



COMPLETE
PROPERTY TRAINING

COMPLETE PROPERTY TRAINING STUDENT HANDBOOK 2026 / 2027

[Abstract](#)

This handbook has been prepared as a resource to assist students in understanding their obligations and those of Complete Property Training.

Handbook disclaimer

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or Complete Property Training policy may impact the currency of the information included.

Complete Property Training (CPT) reserves the right to vary and update information without notice. Students are advised to seek any changed information and updates from their trainer or by contacting CPT. This handbook has been prepared as a resource to assist students to understand their obligations and those of CPT.

Please carefully read through the information contained in this guide. Students need to read, understand, be familiar with, and follow CPT's policies and procedures outlined in this handbook.

Complete Property Training Management Team

Contact us:

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General Enquiries: info@completepropertytraining.com.au

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Document Name	CPT Student Handbook		
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Contents

Fee for Service.....	6
Entry Requirements and Eligibility	6
Legislation	6
Code of Conduct	7
Enrolment	7
Enrolment Terms and Conditions.....	7
Entry Requirements	7
VISA Information and Requirements	8
Course completion structure / Student Journey.....	8
Attendance.....	8
Intensive workshops non-attendance.....	8
Student Conduct	8
Materials/WHS Requirements	8
Change of Contact.....	9
Extending Allowable Time.....	9
Indemnity	9
Assessment Submission	10
Unique Student Identifier (USI).....	10
Language Literacy and Numeracy (LLN)	10
Access and Equity.....	10
Inclusive Practice.....	11
Other Support Services and Facilities	11
Course Fees, Costs and Charges.....	11
Schedule of Fees, Costs and Charges	11
Course Fees	11
Administrative Fees and Other Charges.....	13
Refunds on Cancellation or Withdrawal	13
Course Payment Information	14
Payment Timing	14
Prepaid Fee Protection.....	14
Payment in Full.....	14
Failure to make Payment.....	15
Government Funding	15
Course Information	15
Course Duration and Completion	15

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Volume of Learning	15
Training and Assessment Strategies (TAS).....	16
Flexible Learning and Assessment	16
Reasonable Adjustment	16
Credit Transfer (CT) and Recognition of Prior Learning (RPL)	16
Course Progression	16
Students under a Traineeship	17
Submitting Assessment Materials.....	17
Assessment Feedback	17
Resubmissions.....	17
Plagiarism.....	18
Complaints and Appeals	18
Issue of Qualification/Statement of Attainment	18
Student Conduct	19
Intensive Workshops and Workplace Ethics and Behaviour	20
Misconduct	20
Attendance	21
Individual or Group Training	21
Dress Code & Hygiene.....	21
Mobile Phones / Smart Watches	21
Work Health and Safety	21
First Aid	21
Smoking, Drugs and Alcohol	22
Food and Drink.....	22
Student Feedback	22
Student Records – Privacy Policy	22
Discrimination and Harassment.....	22
Photographic / Media Consent	23

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Welcome to CPT

On behalf of the Complete Property Training team, we would like to welcome and thank you for choosing us for your student journey.

This Student Handbook, a vital tool in your student journey, contains information that is correct at the time of publishing. Changes to legislation and/or Complete Property Training policy may impact the currency of the information included. It is crucial that you keep yourself updated with any changes.

Complete Property Training reserves the right to vary and update information without notice. Students are advised to seek any changed information and updates from their trainer or by contacting Complete Property Training. This handbook has been prepared as a resource to assist students in understanding their obligations, as well as those of Complete Property Training.

Please carefully read through the information contained in this guide. Students need to read, understand, be familiar with, and follow the CPT policies and procedures outlined in this handbook.

As a Registered Training Organisation (RTO), we are ultimately responsible for ensuring the compliance of training and/or assessment and the issuance of your Australian Qualifications Framework (AQF) certification documentation. We provide all learning materials required to complete this course.

All Complete Property Training staff are here to assist you in your learning journey. We are committed to your success and encourage you to contact us as soon as possible to discuss any issues you may encounter. You are not alone in this journey.

We trust that your time with Complete Property Training is an enjoyable one and that the skills you acquire prove valuable in your chosen career. We believe in your ability to make the most of this opportunity and take responsibility for your learning.

Sincerely,

The Complete Property Team.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Only Registered Training Organisations (RTO) can issue nationally recognised qualifications in Australia.

Our registered training organisation provider code is 31828. Students may check our registration by accessing the national training database: [National Training Register - 31828](#)

As a registered training organisation, CPT delivers and assesses nationally recognised Vocational Education and Training in the following subject areas:



CPT offers accredited training in an extensive range of nationally recognised qualifications at Certificate IV level and tailored courses catered to the Real Estate Industry, aiding personal and career growth towards future promotions or career moves. CPT is recognised for the diversity of courses on offer and its commitment to providing a high-quality learning experience.

