THINK
REAL ESTATE

Student Handbook (v 10.1)

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Think Real Estate's policy may impact on the currency of information included. Think Real Estate reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Think Real Estate.

This handbook has been prepared as a resource to assist students of courses to understand their obligations an those of Think Real Estate. Please carefully read through the information contained in this guide. All students of Think Real Estate's courses need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Think Real Estate
Phone: 1300 660 402
Email: info@thinkrealestate.net.au

Important Details Registered Training Organisation (RTO) Details:

Head Office: **Brian Cannan Auctions Pty Limited trading as Think Real Estate (RTO No. 91262)**
Level 1, 44 Rocky Point Road, KOGARAH NSW 2217
PO Box 4026, KOGARAH BAY NSW 2217
Phone: 1300 660 402
Email: info@thinkrealestate.net.au
Website: www.thinkrealestate.net.au
ABN: 59 075 576 788

Your Details: *[to be completed by the course Student]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable): *[to be completed by the student]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

Welcome

Welcome to your Think Real Estate course.

You are embarking on a journey where you will be learning new skills and knowledge that will help you in your real estate career. If you are new to the industry and are undertaking the entry level course, you will be gaining the basic knowledge and skills that will help you begin your real estate career. As you work you will add to those skills and knowledge.

If you are undertaking one of the qualification courses, you will be equipping yourself further for your challenging career in real estate. This may lead to you applying to be licensed.

Our courses have been developed so that they provide you with all the skills and knowledge to be able to be successful in real estate, and to meet all the legislative requirements required by governments, both federal and state. Our courses are written and delivered by people who have hands on experience in the industry - they have worked in the industry, been licensees in charge and know and understand the day to day issues real estate agents face. Our company also supplies auctions services to the industry so has a continuing interaction with the day-to-day workings of real estate.

When you complete your course, don't see it as an end to your relationship with Think Real Estate, but rather as a beginning of a journey. Our company also offers skills training to agents so that they are always at the cutting edge of practice. We also provide advice to clients on all matters affecting day to day practice, including providing forms and Policies and Procedures that help you comply with your legal operations as an agent.

Please take the time to read though this booklet as it provides you with information of your rights and responsibilities as a student in one of Think Real Estate's courses.

I wish you well in you in your real estate career.

Brian Cannan
Chief Executive Officer
Think Real Estate

Think Real Estate is the trading name of Brian Cannan Auctions Pty Limited RTO no 91262
ABN 59 075 576 788

COMPANY DETAILS

NAME:	Brian Cannan Auctions Pty Ltd Trading As Think Real Estate
ADDRESS:	1/44 Rocky Point Road, KOGARAH NSW 2217
POSTAL:	PO Box 4026 KOGARAH BAY NSW 2217
PHONE:	02 9587 5277
	1300 660 402
FAX:	02 9587 5266
EMAIL:	info@thinkrealestate.net.au
WEBSITE:	www.thinkrealestate.net.au

Student Handbook
Document Location: SHAREPOINT/Compliance/TRE_NVR_2015/Handbooks

OFFICE USE ONLY		
DATE	VERSION	DETAILS
26/04/2015	4.0	Update for updated P&P's due to new standards
17/6/2015	4.1	Update to change in Cancellation and refund policy
02/11/2015	4.2	Added Auction acc re-enrolment fee
08/08/2016	4.3	Updated with online, fees and change of COR days
01/10/2016	4.4	Updated for some policies not previously included
24/10/2016	5.0	Rewritten to ensure covers all requirements. Added Complaint Form and Appeals Form
01/05/2018	5.5	Change of Office Address
14/05/2018	6.0	Addition to take account of on line learning management system
03/12/2018	6.1	Addition of Cluster Training Material Fee for refund purposes
18/01/2020	8.0	Updated for new competencies on scope
25/10/2022	8.5	Update information of fees, support services, training packages, legislation
23/03/2023	9.0	Replaces all previous Versions, Update information of fees, support services, training packages, legislation
16/06/2023	9.5	Update to Entry Requirements regarding proof of identity, USI, student declaration
22/08/2023	10.0	Participant changed to Student; Other minor grammatical changes to make clearer.
27/09/2023	10.1	Addition of missing fee if not proceeding after RPL conversation and requires a SofA

TABLE of CONTENTS

FORMS:

1. Introduction

This Student Handbook sets out the Policies and Procedures relevant to your study with Think Real Estate along with details your rights and responsibilities as a student in our courses.

This booklet will be amended from time to time to reflect changes in the Vocational Education and Training (VET) sector, directions from the Australian Skills Quality Authority (ASQA) and changes to our own internal systems as a result of continuous improvement. The latest copy of this booklet is obtainable from our website www.thinkrealestate.net.au.

Before you enrolled in a course you may have spoken to a course co-ordinator and been sent an information brochure setting out the full details of the course or you may have accessed the information on our website. Each course has a course co-ordinator who may be contacted by telephone on 1300 660 402. The course co-ordinator is able to answer any questions or queries you may have about the course. The course co-ordinator will ensure that everything that is needed to make your training happen is in place, including venue, trainer, learner's guides and any support material needed. The course co-ordinator is your first point of contact if you have any issues with your training, need further information, or wish to make a complaint. If they cannot handle your enquiry, they will refer you to the responsible person within the organisation. If you enrol in the on-line Student Management System (LMS) the system contains full information and details of the course and what you need to do as well as details of how you may access assistance when required. It includes a Dashboard that indicates your training plan and tracks your progress through the course.

About Think Real Estate

Think Real Estate is the trading name of Brian Cannan Auctions Pty Limited and has been registered as a Registered Training Organisation (RTO) number 91262. As an RTO we deliver the following nationally recognised qualifications:

- CPP41419 – Certificate IV in Real Estate Practice in NSW, and
- CPP51119 – Diploma of Property (Agency Management) *[Superseded – Transitional arrangements in place until 19/04/2024]*
- CPP51122 – Diploma of Property (Agency Management)

In addition, we also deliver entry level courses of nationally recognised units of competency that meet the education requirements to enable a person to work in a real estate office under the supervision of a licensed person. In some jurisdictions, real estate agents are required to undertake continual professional development to maintain their certification, and Think Real Estate also provides these courses as well.

We have a campus at Kogarah, NSW as well as providing training at other suitable locations in NSW. We offer training sessions via:-

- Classroom tutorials
- Zoom Tutorials
- Online Learning via our state of the art LMS
- Webinars
- A combination of all the above

All Students need to be aware that if they are doing a course to meet the licensing requirements of a state or territory that they will also need to meet the residency and character requirements of the respective licensing authority.

