
(to be completed by participant)

Participant's name

Address

Phone

Nature of complaint

..... Signature of Participant

Section Two
(To be completed by LRM Training Services representative if outcome is reached)

.....
..... Signature of LRM Training Services Representative

..... Position

Section Three
(to be completed by representative of arbitrating body if complaint is taken to this level)

.....
.....
.....
..... Signature of Arbitrating Body Representative

..... Position

Complete Property Training
Change of Address Notification Form

Family Name

First Name

Student Number:.....

Course Enrolled.....

New Address:

Suburb

Post Code.....

Home Phone Number

Work

Mobile

Email Address

APPENDIX E – CONSENT FORM (Document 58)
Images, Recordings, 3rd Party Information

I, (name please print)..... hereby give consent for the following action/s:

SECTION A - Release of information to a 3rd party about [me / my under 18 year old child]

.....(Complete Property Training) may release information as described

below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3rd party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”) _____

Name of 3rd Party: (Name of person, organisation, or “anyone”) _____

Other information / clauses: _____

SECTION B - Use of [my / my under 18 year old child’s] image, whether a photograph, voice recording or video recording, in publicity releases

.....(Complete Property Training) may use images as

described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: _____ Date image was recorded: _____

Description of image: _____

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: _____ Date/s: _____

Other information / clauses: _____

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or

SECTION C - Signatures

Signed: _____ Date: _____

Consent for child under 18: Signed: _____ [Parent / Guardian]

Child’s name: _____ Date: _____