

Student Pre-Enrolment Information

This information has been prepared to help you make an informed decision about where to study. It includes details of Complete Property Training's policies and procedures that could affect you. It also provides information about the various options that may be available to you. It is important that you read this information carefully prior to your enrolment.

Complete Property Training is a private RTO currently providing the courses listed below. We take our registration seriously and endeavour to do all that is required to ensure our policies and procedures comply with the requirements of Standards for NVR Registered Training Organisations 2011 which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to you.

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.

General Course Information

Complete Property Training currently offers:-

Qualifications:-

CPP40307 – Certificate IV in Property Services (Real Estate) – V 1, 7th April 2011

Units of Competency:

BSBSMB406 – Manage Small Business finances
V2, 14th January 2016

CPPDSM3019 - Communicate with clients as part of agency operations
Communicate with clients as part of agency operations – V1, 6th May 2016

CPPDSM4003A - Appraise property
V1, 7th April 2011

CPPDSM4004A - Conduct auction
V1, 7th April 2011

CPPDSM4005A - Establish and build client-agency relationships - V1, 7th April 2011

CPPDSM4006A - Establish and manage agency trust accounts- V1, 7th April 2011

CPPDSM4007A - Identify legal and ethical requirements of property management to complete agency - V1, 7th April 2011

CPPDSM4008A - Identify legal and ethical requirements of property sales to complete agency
V1, 7th April 2011

CPPDSM4009 - Interpret legislation to complete agency work - V1, 6th May 2016

CPPDSM4010A - Lease property -V1, 25th March 2011

CPPDSM4011A - List property for lease
V1, 7th April 2011

CPPDSM4012A - List property for sale
V1, 7th April 2011

CPPDSM4013A - Market property for lease
V1, 7th April 2011

CPPDSM4014A - Market property for sale
V1, 7th April 2011

CPPDSM4015B - Minimise agency and consumer risk - V1, 7th April 2011

CPPDSM4016A - Monitor and manage lease or tenancy agreement- V1, 7th April 2011

CPPDSM4017A - Negotiate effectively in property transactions
Negotiate effectively in property transactions- V1, 7th April 2011

CPPDSM4018A - Prepare and present property reports - V1, 7th April 2011

CPPDSM4019A - Prepare for auction and complete sale - V1, 7th April 2011

CPPDSM4020 - Present at tribunals
Present at tribunals - V1, 6th May 2016

CPPDSM4022A - Sell and finalise the sale of property by private treaty - V1, 7th April 2011

CPPDSM4038A- Conduct goods, chattels or equipment clearing sale or auction – V1, 5th May 2009

CPPDSM4046A - Manage tenancy disputes
V1, 7th April 2011

CPPDSM4049 - Implement maintenance plan for managed properties - V1, 6th May 2016

CPPDSM4056 - Manage conflict and disputes in the property industry – V2, 6th May 2016

CPPDSM4061A – Obtain prospects for listing
V1, 7th April 2011

CPPDSM4080A - Work in the real estate industry-
V1, 7th April 2011

Courses:

Full Real Estate Agent's Licence, Upgrade to Full Real Estate Agent's Licence, Salesperson & Property Manager's Certificate, Auctioneer's Licence, Resident Letting Agent's Licence, Certificate IV in Property Services (Real Estate)

Study Modes

We offer a range of flexible study options that may include:

- face-to-face classes
- external study
- blended delivery – combination of the above modes

Recognition of Prior Experience or Study

RPL is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence you provide against a set of criteria in a qualification. Fees apply.

Credit Transfer

Credit transfer is the formal recognition that parts of some courses are equivalent in content and level to parts of others. Complete Property Training has formal credit transfer arrangements in place. If you are eligible, credit transfer results in:

- automatic status or credit in part(s) of a course/qualification and
- exemption from that part of the course.

Status granted through credit transfer is recorded on your Student Academic Record. There are no fees when students are granted credit transfer.

National Recognition

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualifications and Statements of Attainment issued by another RTO in Australia. Complete Property Training accepts Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

Student Enrolment

When you complete an enrolment form you will be acknowledging that you have been provided with the information contained in this Pre-Enrolment Document. Please ensure that you fill in all sections of the form so that we may support any specific study requirements. Your assistance in this regard will enable us to ensure you are enrolled in the correct course of study.

You are encouraged to identify on the enrolment form if you have a disability and require support so that we can make the necessary arrangements to meet those needs.

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 an 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 attached "Student Quick Guide".

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.