CPT courses are delivered in a variety of modes, allowing students to choose what best suits their individual circumstances. By providing a variety of study options, including independent learning, practical intensive workshops in a physical or virtual classroom setting, and traineeships, CPT can provide the best training experience for the student. In addition, CPT courses are delivered in a way that allows students to self-pace their own learning progress within the set allowable time, permitting the choice of time frame and structure that best suits the student's needs.

In addition to accredited training courses, CPT offers ongoing professional development for real estate professionals through a multitude of Professional Development Programmes.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Fee for Service

Fee for Service means that most of or all the cost for training is borne by the student or a person or organisation on behalf of the student.

The tuition fee for your CPT course depends on a range of factors, including:

- the course type
- the course duration
- your study commitments
- if you apply for course credits or recognition of prior learning
- your eligibility for subsidised training, concessions, or fee exemptions

Entry Requirements and Eligibility

Enrolment in any training program is subject to entry requirements and eligibility.

Legislation

As a registered training organisation, CPT is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we train and assess and the quality of our training and assessment processes. This includes compliance with:

- The Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training (VET) Regulator Act 2011

Additionally, CPT complies with a range of other legal, regulatory and legislative requirements at a state and commonwealth level including, but not limited to:

- Anti-discrimination;
- Apprenticeships and traineeships;
- Children and Young People;
- Copyright;
- Corporations;
- Employment and Workplace Relations;
- Equal Opportunity;
- Fair Work (including harassment and bullying);
- Personal Information protection;
- Taxation;
- Unique Student identifiers;
- Work health and safety.

CPT is dedicated to applying the Vocational Education and Training Quality Framework to ensure that our services are of the highest quality. More information about these regulations and legal frameworks may be found at:

- www.legislation.gov.au The Australian Government website for Commonwealth Law.
- www.legislation.qld.gov.au The website for Queensland Government Law.
- www.asqa.gov.au The website for the Australian Vocational Education and Training regulator.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Code of Conduct

As a responsible Vocational Education and Training industry member, CPT follows a Code of Conduct that outlines how students can expect the organisation and our staff to behave. CPT also has expectations for student behaviour as outlined in 'Student Code of Conduct'.

Enrolment

Applicants who choose to study with CPT are supported directly by the relevant trainer and assessor for the area in which they wish to complete their course. Trainers and assessors are available to assist applicants during their learning journey.

An application form must be completed for all CPT enrolments, irrespective of the type of course the student wishes to enrol into. The application must be submitted via the CPT website.

By completing the application form, students confirm that they have received, understood, and completed all relevant information at the time of enrolment.

Once the application form has been completed and fees have been paid, students will be enrolled into their course or qualification of choice and receive a welcome email with key information regarding their course and any additional steps to be taken (if applicable). All relevant student information will be provided to the respective trainer and assessor by course commencement.

Students are responsible to ensure access to CPT's Learner Management System (LMS) and to prepare all tools required for the completion of their course prior to course commencement. These tools include a computer or laptop with a current Microsoft Office subscription (Microsoft Office (or equivalent software capable of opening and editing Microsoft Office documents) to access learning materials and undertake assessments, and internet access for research and submitting assessment items. Students completing a course via Zoom must ensure a stable internet connection, a working web camera, and a working microphone and headphones.

Enrolment Terms and Conditions

By completing the CPT course application form, students (including parents/guardians of underage applicants) agree that on acceptance of the application, this document will become the "Contract of Enrolment". Furthermore, students agree to abide by the policies and expectations set out in this handbook.

Entry Requirements

Enrolment into any training programme is subject to positions being available. Some entry requirements may relate to:

- the recommended accreditation age requirements to be eligible to obtain a Real Estate license in QLD - 18 years of age;
- the minimum age for traineeships is 13 years of age under the Child Employment Act, unless otherwise stated;
- the completion and signing of a relevant workplace traineeship training contract, with an Employer and Australian Apprentice Support Network (AASN);
- previous work experience or completion of another qualification that is specified as a pre-requisite for the training programme;
- access to a relevant workplace and job role where required competencies may be learned and practiced;

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

- an appropriate level of language, literacy, numeracy and digital skills for successful completion of the training programme and assessment requirements;
- access to a computer that has appropriate software and the capacity to access and download learning and assessment materials. The following basic specs are recommended:
 - 250 GB hard drive or higher
 - 4 GB RAM or higher
 - 2.0 GHz Intel or AMD processor
 - Windows 10 or MAC OS 10.10 or later
 - Microsoft Edge, Firefox 48 or later
 - Safari 18 or later version
 - Anti-virus program (updated regularly)
 - Computer microphone and speakers (recommended)

VISA Information and Requirements

Individuals on a VISA must check their VISA conditions prior to enrolment into any CPT courses.

<https://online.immi.gov.au/evo/firstParty?actionType=query>

Student VISA (subclass 500) holders are not eligible to enrol in CPT courses.

Course completion structure / Student Journey

Attendance

Students must attend scheduled workshops in full; except where there is a legitimate reason for non-attendance, which is acceptable to CPT (for example, illness supported by a Doctor's Certificate).

Non-contact training must be adhered to as per training plan timeframes and training plans where applicable, i.e. Traineeships.