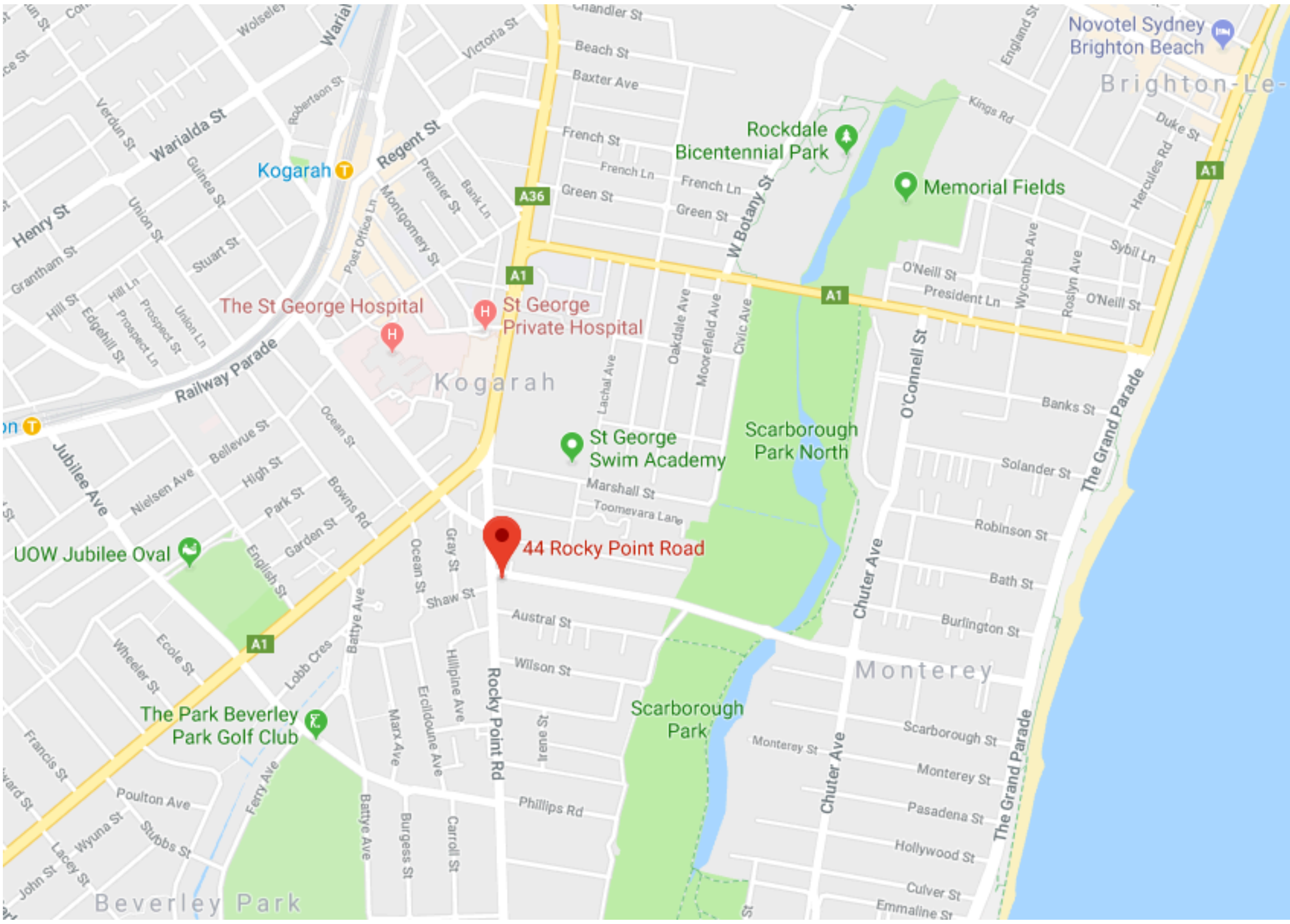
Brian Cannan Auctions began trading in 1996 as a supplier of auction services to the real estate industry as well as a provider of skills training. In 2006, the company became an RTO so were able to supply qualification training to the industry and Continuous Professional Development in those real estate jurisdictions that required it. All our staff are real estate agents first who have worked in the industry before they became trainers. As such they have practical hands-on experience which they can pass onto students in our courses.

Contacting Us

LOCATION: - HEAD OFFICE

Think Real Estate's Head Office and training room is located at:

Level 1, 44 Rocky Point Road, KOGARAH NSW 2217



Training is provided at our Head Office, and selected training rooms in Sydney, throughout NSW.

CONTACT DETAILS: POSTAL ADDRESS: PO Box 4026, KOGARAH BAY, NSW 2217

Phone – Within NSW: 02 9587 5277
Outside NSW: 1300 660 402
Facsimile: 02 9587 5266
Email: info@thinkrealestate.net.au
Web: www.thinkrealestate.net.au

Our Commitment to Course Students

- Think Real Estate will adopt policies and management practices which maintain high quality professional standards in the delivery of education and training services; including online learning and which safeguard the interests and welfare of students.
- Think Real Estate will maintain a learning environment that is conducive to the success of students.
- Think Real Estate will have the capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of students.
- Think Real Estate will monitor and assess the performance of its students.
- Think Real Estate will ensure that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students and will provide training for its staff as required.
- Think Real Estate's assessment practices including online assessment practices, will be in line with the national assessment principles.
- Once tuition fees are paid, Think Real Estate will provide the training and assessment services that these fees cover. If Think Real Estate cannot provide the services, they will either: -
  - Refund the fees for the services not provided, or
  - Arrange for another RTO to provide the services at no extra cost to the student.
- Think Real Estate will maintain an effective learning environment that includes following equal employment opportunity and anti-discrimination legislation and principles, as well as making provisions for those with learning, physical difficulties and language and learning difficulties.