Privacy Policy

Complete Property Training is required to collect and store personal information in order to administer your application and enrolment, to monitor your academic progress and to provide other services. Complete Property Training will ensure that information collected from you is not excessive and is only used for the purpose for which it was collected. If you would like further information or a copy of Complete Property Training's Privacy Policy, please contact us on 07 54 388 922 or info@completepropertytraining.com.au

Fees

Course Fees

Each course has an established fee which varies between courses, depending on the nature of the course and the materials required. These fees are:-

Salesperson & Property Manager's Course - \$595

Resident Letting Agent's Licence - \$675

Auctioneer's Course - \$1200 (3 day full course) \$995 (2 day course – must have current Full Agent's Licence)

Upgrade to Full Licence Course - \$1505 (must have Salesperson & Property Manager's Certificate from current CPP40307 training package). A deposit of \$1000 is payable upon enrolment and the balance course fees on the final day.

Full Agent's Licence - \$2100.00. A deposit of \$1000 is payable upon enrolment and the balance course fees on the final day.

Complete Property Training Refund Policy

Refund Policy

Enrolment Cancellations and Refunds

Refund Policy

Pre-enrolment information provided to students is designed to ensure that all details relating to fees and charges are known prior to enrolment. A non-refundable deposit of 20% of the total enrolment fee is payable on enrolment to any program or partial program. The balance of the program fees are to be paid as arranged with individual student.

Enrolment Cancellations and Refunds

Complete Property Training Pty Ltd 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 Complete Property Training Pty Ltd.'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, Complete Property Training Pty Ltd will consider each application on a case by case basis.

Refunds will be considered on a pro-rata basis for participants who fall ill, are injured to the extent that they can no longer undertake the course or experience other extenuating circumstances, providing a supporting medical certificate or other relevant supporting documentation is supplied to us.

Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course within six months of initial payment. In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis

General

Where our training programs have a limited number of places available, these will be filled in order of completed bookings. If, for any reason, Complete Property Training Pty Ltd, or any party delivering training and assessment on our behalf, closes or ceases to deliver any part of the qualification in which a client is enrolled, Complete Property Training Pty Ltd will assist the learner in locating another provider or refund the portion of fees for which training and assessment has not been provided.

Legislation

There are a number of policies relating to educational issues that may affect your study. These policies are available in the student handbook.

These policies include:

- Student Rights and Responsibilities
- Student Complaint Resolution
- Access & Equity Policy
- Alcohol & Other Drug Policy
- Assessment Policy

The handbook also contains a range of Occupational Health and Safety & Welfare policies.

Student Rights and Responsibilities

Complete Property Training Pty Ltd.'s Responsibilities

Complete Property Training Pty Ltd is responsible for:

- The quality of the training and assessment conducted by any person engaged by us.
- The issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form. Consequently, it is essential you keep us updated on any changes to your personal details.

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 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. abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on Complete Property Training property or engaged in a Complete Property Training controlled or sponsored activity
- abstain from acts of self-harm

Access and Equity

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

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's scope of registration.

Any issues or questions raised regarding access and equity can be directed to the title.

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.

Support Services

To ensure educational and support services are sufficient to meet the needs of the learner cohort/s wishing to enrol with Complete Property Training Pty Ltd, students indicating a need for support will be interviewed to identify specific needs. Where deemed appropriate, students will undertake LLN Test

If considered necessary, the student will be referred to a specialist service available to Complete Property Training Pty Ltd. Students must be aware that any costs involved in these additional support services will be the responsibility of the student.

Health and Safety

Workplace Health and Safety legislation requires that the employers 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,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Sustainability

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

Opportunities to "Tell us what you think"

We like to hear about service that exceeds your expectations too!

Complete Property Training is committed to listening and responding to what you as a student have to say, so that we can continuously improve our services to you. We will listen with respect to your feedback, treat all feedback confidentially, and take appropriate action. Your feedback is welcome and helps Complete Property Training to improve services to you.

Enquiries - Further Information

For all course information enquiries:

Phone (07) 5438 8922

Email info@completepropertytraining.com.au

Disclaimer

Every effort has been made to ensure that the information in the student pre-enrolment information brochure is correct as at July 2016.

Complete Property Training reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure.