Intensive workshops non-attendance

Students who withdraw from or cancel their enrolment or fail to attend the intensive workshop will be subject to the applicable fees as per the Fee Schedule in this Student Handbook.

Student Conduct

Students must agree to follow the CPT rules and regulations while on the premises of CPT, at the course venue, or in the virtual Zoom classroom. If a student is deemed to have shown negative and detrimental behaviour whilst completing a CPT course, it will be at the discretion of CPT management as to whether that student can join another course in the future. In either case, the student will be liable for all associated course costs.

Materials/WHS Requirements

Learning materials are included in the enrolment and are made available to students digitally via CPT's LMS.

Students are responsible to ensure access to the LMS and to prepare all tools required for the completion of their course prior to course commencement. These tools include a computer or laptop with a current Microsoft Office subscription (Microsoft Office (or equivalent software capable of opening and editing Microsoft Office documents) to access learning materials and undertake assessments, and internet access for research and submitting assessment items. Students completing a course via Zoom must ensure a stable internet connection, a working web camera, and a working microphone and headphones.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

All students must present themselves with appropriate smart casual attire and enclosed shoes when attending our Face-to face courses and abide to the workplace dress code during on-the-job period (i.e. traineeships). In addition, where video evidence is required for assessment submission, students must ensure they look presentable and use appropriate attire in line with the task and environment.

Change of Contact

It is students' responsibility to update their details as soon as possible by contacting CPT via info@completepropertytraining.com.au. CPT will not accept responsibility for correspondence that does not reach the recipient or incorrect details in issued certification.

Extending Allowable Time

If you are unable to complete the course within the allowable time provided, additional time may be requested. Additional time allowances are charged at \$50.00 for the first extension and \$100 for any subsequent extensions, which are valid for 30 calendar days each. Each request for an extension requires to be submitted via email to info@completepropertytraining.com.au. Students must apply for extensions within 30 calendar days of the expiry date. With every extension, a strategy will be advised to ensure the student is able to meet the deadlines. In addition, the student may be referred back to the Trainer for additional support.

Where extenuating circumstances are advised, students must put a request in writing and may be requested to provide evidence to substantiate their claims, i.e. a medical certificate. Once the application has been submitted, it is reviewed and the outcome is communicated to the student.

If extension requests are submitted more than 30 days after the enrolment expiry date, it will be up to CPT Management to approve or decline the request after analysing:

- Reasons for extension and any evidence provided upon extension request;
- Period of enrolment;
- Course progress (since enrolment);
- Outstanding tasks;
- Other relevant circumstances

If your request is declined, you may be required to re-enrol.

CPT Courses and Qualifications have the following allowable time:

- Face-to-face and Zoom Courses (CPP41419 Certificate IV in Real Estate Practice) VIC – Twelve (12) months from 1st day of workshop
- Traineeships (CPP41419 Certificate IV in Real Estate Practice) QLD – Twelve (12) months from enrolment date
- Independent Learning QLD – Six (6) months from enrolment date
- Face-to-face and Zoom Courses QLD – One (1) month from 1st day of workshop

Indemnity

CPT and its staff shall not be held responsible for any personal items that are lost or damaged during the student journey. CPT may need to arrange medical treatment for students if it is deemed necessary by a CPT staff member or a representative acting on behalf of CPT. Neither CPT nor its staff will be held responsible for any expenses, loss, damage, or liability of any nature, howsoever occasioned due to authorising and arranging emergency medical treatment.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Assessment Submission

Completed assessments must be submitted to CPT via the Learner Management System. Submissions via email, mail, or any other way cannot be accepted.

Note: CPT takes no responsibility for loss of assessment during electronic transmission.

Unique Student Identifier (USI)

All persons undertaking nationally recognised training in Australia require a Unique Student Identifier (USI). USIs allow students to link to a secure online record of all qualifications gained regardless of the provider. The Australian Government implemented this system in 2015.

As a registered training organisation training and assessing nationally recognised training, CPT cannot issue certificates of qualification or statements of attainment where there is no USI registered and verified for the student.

As part of our enrolment process, students must provide their USI. If students do not have a USI, they must obtain one via the website: <https://www.usi.gov.au/your-usi/create-usi>.

Language Literacy and Numeracy (LLN)

As part of the enrolment process, students must advise any indication of intellectual, learning or other potential challenge that may affect their learning experience. Based on this information the trainer will make all necessary adjustments to the learning journey. A link to an LLN quiz is provided to each student upon enrolment to assess if the student meets the LLN requirements against the Australian Qualifications Framework level requirements for the student's chosen course. In some instances, students may not meet the Australian Qualifications Framework level requirements of the qualification, preventing successful enrolment. Students may need to be referred to specialised organisations to reach the required LLN level to ensure they meet the necessary AQF level prior to enrolment into a CPT course.

Access and Equity

CPT works to meet the community's needs and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. CPT does not allow for discrimination based on factors including:

- Gender • Age
- Marital Status • Sexual orientation
- Race • Ethnicity
- Religious background • Parental status

CPT ensures that all students have the right resources available to successfully complete training programme requirements. This includes flexible delivery, assessment arrangements, and language, literacy and numeracy support where necessary.