Legislation

As an RTO, **Think Real Estate** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015 and its successor
- National Vocational Education and Training Regulator Act 2011 and its successor

Additionally, **Think Real Estate** abides by a range of other legal 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)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

2. Code of Practice

Think Real Estate commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services and our contractual obligations. In this respect, Think Real Estate has in place a code of practice that makes the following commitments to:

- Uphold the integrity and good reputation of the company
- Demonstrate Think Real Estate's commitment to all its clients and customers
- Provide accurate and relevant information at all times
- Communicate clearly and effectively at all times
- Encourage feedback without prejudice

In particular, Think Real Estate has adopted policies for the following legislative requirements: -

- Access and Equity policy, covering:-
  - Discrimination
  - Sexual Harassment
  - Workplace Health and Safety
- Privacy policy
- Recognition of qualifications from other RTO's

Think Real Estate also has Policies and Procedures in place to cover: -

- Course administration
- Marketing policy
- Consumer protection
- Client service
- Quality Management
- Cancellation and Refunds
- Grievances and Appeals policy and procedure
- Student conduct policy
- Recognition of Prior Learning (RPL)
- Training and Assessment policy and procedures for all delivery methods of training and assessment

Course Student's Rights and Responsibilities

Students in all courses have both the rights and responsibilities to:

- Study in a course that meets both the current industry standards and accreditation requirements,
- Be provided with information about the assessment requirements of the course at its commencement,
- Have their training outcomes assessed and be provided with regular feedback on their progress,
- Be treated fairly and respected by fellow students and training staff,
- Be taught in an environment free from any form of discrimination and harassment,
- Have their personal records kept private and secure, and only made available to authorised users, and
- Learn in a safe and supportive environment.

The responsibilities of Students of courses are as follows:

- To obtain a Unique Student Identifier (USI) and supply that to Think Real Estate,
- To manage their own learning and assessment requirements,
- To complete all assessments within set time periods (as applicable),
- To treat all training staff and other students with respect and fairness,
- To behave in a non-discriminatory and non-harassing manner,

- To follow all health and safety procedures in the learning environment,
- Not to enter the learning environment whilst under the influence of alcohol or drugs,
- To advise staff of any changes to their personal details,
- To advise staff if they will be withdrawing from the course,
- To advise staff if you feel you have a disability or impairment that could affect your study or assessment.

Competence of Training Staff

Think Real Estate abides by the requirements of the Legislated NVR Standards 2015 as amended, in the quality and standard of its training and assessment staff. All Think Real Estate trainers and assessors have as a minimum the following:

- TAE40110 - Certificate IV in Training and Assessment, TAE40116 Certificate IV in Training and Assessment or TAE40122 Certificate IV in Training and Assessment
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing or are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant industry experience in the areas for which they will be training and assessing
- Preferably hold a real estate licence in one of the jurisdictions in Australia

Privacy

Think Real Estate strongly supports the privacy and confidentiality of students of its courses. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements. Further details are set out in Schedule 1, Part 4, Section 11 – Legislation. We will not give out your information to any person or agency without your permission unless we are required to do so by law.

In applying or enrolling to attend any of our qualification courses students will be required to agree to the following Privacy Notice.

Privacy Notice

Under the *Data Provision Requirements 2020*, THINK REAL ESTATE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by THINK REAL ESTATE for statistical, regulatory and research purposes. THINK REAL ESTATE may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;

- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.
NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

THINK REAL ESTATE retains a record of personal information about all individuals with whom we undertake any form of business activity. THINK REAL ESTATE must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, THINK REAL ESTATE s required to collect, hold, use and disclose a wide range of personal and sensitive information on Students in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments.

THINK REAL ESTATE must require and confirm identification however in services delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a *Condition of Registration* for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of services delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

For information about how THINK REAL ESTATE collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to THINK REAL ESTATE'S privacy policy which can be found within the Student Handbook and on the web at www.thinkrealestate.net.au.

This Privacy Policy contains information about how individuals may access and seek correction of the personal information held by us, and how to complain about a breach of privacy, and how we will deal with such a complaint.

In providing your personal information as requested and signing this notice, you are confirming your receipt of, and understanding of these details, and providing your consent for the collection, storage, use and disclosure of your personal information as outlined.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to **your Course coordinator**

3. Enrolment, Recruitment and Selection

All courses offered by Think Real Estate will be advertised and promoted as widely as possible. These advertisements will clearly state the course name and any type of pre-requisites or selection criterion for enrolment. If the course is for a full qualification, the advertisements will clearly state the code and name of that qualification.

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated to the potential students. This will be done in the course information brochure or within the online LMS.
Think Real Estate operates a system of rolling start dates. This means that once you meet the entry requirements you are able to enrol and start your studies straight away after you have paid any required fees.

Entry Requirements

Please contact Think Real Estate to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Levels of computer and digital literacy appropriate for successful completion of the on-line course in which the student enrols
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- Provision of proof of identity (USI)
- If you are not an Australian citizen, then having the necessary visa's that allows you to study with a non CRICOS provider

1. All students, at the time of enrolment, must provide their **Unique Student Identifier Number** (USI) before commencement of all accredited courses provided by Think Real Estate. Think Real Estate personnel are required to verifying the students USI prior to issuing you with any statement as to the Competencies that you have achieved.

2. Students are required to submit a declaration of acknowledgement of this Student Handbook which sets out their rights and responsibilities as a student of Think Real Estate.

3. Students wishing to undertake a course of study with Think Real Estate may be required to complete a short assessment for **Language, Literacy and Numeracy**, as well as suitability for using the online training and assessment system. If an applicant is considered suitable to be enrolled in the course, they will then be required to complete the online enrolment process. An applicant cannot begin their course until an enrolment has been fully completed and they have paid the required fees.

4. In certain situations, some face-to-face courses may have more students wishing to enrol than there are available places. To ensure that you meet the selection criteria, state on the enrolment form your relevant skills, experience, interests, and career plan. The selection criterion is based on:
   - Your ability to complete the course
   - Previous training and education
   - Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
   - Is the course relevant to your career plans?
   - Identified program prerequisites/priorities

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.
As an RTO, **Think Real Estate** cannot issue Qualifications or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

Students who have been accepted for a course will be notified as soon as possible about their enrolment.

Personal Training Plan

As part of the overall on-line enrolment process, **Think Real Estate** will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required. Your individual training plan is available within the student portal once you have registered in our online Student Management System (LMS)

Access and Equity

Think Real Estate will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **Think Real Estate** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background

Think Real Estate will work to ensure all students have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN and e-learning support.
It is the responsibility of all staff at **Think Real Estate** to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **1300 660 402.**

Other Support Services

Think Real Estate is at all times concerned for the welfare of students in its courses. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

4. Fees, Refunds and Cancellation Fees

Information about fees and charges is documented clearly in course information pages on our website www.thinkrealestate.net.au, in our course brochures or can be obtained by contacting **Think Real Estate**.
Several factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or your employer if they will be paying the tuition fees. For all entry level courses full details of fees are contained in the course brochure, within this booklet or on our web site www.thinkrealestate.net.au.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility https://www.servicesaustralia.gov.au

a. Fees for Government Funded Training

At time of publication Think Real Estate does not have any direct government funded training. If at a future time direct government funding is supplied then in some states, students may be required to pay an administration fee, this fee will be required to be paid prior to the commencement of the course. These fees vary from course to course depending on the level of qualification offered. Details of any fees will be included in the relevant course information brochure or on our website.