Australian Government

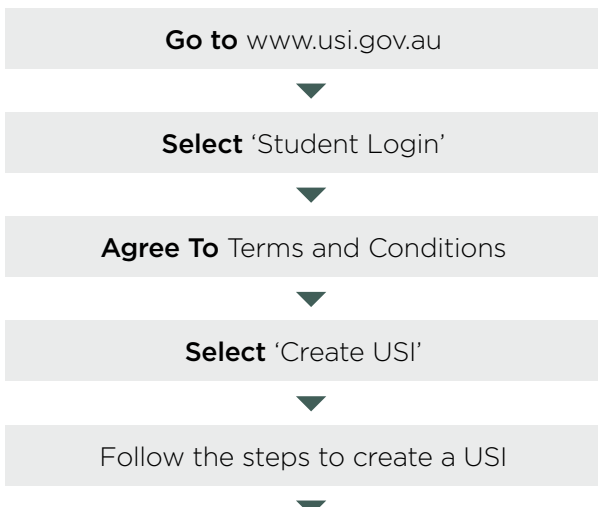
USI

Unique Student Identifier



STUDENT QUICK GUIDE

HOW TO CREATE A USI



You will need a form of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard



If your account is not activated you won't be able to view your transcript

You will need a current form of ID if you want to change your name(s) or date of birth

Your password must be at least 9 characters long, contain a lowercase letter, an uppercase letter and a number or special character

Your USI is yours for life and you will need to take it with you every time you enrol in training

If your ID does not verify click "Next" two more times to show the Request Help link. Create a Help Request and write down your HR number

Enter all of your name(s) as they appear on the form of ID you are using to create your USI



Your Help Request will be sent to the USI Office so that we can help you with the creation of your USI

HOW TO ACTIVATE YOUR USI ACCOUNT

If a training organisation created a USI for you, activate your USI account by:

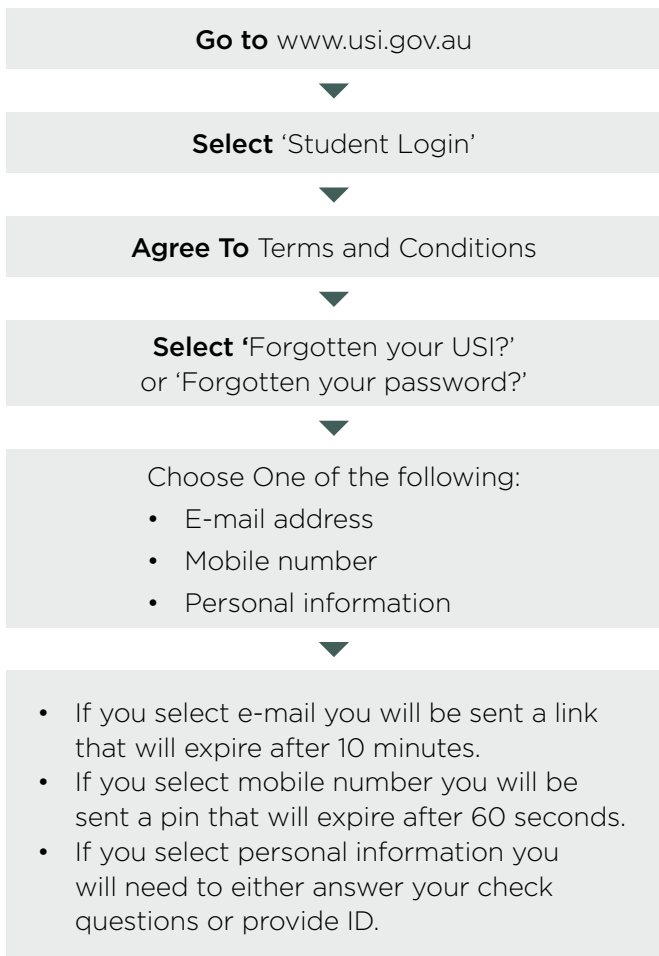
1. Clicking on the link that was sent to either your e-mail address or mobile number.
2. Once you have clicked on the link you will be asked to set up a password and two check questions.
3. You will then be able to login to your USI account. Your training organisation cannot do this part for you.

HOW TO UPDATE PERSONAL OR CONTACT DETAILS

You can change your personal and contact details by logging in to your USI account and selecting either 'Update Personal details' or 'Update Contact details'.

If you have given your training organisation permission to update your details they can make the changes for you.

HOW TO RETRIEVE A FORGOTTEN USI OR PASSWORD



When using your e-mail address or mobile phone number it must be the same as the one that is currently in your USI account



Make sure your answers to your check questions are spelt correctly (e.g. street instead of st)

TRANSCRIPTS

- Transcripts for training completed before 1st of January 2015 will not appear in your USI account.
- Your transcript will show information from the certificates, diplomas or training records issued by your training organisation.
- The activation date for transcripts is yet to be decided.

Your transcript does not replace the training certificates, diplomas or training records issued to you by your training organisation but will come in handy if you misplace your documentation



HOW TO MANAGE PERMISSIONS

A really useful tool that will save both you and your training organisation time