It is the responsibility of all staff at CPT to uphold our commitment to Access and Equity Principles.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Inclusive Practice

CPT applies inclusive practice strategies and is committed to ensuring that all students gain the most from their training programme. CPT inclusive practice strategies aim to ensure that students are actively engaged in their learning and have access to materials, resources, and support to succeed in their training programme. CPT is aware that students will learn differently and have different levels of core skills and will require a different level of learning support from their trainer and the employer where applicable. Therefore, trainers encourage and assist students in taking a proactive approach to their learning and taking responsibility for their learning outcomes.

Other Support Services and Facilities

CPT is at all times concerned for the welfare of its students. If students are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations equipped to offer services to help, such as:

- Lifeline: 13 11 14
- Headspace: 1800 650 890
- Kids Help Line: 1800 55 1800
- Beyond Blue: 1300 22 4636
- Salvation Army: 13 SALVOS (13 72 58)
- DVCONNECT Sexual Assault Line 1800 010 120
- DVCONNECT Domestic Violence Line 1800 811 811

Furthermore, CPT is committed to supporting students' progress throughout their training programme by providing and/or referring a range of support services and facilities including:

- One-on-one support with a trainer if required
- Student Insurance
- Appropriate facilities and amenities

Course Fees, Costs and Charges

Any fees, costs and other charges applicable for a student's enrolment must be paid as outlined in the Fee Schedule below.

Schedule of Fees, Costs and Charges

Course Fees

Course	Total fee	Payable at enrolment	Balance payable	Enrolment period (allowable time)
Salesperson & Property Manager's Certificate Course (3 days — QLD)	\$900.00	Full fee	—	1 month from first day of workshop (Face-to-face / Zoom)
				6 months from enrolment date (Independent Learning)

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Full Real Estate Agent's Licence Course (5 days – QLD)	\$1,680.00	Initial payment of \$900.00 (Face-to-face / Zoom)	Final payment of \$780.00 invoiced and due on first day of workshop (Face-to-face / Zoom)	1 month from first day of workshop (Face-to-face / Zoom)
		Full fee (Independent Learning)	— (Independent Learning)	6 months from enrolment date (Independent Learning)
Full Licence Upgrade from Salesperson (2 days – QLD)	\$780.00	Full fee	—	1 month from first day of workshop (Face-to-face / Zoom)
				6 months from enrolment date (Independent Learning)
Auctioneer Licence Course (2-3 days; advised on enrolment based on previous credentials – QLD)	\$1,400.00	Full fee	—	1 month from first day of workshop (Face-to-face)
				6 months from enrolment date (Independent Learning)
Chattels Auctioneer Licence Course (1 day – QLD)	\$1,000.00	Full fee	—	1 month from first day of workshop (Face-to-face)
				6 months from enrolment date (Independent Learning)
Traineeship — CPP41419 Certificate IV in Real Estate Practice (QLD)	\$2,500.00	Per training contract / funding arrangement	Per training contract	12 months from enrolment date (Face-to-face / Zoom + Workplace based)
CPP41419 Certificate IV in Real Estate Practice (VIC)	\$1,495.00	Full fee	—	12 months from first day of workshop (Face-to-face / Zoom)
CPD sessions	\$125.00 per session; bulk agency	Full fee	—	On day of session (Face-to-face / Zoom)

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

	packages available			
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Administrative Fees and Other Charges

Item	Fee	Conditions
Extension of allowable time — first extension	\$50.00	Valid 30 calendar days. Apply via email within 30 calendar days of expiry date. A completion strategy is agreed upon with each extension.
Extension of allowable time — each subsequent extension	\$100.00	Valid 30 calendar days each. Requests more than 30 days after expiry are assessed by CPT Management and may require re-enrolment.
Transfer to a different cohort / deferral — more than 7 days before course start	No charge	Independent Learning enrolments can be transferred to a face-to-face or Zoom workshop free of charge once. Requests in writing to info@completepropertytraining.com.au
Transfer / deferral — 7 days or less and more than 2 business days before course start	\$100.00	Independent Learning enrolments can be transferred to a face-to-face or Zoom workshop free of charge once. Requests in writing to info@completepropertytraining.com.au
Transfer / deferral — 2 business days or less before course start	\$150.00	Independent Learning enrolments can be transferred to a face-to-face or Zoom workshop free of charge once. Requests in writing to info@completepropertytraining.com.au
Assessment resubmission	No charge	Unlimited attempts within your allowable time.
RPL application and assessment	-	Complimentary initial consultation. Fee quoted before you commit.
Gap training following RPL (per unit)	-	Quoted and agreed at enrolment before gap training commences.
Credit transfer	-	Complimentary initial consultation. Fee quoted before you commit.
Hard-copy (posted) certificate or Statement of Attainment	\$25.00	Electronic certificates are issued free. Hard copies posted within 5 business days of request.