Think Real Estate will provide you with complete information on the applicable fee(s) and any other charges applicable for the relevant course. Some students may be eligible for administration fee exemptions. If the student has already paid the administration fee and they are entitled to a refund, this will be paid in accordance with the refund policy.

Eligibility for Exemption from the Government Required Administration Fee (if applicable)

Students may be eligible for an exemption from payment of the administration charges (dependent upon the relevant state funding arrangements) at enrolment if they fall into the following categories.

- Australian Aboriginal or Torres Strait Islander people
- Students with a disability and not eligible for exemption under any other category.

NOTE: At the present time THINK REAL ESTATE does not provide Government Funded Training other than through the Australian Government Traineeship scheme where the government reimburses employers for the cost of approved training their employees who meet the schemes requirements.

b. Fee-for-Service

Where students are required to pay course fees, this fee will be required to be paid prior to the commencement of the course, or as stated in the relevant Course Information brochure. Please note that Think Real Estate will not accept fees in advance for any course greater than $1500.00. If an applicant remits more than $1,500.00 to Think Real Estate when enrolling, Think Real Estate will refund them immediately the difference between $1500.00 and the amount they paid.

Schedule of Course Fees and Charges

Examples of courses that have set fees are (at the time of publication – 27th September 2023:-

COURSE	Course Code	Fee Type	Enrolment /Admin Fee ++	Max. Fee*	RPL+	Resubmission Fee	Late Submission Fee	Re-enrolment Fees	Cancellation Fees
Certificate of Registration Course for Assistant Agents (workshop)	CORAA	Fee for service	$95.00	$795.00	$490.00	$30	$50	$95.00	As per course information
Certificate of Registration Course for Assistant Agents – On-line	CORAAOL	Fee for service	$95.00	$595.00	$490.00	$30	$50	$95.00	As per course information
CPP41419 Certificate IV in Real Estate Practice - Traineeship Course (workshop & online)	TRAIN	Fee for service	$330.00	$3,500.00	$550.00+**	$30	$50	$330	As per course information
CPP41419 Certificate IV in Real Estate Practice - Experienced Agent Intensive Course (NSW)∞ (workshop)	EXPINT	Fee for service	$330.00	$3,250.00	$550.00+**	$30	$50	$330	As per course information
Cert IV Cluster Fees ++ for training material (not including Certificate of Registration units)	CLUST	Fee for service	$100.00 per cluster	$399.00 per cluster	n/a	$30	$50	$100	As per course information
CPP41419 – Certificate IV in Real Estate Practice with RPL (workshop)	PPLIC	Fee for service	$330.00	$2,950.00	$550.00**	$30	$50	$330	As per course information
CPP41419 – Certificate IV in Real Estate Practice – with RPL (online)	PPLIC	Fee for service	$330.00	$2,450.00	$550.00**	$30	$50	$330	As per course information
CPP41419 – Certificate IV in Real Estate Practice – no RPL (online)	PPLIC	Fee for service	$330.00	$1,500.00	$550.00	$30	$50	$330	As per course information
CPP51119 _ Diploma of Property (Agency Management) with RPL	DIPL	Fee for service	$330.00	$3, 500.00	$990.00+**	$30	$50	$330	As per course information
CPP51119 _ Diploma of Property (Agency Management) – no RPL	DIPL	Fee for service	$330.00	$2,400.00	$990.00	$30	$50	$330	As per course information
CPP51122 _ Diploma of Property (Agency Management) with RPL	DIPL	Fee for service	$330.00	$3, 500.00	$990.00+**	$30	$50	$330	As per course information
CPP51122 _ Diploma of Property (Agency Management) – no RPL	DIPL	Fee for service	$330.00	$2,400.00	$990.00	$30	$50	$330	As per course information
Diploma Cluster Fees ++ for training material	CLUST	Fee for service	$100.00 per cluster	$300.00 per cluster	n/a	$30	$50	$100	As per course information
CPD – Compulsory 4 hours (Face to Face Workshop or Interactive Webinar) – Class 1 & 2 Licence Holders	CPDC	Fee for service	n/a	$279.00	n/a	n/a	n/a	n/a	As per course information
CPD – 10 Hours Online (online) – Class 1 & 2 Licence Holders	CPDE	Fee for service	n/a	$249.00	n/a	n/a	n/a	n/a	As per course information
AA CPD – Three Units of Competency (online)	CPD3U	Fee for service	$50.00	$299.00	n/a	$30	$50.00	$50.00	As per course information
AA CPD – (workshop)	CPD3UWS	Fee for service	$50.00	$399.00	n/a	$30	$50.00	$50.00	As per course information
CPD – One Unit of Competency (online)	CPD1U	Fee for service	$50.00	$99.00	n/a	$30	$50.00	$50.00	As per course information
CPD – One Unit of Competency (workshop)	CPD1UWS	Fee for service	$50.00	$250.00	n/a	$30	$50.00	$50.00	As per course information

One on One Support Call - 10 min	OO10	Fee for service	n/a	$25.00	n/a	n/a	n/a	n/a	As per course information
One on One Support Call - 20 min	OO20	Fee for service	n/a	$50.00	n/a	n/a	n/a	n/a	As per course information

* Includes enrolment and/or administration fee as specified in the table
** If a second RPL assessment is requested then there is an additional cost of $250.00
+ RPL fees are included in the course cost, but are applicable if a student cancels their study prior to finishing their course. If an on-site RPL visit is required, then the fee will be $550.00 for Certificate IV in Real Estate Practice and $990.00 for CPP51119 Diploma of Property (Agency Management) and CPP51122 Diploma of Property (Agency Management)
++ For purposes of calculating refunds is student withdraws.

Prices for courses may change from what is in the above table. The latest prices are available either on our website, in the course brochure or can be obtained by calling 1300 660 402. In addition, from time to time we may make special offers, and full details of those offers will be set out on our website. NOTE: Actual fees to be charged will be provided to all applicants to courses and prior to enrolment. Once enrolled, the tuition fees cannot change unless there is an agreed change in the Training Plan and that is confirmed with the student in writing.

Other Fees

Other fees may be payable under certain circumstances. These may include charges by your Think Real Estate for things such as:

- Enrolment/Administration Fee
- RPL application
- Transfer of course fee
- Late submission of assessment
- Assessment resubmission
- Replacement of transcript or certificate fee
- Replacement of training materials
- Any fees associated with withdrawal from the course
- Cancellation fees
- Re-enrolment fee

SUMMARY of OTHER FEES and CHARGES

ENROLMENT, ADMINISTRATION & RPL FEES

The following administration and RPL fees apply as at 27th September 2023

COURSE	Enrolment/Administration FEE
CPD Workshops	Fees as set out in the CPD brochure, or as agreed
Certificate of Registration Assistant Agent's Course enrolment/admin. fee	$95.00
Certificate of Registration RPL fee	$490.00
CPP41419 Certificate IV in Real Estate Practice – enrolment/admin. fee	$330.00
CPP41419 Certificate IV in Real Estate Practice – RPL fee	$550.00
CPP41419 Certificate IV in Real Estate Practice – on site RPL fee	$550.00
CPP41419 Certificate IV in Real Estate Practice – Follow up/second RPL fee	$250.00
Traineeships administration fee if not completed in 24 mths	$330.00
CPP51119 - Diploma of Property (Agency Management) – enrolment/admin. Fee	$330.00
CPP51119 - Diploma of Property (Agency Management) - RPL fee	$990.00
CPP51122 - Diploma of Property (Agency Management) – enrolment/admin.	$330.00

Fee	
CPP51122 - Diploma of Property (Agency Management) - RPL fee	$990.00
CPD – 1 Unit of competency	$50.00
CPD – 3 Units of competency	$50.00
Assessment resubmission if more than 2 submissions for any one assessment)	$30.00
Late Submission Fee (if outside approve time for submission)	$50.00

WORKSHOP

CPP41419 Certificate IV in Real Estate Practice - Workshop Tutorials 6 - 8 hours	$150.00
CPP51119 - Diploma of Property (Agency Management) - Workshop Tutorials 6 - 8 hours	$300.00
Other training if required	By quotation

TRANSFER OF COURSE FEES

a) Where a student has enrolled in a course and has not commenced and cannot attend a tutorial workshop in which they are booked, the following fees below will apply, if they wish to transfer their booking to another tutorial or to another person.
b) Applications to transfer a booking must be made in writing to THINK REAL ESTATE and be approved by the course co-ordinator.
c) If a student fails to attend any tutorial workshop in which they are booked and does not advise THINK REAL ESTATE in writing prior to the tutorial workshop, then the full fee will be payable.
d) If the tutorial workshop is cancelled or transferred to another location by THINK REAL ESTATE students will not have to pay the transfer fee.
e) These fees may be waived in individual circumstances by reason or hardship or other factors at the discretion of the CEO of Think Real Estate, whose decision will be final.
f) Any transfer fees will need to be paid before any Qualification, Statement of Attainment or Transcript of Results is issued.

REQUIRED NOTICE AND CHARGES FOR TRANSFERS

CPD Workshops	FEE
3 business days' written notice or more	NO CHARGE
Less than 3 business days	$25.00
Certificate of Registration – Assistant Agent Course CPP41419 Cert IV in Real Estate Practice Licence Qualification Training Courses CPP51119 Diploma of Property (Agency Management) Qualification Training Courses CPP51122 Diploma of Property (Agency Management) Qualification Training Courses	**FEE**
More than 7 calendar days	NO CHARGE
Less than 7 days	$50.00

LATE SUBMISSION FEES

In cases where assessments have not been submitted within the course timeframe, a fee of $50.00 will apply for late submissions to be assessed and will be additional to any training fees. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee of $50.00 to mark these assessments will also apply.

CANCELLATION FEES

a) Where a student cannot attend a workshop in which they are booked into, the following fees will apply unless they transfer their booking to another workshop or to another person.
b) Applications to transfer a booking must be made in writing to THINK REAL ESTATE and be approved by the course co-ordinator.
c) If a student fails to attend any workshop in which they are booked, and do not advise THINK REAL ESTATE in writing prior to the workshop then the full fee will be payable.
d) If the workshop is cancelled or transferred to another location by THINK REAL ESTATE students will not have to pay the transfer fee.
e) These fees may be waived in individual circumstances by reason or hardship or other factors at the sole discretion of the CEO.
f) Any cancellation fees will need to be paid before any Statement of Attainment or Transcript of Results is issued.

CANCELLATION FEES	
CPD Workshops	FEE
3 business days' written notice or more	NO CHARGE
Less than 3 business days	NO REFUND
Cancellation following a transfer	NO REFUND
Certificate of Registration – Assistant Agent Course CPP41419 Cert IV in Real Estate Practice Licence Qualification Training Courses CPP51119 Diploma of Property (Agency Management) Qualification Training Courses CPP51122 Diploma of Property (Agency Management) Qualification Training Courses	FEE
More than 7 calendar days	NIL
Less than 7 days	75% of the course fee. Maximum $500.00
Cancellation following transfer	NO REFUND
Cert IV or Diploma Courses or Licence Tutorials	
3 business days or more	NO CHARGE
Less than 3 business days	$100.00
RPL Meeting for any Cert IV or Diploma Course	FEE
Within 24 hours of on site RPL appointment	$100.00

RE-ENROLMENT FEES

Should a student not complete their studies in the allotted time set out in the Course information brochure and they have not been granted an extension, the following re-enrolment fees will apply. These fees will apply to all students, including students booked into any Traineeship program and on-line learning.

COURSE	FEE
Certificate of Registration – Assistant Agent's Course	$95.00
Certificate IV and Diploma Courses	$295.00
Licence Workshop if missed three or more	$110.00 per workshop
Auction Accreditation	$95.00

Maximum course completion times are set out in the next section 4. Duration of Courses

REPLACEMENT CERTIFICATE FEES

Where an application is made to THINK REAL ESTATE for a replacement certificate, Statement of Attainment, Transcript or Qualification, the following fees will apply. Note the testamur (i.e. Statement of Attainment, Qualification or Transcript of Results) will not be reissued but you will receive a certified copy of the testamur that was issued to you at completion of your course. If the testamur being replaced is for a name change, a new testamur will be re-issued, however, the original statement of attainment/qualification/transcript of results must be returned to us, along with the necessary documents as to identity as set out in our Issuing of Qualifications Policy. A copy of this Policy can be obtained by contacting your course co-ordinator on 1300 660 402. NOTE: If the original document cannot be found you may be required to supply a Statutory Declaration setting out the circumstances and undertake to return the original certificate if it is subsequently located.