Refunds on Cancellation or Withdrawal

Requests to change an enrolment, defer, withdraw or cancel must be made in writing to info@completepropertytraining.com.au as soon as possible.

Where an enrolment is cancelled after a deferral, timeframes are applied against the original course start day. Refunds for extenuating circumstances (e.g. illness or injury, with supporting evidence) are considered on a case-by-case basis by CPT Management and may include a pro-rata refund or fee credit.

Nothing in this Schedule limits your rights under the Australian Consumer Law.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Cancellation / withdrawal request	Timeframe	Refund
Cancellation or withdrawal	More than 7 days before course start day	Full refund (0% of course fee retained)
Cancellation or withdrawal	7 days or less, and more than 2 business days, before course start day	50% refund (50% of course fee retained)
Cancellation, withdrawal or failure to attend without notice	2 business days or less before course start day	No refund (100% of course fee retained)
CPT cancels, reschedules or cannot deliver your course	Any time	Your choice of a place in an equivalent course at a suitable location and time, or a full refund of all prepaid fees for services not delivered — no deduction

Course Payment Information

The student or their parent/guardian (if under 18 years of age) is liable for all monies per the agreed course price upon enrolment. Certificates and Statements of Attainment cannot be issued until all course fees have been paid in full.

CPT offers credit card payments for your convenience. A flat fee of 1.7% will be applied to your total at checkout.

Afterpay is available as a payment method. Afterpay's own eligibility criteria, terms and late fees apply (Afterpay Australia Pty Ltd, Australian Credit Licence 527911). Using Afterpay does not change your rights or CPT's obligations under these Terms, including the prepaid fee protection above.

Payment Timing

Course fees up to \$1,500 are payable in full on enrolment to secure your place. For the Full Real Estate Agent's Licence course, an initial payment of \$900 is payable on enrolment and the balance of fees is invoiced and due on the first day of the course. Where you provide a credit card for payment, you authorise CPT to deduct the balance of course fees on the agreed date. Course fees for all Independent Learning courses are payable in full on enrolment as the enrolment date is identical to the course commencement date. Any other fees, costs and charges as set out in the Fee Schedule are payable on accrual.

Prepaid Fee Protection

To protect students, CPT does not collect more than \$1,500 in prepaid fees from any student for the same course before training commences. Any amount above \$1,500 is only payable after your course has commenced. This applies however you pay — including by credit card, Afterpay or any other instalment provider.

Payment in Full

Where a course is payable in two stages, you may nominate to pay early — however CPT will not collect more than \$1,500 before your course commences. Any amount above \$1,500 is invoiced on or after day 1.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Failure to make Payment

If fees are not paid according to the agreed terms and conditions, CPT will not proceed with the enrolment. If your fees are being paid on your behalf, i.e. by your employer, arrangements are in place to ensure payments are collected and processed.

Government Funding

CPT may receive Government funding support for students through several Government programmes. Please check at the time of enrolment if any government funding is available in the state where you reside. Entry into a course conducted by CPT through a funding programme may require specific eligibility criteria. Should you been determined “not eligible”, CPT will not receive the funding for your spot on the course, and you will be liable for the full course cost.

Course Information

Upon successful enrolment, students will receive a welcome email confirming their enrolment and giving them LMS access. Workshop details, including dates, session times and venue location/Zoom meeting link (depending on the course delivery mode) are made available on the LMS.

Trainees will receive a Training Contract outlining any scheduled follow ups, and miscellaneous information pertaining to the qualification.

Course Duration and Completion

The course duration is dependent on a number of factors, including:

- current skills and knowledge – recognition of prior learning application or application for credit transfer (where a student already holds a unit of competency from previous training);
- the number of units in the training programme;
- the level of the qualification being undertaken;
- the student's ability to commit to the training programme;
- the student's ability to successfully complete assessments and demonstrate competency to workplace standards;
- the volume of training and
- the allowable time.

If students are enrolled in a Traineeship programme, their course duration is determined by the training contract. In addition, the Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels. It indicates the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at different levels. Students may access a copy of the AQF on the website: <https://www.aqf.edu.au/>

The AQF expresses the time expected to gain a qualification as equivalent to full-time years. This is known as 'Volume of Learning'.



Volume of Learning

The volume of learning statements indicate the amount of time expected for a student with no or limited prior knowledge to need to achieve a qualification as a full-time student. The volume of learning takes all the activities a student would undertake during training and assessment into

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

account; including supervised training, practical workshop sessions, workplace training, online training, self-directed study, practice, and assessment.

Training and Assessment Strategies (TAS)

CPT has a Training and Assessment Strategy for each training programme we deliver and assess, outlining our approach for conducting training and assessment. CPT trainers and assessors hold the Training and Assessment qualification required under the Standards for registered training organisations and have extensive, relevant industry experience to train and assess our training programmes. CPT's methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles, including Recognition of Prior Learning (RPL) and Direct Credit Transfer. All training programmes are assessed under the competency-based training and assessment criteria established under the Australian Qualifications Framework.