REPLACEMENT CERTIFICATE FEES		
TYPE	Within 12 months of issue	After 12 months of Issue
CPD Certificate	No Charge	$35.00
Statement of Attainment – Same name	$50.00	$220.00
Qualification and Transcript – Same name	$75.00	$250.00
Statement of Attainment – **Name change**	$150.00	$320.00
Qualification and Transcript – **Name change**	$200.00	$370.00
Request for Retrieval of Archival Records	$110.00	$175.00

NOTE: The ABOVE FEES ARE CORRECT AS AT 27th SEPTMEBER 2023 BUT MAY BE CHANGED WITHOUT NOTICE
Please contact Think Real Estate for details of current fees

CANCELLATIONS & REFUNDS

Should a student be eligible for a refund, it will be paid in accordance with the terms set out in THINK REAL ESTATE's Cancellation and Refund policy set out below.

General Rules for refunds

1. The following general rules apply:
   a) The refund process reflects the commitment by THINK REAL ESTATE to hold places as booked by students or their employers and the amount of administrative resources consumed at the various stages.
   b) Refunds must be requested in writing to the Course Co-Ordinator for the course the student was enrolled in and must be signed by the person who made the original payment.
   c) Refunds will be made by the same method used for payment and will be paid to the entity that made the original payment.
   d) The Course Co-ordinator will process refund requests within 5 working days from the day of receipt
   e) All requests for refunds will be processed on an individual basis, taking into account the impact on follow on units/modules if applicable.
   f) The term "commencement" in this policy refers to the first day of the first program attended by the student. In the case of distance learning/online training, "commencement" refers to the material being issued (distance learning) or access given to course material (online).

g) Issues with regard to payment are to be handled at the first available opportunity and directed to the Course Co-ordinator of the course you are enrolled in. All refunds are to be logged in the Refund Log.

h) If the applicant requesting the refund disagrees with the ruling given by a Course Coordinator of THINK REAL ESTATE, they may appeal to the Compliance Officer in writing and such appeals are subject to THINK REAL ESTATE's Complaint and Appeals process.

2. Details concerning the scope of the Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook (hard or electronic copy).

QUESTIONS of HARDSHIP

3. If in THINK REAL ESTATE's opinion, the student would be unreasonably disadvantaged if not granted a refund, for example, a student meets with a serious misadventure and is unable to continue their enrolment, then THINK REAL ESTATE at its sole discretion will refund the full tuition fee and any other fees and charges paid by or on behalf of the student. If a student withdraws from only part of a course, or if only part of the course is cancelled, THINK REAL ESTATE will only refund the portion of the tuition fee and materials fee applicable to that part of the course.

   The following examples are indicative of appropriate circumstances for granting a refund:
   - Extended hospitalisation or illness (two-week period minimum) supported by a medical certificate and resulting in extended absence from training.
   - Childbirth.

   The following examples are indicative of inappropriate circumstances for granting a refund:
   - Too busy
   - Job change
   - Change in work hours
   - Inconvenience of travel to class
   - Moving interstate
   - Retrenchment
   - Assessments too hard/detailed

RULES for SPECIFIC COURSES- CANCELLATIONS & REFUNDS

Regarding specific courses, subject to the above rules, the following Refund Policies apply where a student withdraws from the course or does not attend: -

a. CPD (Continuing Professional Development)

i. Face-to-Face & Interactive Zoom Workshops:

All CPD face-to-face workshops will proceed subject to minimum numbers. If a workshop is cancelled for any reason, any people who have booked will be advised at least two business days prior to the scheduled date of the workshop. They can either ask for a full refund in accordance with this policy or transfer the booking to another date or undertake the course by distance learning or online. If they choose to proceed by distance learning or online, they will be refunded the difference of the fee charged for the workshop and the standard distance learning/online fee.

All fees must be paid at the time of booking the course, which is done by completing the enrolment form. Once enrolment is completed, paid fees will be refunded as follows:

- If the course is cancelled or postponed a full refund of the course fee will be given.
- If the student cancels 3 business days or more before the course date a full refund will be given.
- If the student cancels 2 business days or less before the course date no refund will be given. The student may transfer to another course date or complete the course via distance learning or online.
- If a student does not attend a course they are booked into, and they do not advise THINK REAL ESTATE beforehand, no refund will apply, however the student may transfer their booking to another course or undertake the course by distance learning or online.
- If a student transfers their booking to another person less than 3 business days before a workshop a transfer fee of $25.00 will be payable in addition to the course fee. Transfers requested more than three days before a workshop will not incur a charge.

ii. Online:

If a person enrols online to undertake CPD training, once a student has received access to the Student Management System (LMS) **no refund will be given under any circumstances**.

b. CERTIFICATE of REGISTRATION (Assistant Agent) TRAINING COURSE

i. Face-to-Face & Interactive Zoom Workshops:

A deposit of an administration fee, specified in the course information material, (or the full fee) can be paid at the time of booking the course which is done by completing the relevant course enrolment form. If a deposit is paid on enrolment, the balance of the funds must be paid on or before the first day of the course. Once enrolment is completed, paid fees will be refunded only as follows:

- If the course is cancelled or postponed a full refund of the course fee and administration fee will be given.
- If the student cannot attend the course and written notice is given more than 7 days of the course commencement date, a full refund will be given less the administration fee as specified in the course information material.
- If the student cannot attend the course and written notice is given less than 7 days prior to course date a fee of 75% of the full price (up to a maximum of $500.00) will be charged and the remaining 25% will be refunded to the person who made the payment.

However, the applicant may elect to transfer their booking to another course date (transfer can only be done by completing a course within six months of cancellation). No extra charge will be made if the request of transfer is made more than 7 days of the course commencement date, if the transfer is accepted. If the request for transfer is made less than 7 days from the commencement date a transfer fee of $50.00 will be payable, in addition to the administration fee.

iii. Online:

Once a student has access to the Learning Management System (LMS), **there will be no refund of fees or transfer of enrolment.**

c. LICENCE and QUALIFICATION TRAINING COURSES

When a student enrols in a course that includes Recognition of Prior Learning (RPL), the course fee includes an enrolment/administration fee and an RPL fee as set out in the Schedule of Course Fees and Student Handbook.

If a THINK REAL ESTATE assessor needs to assess a student in an on-site visit under Recognition of Prior Learning, a non-refundable RPL site visitation fee as specified in the Schedule of Course Fees must be paid at the time of booking the visit. This fee is in addition to the Standard RPL fee.

If a student enrols in a course that does not include Recognition of Prior Learning assessment (RPL) and later decide they would like an RPL assessment, they can request an RPL assessment be added to their course enrolment. An RPL fee will be payable prior to the RPL assessment as set out in the Schedule of Course Fees.

If a student registers and pays for a course online which includes Recognition of Prior Learning (RPL), they will be entitled to a refund if they cancel as follows:

- If they cancel prior to completing the enrolment process and prior to any RPL documents being assessed, then a full refund will be given
- If they cancel after uploading RPL documentation and prior to their RPL conversation/assessment meeting, a refund of the full course fee, less the administration fee and the RPL fee will be given.
- If they cancel the course after an RPL assessment has taken place and any training material has been issued then the refund will consist of the full course fee less the administration fee, RPL fee and the fee for training and assessment material for each cluster released to the student in the (learning management system)LMS. IF all clusters have been released then NO refund will be payable
- If the student chooses not to proceed with the course after an RPL meeting has taken place, a "Statement of Attainment" will be issued for the units of competency assessed. If competency is not recognised, then the statement to that effect will be issued, along with the reasons why competency was not given. If the enrolment/administration fee and RPL fee have not been paid, no Statement of Attainment will be issued until they have been paid in full.

- Face to Face & Interactive Workshops:
  Where a student registers to attend a workshop tutorial, a fee will be payable which is set out on the Course Schedule of Fees. If the student fails to attend the workshop and has not notified Think Real Estate in writing before the workshop day commencement, then the fee paid will be forfeited. If notification is made before the workshop/support day date the fee may be applied against -attending another workshop day.
- If a student wishes to cancel the course after any training material has been issued, or access has been given to the full Learning Management System then NO refund will be given under any circumstances.
- Students should refer to Think Real Estate's Cancellation Policy for circumstances where a refund may or may not be granted.
- **NOTE:** A Statement of Attainment or Qualification and Transcript will not be issued until such time all fees and charges that have been agreed to or as set out in the course information brochure are paid, and a verified USI number has been provided.

d. OTHER TRAINING COURSES

For all other training courses, fees are payable at the time of booking. Once enrolment is completed, paid fees will only be refunded as follows:

- If the course is cancelled or postponed by THINK REAL ESTATE a full refund of the course fee will be given.
- If a student cannot attend the course and they do not advise THINK REAL ESTATE within 7 days of the course, no refund will apply, however the student may transfer their booking to another course.

Appeals Regarding Fees

NOTE: The above refund policies are subject to review. If the student disagrees with the ruling given by a member of THINK REAL ESTATE's staff, the appeal must be made in writing setting out the ground for appeal and addressed to the Chief Operating Officer. All such appeals are subject to THINK REAL ESTATE's Complaint and Appeals process.

Payment Options

Payment of course fees can be made to **Think Real Estate** via:

- Credit card (Mastercard and Visa only)
- Debit card
- Electronic funds transfer
- Study Now/Pay Later
- “Busy at Work” Government Funding

Please note that for security reasons no trainer will accept Cash payments under any circumstances.

Fees must be paid by the due date agreed in your individual training contract or as stated in the enrolment form. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or **Think Real Estate** withholding the issue of qualifications, statement of attainment or transcript of results until all fees are paid. If you have trouble paying your fees, please contact us on **1300 660 402** to discuss options that may be available to you.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, or as set out in any payment plan that you have agreed to, then **Think Real Estate** may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **Think Real Estate** as early as possible on 1300 660 402 to discuss options. Such discussions will be subject to our Privacy Policy

4. Duration of Courses

Duration

How long your course will take depends on a few factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e., full-time or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at that level.
The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom tutorials, online modules and/or workplace learning, as well as individual study, practice and learning. It also includes allowance for existing skills and experience.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning	Hours
Certificate I	0.5 - 1 year	600 – 1200 hours
Certificate II	0.5 - 1 year	600 – 1200 hours
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)	1200 – 2400 hours
Certificate IV	0.5 - 2 years	600 – 2400 hours
Diploma	1 - 2 years	1200 – 2400 hours
Advanced Diploma	1.5 - 2 years	1800 – 2400 hours

Taken from: Clauses 1.1 to 1.4 and 2.2—Implementing, monitoring and evaluating training and assessment strategies and practices | Australian Skills Quality Authority (ASQA)

More information on Volume of Learning can be accessed at:
Australian Government Department of Education and Training - Australian Qualifications Framework Fact Sheet (myskills.gov.au)

On the next page we have provided a table that sets out the maximum time we allow for a student to complete a course, unless they have applied for an extension. Also shown on that table the minimum time that could be taken to complete the course, based on past experience of students who set aside time and resources to complete the course in the shortest available time, taking into account that they already had some of their competencies recognised. This figure is to be taken as a guide and as each student's circumstances are different no guarantee can be given on early completion of courses.

Once enrolled, students are expected to complete the course within certain time constraints. This varies depending on each course or student classification. The following table sets out these times and includes training and assessment undertaken through our online learning portal:

COURSE	Minimum Completion Time*	Maximum Completion Time⁂
NSW Certificate of Registration – Assistant Agent	40 Hours	3 months
CPP41419 – Certificate IV in Real Estate Practice	6 months	18 months
Experienced Agents Intensive courses CPP41419 – Certificate IV in Real Estate Practice	1 month	6 months
Traineeship - Licence Qualification Course CPP41419 – Certificate IV in Real Estate Practice	12 months	24 months
Diploma of Property (Agency management) – CPP51119	12 months	18 months
Diploma of Property (Agency management) – CPP51122	12 months	18 months
Auctioneer Accreditation	38 Hours	3 months

* The minimum time may vary greatly depending on many factors, such as if the student attends tutorials, the amount of RPL granted, the amount of time the student's sets aside for study and their existing experience and skills.

⁂ If a student does not complete the course in the maximum time for the course a new enrolment fee will be required to be paid if the student wishes to proceed with the course. Within one month prior to the expiry of the maximum time the student may apply for an extension of time if they cannot complete their course by the set time. Think Real Estate will assess each application on its merits. NOTE: If the student's file has been archived additional fees may be required to be paid if the student wishes to be re-enrolled.

Please note that before a Statement of Attainment, Transcript of Results or Qualification can be issued a student will need to supply Think Real Estate with their Unique Student Identifier (USI) and to have paid all outstanding fees and charges.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.
CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge… or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a failure, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- Any combination of the above

Think Real Estate has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Think Real Estate's staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by **Think Real Estate.** On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities. This includes all students that use our on-line training portal.

Traineeships

Think Real Estate gives all students enrolled in traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and **Think Real Estate.** It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

5. Recognition Processes

Think Real Estate offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment.