Flexible Learning and Assessment

Our training and assessment strategies include practices that promote flexibility in learning and assessment to meet the needs of our students and their workplaces. This means that we work with students to provide options responsive to their individual needs and maximise learning outcomes.

Reasonable Adjustment

Trainers and assessors will support and adapt when a student has a disability or learning difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the training programme. Reasonable adjustments may include adaptive technology, educational support, and alternative assessment methods such as oral assessment.

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

CPT recognises Australian Qualifications Framework Qualifications and Statements of Attainment that other registered training organisations have issued. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. All students who hold a qualification or statement of attainment from another registered training organisation are to discuss the possibility of credit transfer prior to enrolment.

Application for credit transfer will affect the final accessible topics given to the student; therefore, credit transfer applications need to be applied for and processed as quickly as possible. Students will be required to provide a copy of the full qualification, unit listing, Statement of Attainment, or a unique student identifier transcript. These will be verified and, where the units of competency already completed are equivalent to units in the training program, considered.

Recognition of Prior Learning (RPL) - The RPL Application must be submitted for a complementary consultation to info@completepropertytraining.com.au with supporting documents for candidates to satisfy the competencies of the unit/-s.

Course Progression

Students completing Independent Learning courses progress at their own pace, based on the time they have available to commit to the course. Students completing face-to-face intensive workshops progress at the same pace, aiming complete the course by the end of the workshop. CPT monitors all trainees and independently learning students for progress and completion and to identify any

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

potential disengagement or long-term inactivity. Our commitment to students' success is evident in our proactive reengagement efforts. Where disengagement or long-term inactivity is identified, students are promptly contacted and supported in their reengagement with their training programmes.

Students under a Traineeship – CPT is responsible for ensuring that students continue to follow timelines established in their training plan. If the student fails to make reasonable progress regarding training components delivered, CPT will advise the Department of Employment, Small Business and Training (DESBT) (if applicable) and the employer. CPT understands that there may be instances where a student is unable to progress due to personal or individual circumstances that impact their ability to participate in their training programme actively and complete the required assessment. Where students feel they cannot progress, they are encouraged to discuss this with their employer in consultation with CPT so that the individual support plan or training plan may be adjusted and assistance provided where required.

Submitting Assessment Materials

CPT commitment to quality is adamant, and we want our students to build a passion for quality, which is evident in their assessment submissions. Students are expected to apply time management skills to complete assessment tasks within the course allowable time frames and ensure their work is presented with the expected industry quality standards. Students will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose. Students are to ensure that they talk to their trainer to clarify anything that is unclear.

Assessments and any written or video evidence must be free of errors or have any mistakes neatly corrected.

Students must take a copy of all assessments submitted for their own records as no assessment will be returned. Should the assessment fail to be received by CPT, the student will be asked to resubmit.

Cases of plagiarism will be returned and marked 'Not Satisfactory'. If students are unsure about the presentation and preparation of assessments, including Word process assessments, they should discuss this with their trainer. Assessments must be submitted via CPT's LMS.

Assessment Feedback

The assessor will provide students with relevant, comprehensive feedback and guidance (if applicable) regarding the outcome of their assessment submission. To achieve 'Satisfactory', students must complete all assessment task requirements to the expected standard. For knowledge-based assessments, this means that all questions or activities presented to the student are to be answered correctly. For practical assessments, students may be observed by their assessor or be required to submit a project or assignment that they have been provided with. In all cases, the assessor will determine the assessment outcome and give feedback on student performance.

Resubmissions

If students receive feedback that their assessment submission is 'Not Satisfactory', they will need to provide additional evidence to support their claim for competency as advised by the assessor.

This may mean they must re-do some of the knowledge questions, add information or evidence to a portfolio, or demonstrate a practical task again.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

CPT does not charge a fee for resubmission of assessment; however, resubmissions must be done within the allowable time.

Students will have unlimited attempts to submit assessment tasks within their allowable time.

Where the student has applied for RPL and evidence does not meet the rules of evidence required, students may be required to resubmit further evidence or to undertake Gap Training for the unit/-s that they are unable to demonstrate competency for before gaining the full qualification. Units that require Gap Training will be charged a training fee to be determined at the time of enrolment. Fees apply.

Plagiarism

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken very seriously at CPT. Plagiarism may lead to the student being withdrawn from their training programme. All work that students submit must be their own. CPT will not tolerate plagiarism or cheating. If you are suspected of plagiarism or cheating, the assessor will investigate and consult with the CPT Operations Manager to ensure evidence to support the suspicion has been established and that evidence is valid. If there is evidence to support the suspicion, the student will have the opportunity to counter the allegations made against them. If, in CPT's final judgment, the claim is upheld and where i.e. two or more students have partially or fully submitted identical work, both will have to repeat the assessment from scratch. To assist students in understanding, the following are some examples of plagiarism:

- Copying text sections and not referencing or acknowledging where the information has come from.
- Mashing together multiple 'copy and paste' sections without proper referencing or acknowledging where they have come from.
- Presenting work that was done as part of a group as theirs alone.
- Using information (for example pictures, text, designs, plans, diagrams etc.) and not citing the original artist(-s)/author(-s).

Complaints and Appeals

Students can appeal if they disagree with a decision regarding an assessment outcome. If lodging an appeal, it must be done within 14 days of notification of the assessment result. CPT's Complaints Policy and Appeals Procedure can be found on our website and in our Terms and Conditions. Students are encouraged to refer to these documents should they wish to lodge an appeal or complaint.

Issue of Qualification/Statement of Attainment

Under the Standards for Registered Training Organisations, CPT has an obligation to the student who has successfully completed a nationally recognised training programme to issue them with the appropriate Australian Qualifications Framework certification and a transcript of units successfully completed. When a student has successfully gained a 'Competent' decision for each unit of competency in their training programme, they will be issued with a Certificate of Full Qualification within 30 days of completion, listing each unit of competency that has been completed.

Where a student has withdrawn, or enrolment has been cancelled, they will be issued a Statement of Attainment for all units where they have successfully made a 'competent' decision.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification but are still recognised as completed nationally recognised units of competency.

All certificates issued by CPT meet the Australian Qualifications Framework and National Vocational Education requirements and the Australian Skills Quality Authority (ASQA).

All Certificates or Statements of Attainment will be issued electronically. For a hard copy of the Certificate or Statement of Attainment, students can contact our head Office via email info@completepropertytraining.com.au to request (fees apply). Your copy will be posted within five (5) business days of your received request.

All students will be requested to complete the 'quality indicator survey' after their qualification as the Vocational Education and Training regulator requires.

Completing a CPT course results in a nationally recognised Statement of Attainment or qualification. It does not itself grant you a real estate licence or registration certificate. Licences and certificates are issued by the relevant regulator — the Office of Fair Trading (QLD), the Business Licensing Authority / Consumer Affairs Victoria (VIC) or NSW Fair Trading (NSW) — and are subject to that regulator's eligibility criteria, including age, suitability/character and residency or visa requirements, and application fees. CPT cannot guarantee that a licence or certificate will be granted.

Student Conduct

Just as CPT has a responsibility to meet the expectations of students, legislation and regulations, so do students respectively have obligations they are expected to meet. It is expected that all students will actively participate in their learning, commit to their studies, complete the assessments within timeframes to the best of their ability, and behave in a manner that complies with work health and safety, are respectful to their trainers and of the opportunities for other students to learn and achieve success. As members of a training environment, it is expected that students:

- treat all others with respect and courtesy;
- treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- respect the opinions and views of others;
- avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or bullying or otherwise intimidating;
- treat their personal property and the property of others with respect;
- do not steal physical or intellectual property that is not their own;
- attend classes, maintain consistent levels of study, and submit assessments on time;
- familiarise themselves with, and abide by, CPT policies and procedures;
- maintain high standards and a professional approach to their training programme;
- comply with Work Health and Safety Legislation.

As individuals, students can expect:

- to be treated with courtesy and respect;
- to be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- to be able to freely communicate and voice alternative points of view in rational debate;
- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment or bullying or otherwise intimidation;

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

- to rely on the protection of personal information;
- to be able to access personal records, subject to the provisions of the Freedom of Information Act 1982;
- to be provided with timely and accurate information as it pertains to qualifications, enrolment, and all administrative matters;
- that assessment within qualifications will be equitably and appropriately implemented;
- that the facilities and equipment they use are safe and comply with work health and safety guidelines.

Intensive Workshops and Workplace Ethics and Behaviour

All students are expected to comply with the following rules of behaviour whilst enrolled, attending and completing training components:

- demonstrate mutual respect for staff and fellow students;
- turn off all mobile and electronic devices during training and assessments times if not instructed by the trainer or assessor to use for training or assessment purposes;
- do not eat or drink (excluding water) in training rooms unless suited environment allows it;
- prepare for each practical workshop by undertaking the required reading and completing all necessary theory work;
- attend workshops, and other contact sessions (if applicable);
- arrive at workshops and on-the-job sessions and at the scheduled time;
- work to the best of your ability;
- participate actively in learning activities;
- avoid all forms of academic misconduct;
- provide constructive feedback when evaluating training and trainers
- refrain from activities that might negatively impact members of the community;
- be aware of your responsibilities within their training program;
- any other classroom and assessment behaviour rules as determined by, and/or negotiated with, the trainer.

Misconduct

CPT views student misconduct very seriously and expects that all students will behave in an honest, respectful manner appropriate for a learning environment and in a way that will uphold the integrity of CPT. Examples of student misconduct may include, but are not limited to:

- academic misconduct, including plagiarism and cheating;
- harassment, bullying and/or discrimination;
- falsifying information;
- any behaviour that is against the law;
- any behaviour that endangers the health, safety, and wellbeing of self and others;
- intentionally damaging equipment and/or materials belonging to CPT and/or other students or partner organisations.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to;

- formal reprimand (warning);
- removal from the physical training facility;
- suspension from the training programme;

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

- reimbursement by the student for the costs incurred for any damage caused;
- expulsion from the training program without refund and/or credit;
- referral of the matter to the police.

Students found guilty of misconduct have a right to lodge an appeal by following CPT Appeals Procedure published on its website, available for download.

Attendance

Individual or Group Training

Training arrangements must be adhered to according to the individual training arrangements discussed and agreed to at the time of enrolment. Where intensive workshop sessions are a component of the training, attendance by the student is mandatory.

Student attendance is recorded by the trainer directly on CPT's LMS.

Dress Code & Hygiene

Students attending practical sessions are expected to wear appropriate clothing and enclosed shoes. In addition, students may be required to wear specific items to ensure compliance with workplace health and safety legislation relating to their study area.

Hygiene standards must be followed (i.e. appropriate deodorant or shower).

Mobile Phones / Smart Watches

Classroom/workshop etiquette requires the utmost student focus and respect towards the trainers and fellow students.

Students are required to switch off mobile phones and other personal electronic devices, i.e. smartwatches that may cause a distraction, whilst in the training room/environment and only use their devices during allocated breaks. However, if students expect to receive a call during class, please advise your trainer before the class start.

Work Health and Safety

Work health and safety legislation applies to everyone. All staff, students and visitors are responsible for ensuring the workplace is safe and that their actions do not risk the health and safety of others.

Students are to immediately report any incident or hazard to their trainer.

Every effort is made to ensure the safety and security of all students, staff, and visitors whilst completing components of their training.

Students are required to carry out directions given by CPT.

Information regarding emergency procedures will be provided when in the workshop facility throughout an orientation process.

CPT does not accept responsibility for the loss of personal possessions. Therefore, students are urged to take suitable precautions to protect personal belongings.

First Aid

If students require first aid during training, please ask any staff member for assistance.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

CPT may need to arrange for medical treatment for students if it is deemed necessary by a CPT staff member or a representative acting on behalf of CPT. Neither CPT nor its staff or representative will be held responsible for any expense, loss, damage or liability of any nature or howsoever occasioned due to authorising and arranging emergency medical treatment.

Smoking, Drugs and Alcohol

CPT sites and venues used by CPT are smoke-free workplaces. From 1 January 2015, smoking is banned at all Queensland educational institutions including 5 metres beyond their boundaries. The law applies at all times, including during work hours, weekends, and during term break. It includes using all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes. Any person under the influence of drugs and/or alcohol will not be permitted on CPT sites or venues used by CPT. Any person found to be under the influence of drugs and/or alcohol will be subject to disciplinary action and may be referred to the police.

People taking prescription medication have a duty to ensure their own safety, and that of others is not affected. If students are taking any medication that may affect their ability to actively participate in training or assessment, they must advise their trainer and assessor so that alternative arrangements may be made where necessary.

Food and Drink

Students must follow instructions provided and ensure food is only consumed in authorised areas. In a classroom environment, food consumption is to the discretion of the trainer and rules of the facility.

Rubbish must be disposed of using the available receptacles.

Student Feedback

CPT is dedicated to constantly reviewing its practices to ensure the highest quality of training and assessment services are delivered to all students. This approach to continuous improvement requires feedback from students regarding their experience whilst enrolled in their training programme.

CPT welcomes and appreciates all feedback from students, employers, and staff and uses the feedback to improve its training programme delivery further.

Student Records – Privacy Policy

CPT only collects personal information to perform its core business activities and functions and meet legal obligations. The personal information must be collected lawfully and fairly and not unreasonably intrusive. It must be kept accurately, stored securely and destroyed when no longer needed. Students may request details of personal information that we hold in accordance with the provisions of the Privacy Act 1988. In addition, we may release student information to relevant Government Departments to accurately record training outcomes as required under the Standards for Registered Training Organisations. CPT's Privacy Policy is available for download on our website.

Discrimination and Harassment

At CPT, we are committed to providing access to learning aids and an equitable approach in dealing with all students. We recognise the rights of all students and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			

Discrimination or harassment of staff or students by any member of the training and learning environment is unacceptable and contrary to the core educational and employment values that we uphold. All members of the RTO (or its representatives) are expected to maintain an environment where cultural differences are accepted and respected, and individuals can participate fully in academic life, free from all discrimination and harassment.

Humour based on discrimination and harassment may, in certain circumstances, constitute harassment. We will treat discrimination and/or harassment claims seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.

Photographic / Media Consent

CPT only uses images or recordings of individuals for marketing and promotional purposes with express consent, obtained before or at the time of capture. Consent is optional, is not a condition of enrolment, and may be withdrawn at any time by contacting CPT. See our Website & Enrolment Terms and Conditions and Media Consent Procedure.

WELCOME TO CPT

"It's not what we do. It's the way we do it!"



Document Name	CPT Student Handbook		
Issue Date	2009	Next Review Date	July 2027
Reviewed and Updated	July 2026	Version	18
CPT – Document and Control Management – Uncontrolled when printed			