If you consider you are already competent in specific units of competency from your chosen course, you may be eligible to be granted competency in those units if:

- Your prior learning and experience is relevant to this course
- You are able to supply proof of subject-relevant formal training (conducted by industry or educational institutions in Australia), or work experience.
- Submission of authenticated documents or samples of work demonstrating relevance and currency
- Participation in an interview to ascertain current skills and knowledge.

You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence you provide must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e., from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **the course co-ordinator** to discuss your options.

RPL is an integral part of the training program offered by Think Real Estate for all courses leading to a qualification that is required to obtain a real estate licence in NSW and Victoria. In the application form there are questionnaires to allow the assessor to provide you with an idea in what units of competency you may meet.

Cost of Recognition

- An RPL fee will be charged for assessing the portfolio, which will include a phone/skype meeting with an assessor. The applicant will be required to upload a portfolio of evidence in the on-line LMS that demonstrates competency in the units of competency they are claiming prior to this competency conversation.
- The RPL fee will vary according to the qualification being sought through RPL and will be detailed in the course information brochures and the scale of fees in this booklet.
- The RPL fee is not refundable once an RPL phone call has taken place, or a portfolio has been submitted
- The RPL fee shall not exceed the full course cost.
- NOTE: In some circumstances an applicant may request an office visit by an assessor in order to undertake the RPL process. If this is required, an addition fee will be charged as set out in the scale of fees in this booklet or the course brochure.

If you make a claim for RPL a number of things could happen:

- You may not be granted any recognition as your skills and knowledge do not meet the training package requirements
- You may be granted recognition for some units of competency but not for others
- You may be granted partial exemption from some units of competency, and required to undertake **gap** training and assessment
- You may be granted recognition for all units of competency

Recognition of Current Competencies

A process that assesses an individual's formal, non-formal and informal learning to determine the extent to which the individual meets the requirements specified in the training package or VET accredited course.
There are three types of processes:

- Formal learning – learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a Certificate, Diploma or University Degree).
- Non-formal learning – learning that takes place through a structured program of instruction but does not lead to the attainment of a formal qualification or award (for example, in-house, professional development programs conducted by a business).
- Informal learning – learning that results from work-related, social, family, hobby, or leisure activities (for example, the acquisition of interpersonal skills developed through several years as a sales representative).

Taken from: Appendix 1: Definitions | Australian Skills Quality Authority (ASQA)

Credit Transfer

Think Real Estate will recognise all AQF Statements of Attainments and Qualifications issued by other Registered Training Organisations within Australia. To have competencies recognised, the student's needs to produce the **original** Statement of Attainment or transcript of competencies achieved or a certified copy (i.e., signed by a JP as being a copy of the original document). Alternatively, the student can permit Think Real Estate to view their VET transcript within the USI Registry System. For more information go to "Give access to providers | Unique Student Identifier (usi.gov.au)"

If the student cannot produce the original document, a certified copy or unable to verify the VET transcript on the USI Registry System, then Think Real Estate cannot recognise those competencies, and the student will be offered the chance to show their knowledge and skills by proceeding under RPL.

Please note that if you produce a Statement of Attainment or Qualification issued in another state or legal jurisdiction, that while Think Real Estate can accept that as evidence of competency it cannot issue a Statement of Attainment that is acceptable to another state/territory licensing body in order for them to issue a Certificate of Registration or Real Estate licence as the original study was not done with particular state or territory law underpinning it. To overcome this, Think Real Estate will recognise the competencies achieved but will require the applicant to undertake some **gap** training to cover the relevant state/territory law. Once that is successfully completed Think Real Estate will issue a Statement of Attainment that is acceptable to that state/territory licensing authority. The cost of the **gap** training will be given to such applicants at the RPL meeting.

Foundation Skills

All training and assessment delivered by **Think Real Estate** contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

6. Assessments

The training you will be undertaking is competency based. The competencies and assessment for your course are clearly stated to you at the beginning of the course and in the assessment material given to you.

All Think Real Estate trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

After successful completion of the course, which includes the successful completion of all assessment tasks given to you, you will receive a qualification certificate and transcript or statement of attainment for the appropriate units for the course in which you are found to be competent. If you are undertaking the course on-line, the on -line system will clearly show what is required of you to undertake the assessment, and give you details of your progress and the outcome of each assessment.

It is the trainer/assessor's responsibility to ensure all students receive the full scope of information, knowledge and tests required to complete their course successfully. The following types of assessment methods maybe utilized by Think Real Estate during the course:

- Written and oral Short Questions
- Short Projects
- Research projects
- Case Studies
- Group practical activities
- Problem solving activities
- Written assignment consisting of a major project
- Role Plays

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice, and the trainer/assessor will be flexible in the assessment method used. If you are undertaking an assessment on-line the LMS has the facility for you to contact your assessor directly, should you have any issues or problems with the assessment.

Online Learning Assessments

At the end of each unit of competency, you will be required to submit to Think Real Estate your unit of competency/cluster assessment task(s). This will typically usually consist of a series of written assessments, Short Questions, Tasks, Projects, Research Projects, Case Studies and Role Play exercises. These assessment tasks will be marked by your assigned trainer/assessor, and contact made with your result and written feedback within 14 days.

If you have been deemed 'Not Yet Competent' in a unit, keep in mind that it does not mean you have failed, it means that at that point of time you have not mastered and/or demonstrated all the competencies as required in the training package. Your trainer/assessor will further supply you with feedback and guidance on your direction in relation to reaching competency in the unit or cluster and advise you in writing or when to resubmit the assessment task(s) for re-assessment. The assessor may require you to do more reading and complete some further assessment tasks.

If at any time you are not satisfied with the result of either the initial assessment or re-assessment you should refer to the assessment appeals process for the steps open to you to take. But keep in mind you will only be allowed to resubmit an assessment **twice** after the initial submission.

If you return assessment material by mail, you MUST keep a complete copy of what you are submitting in case of misadventure, such as lost mail. Think Real Estate will not grant any competency unless all assessment material is received by the assessor or Think Real Estate. If an assessment is lost in transit, it is the student's responsibility to supply the required evidence so ensure they have kept a copy of the completed assessment so that it can be resubmitted again.

Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated equitably regardless of your race, sex, religion, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear to you, or you are not certain about, you should speak to the trainer/assessor and obtain clarification.
- Should you require a reasonable adjustment of the assessment due to a physical or other impairment you should discuss this with the trainer/assessor immediately, and preferably before the assessment begins.

Reasonable adjustments to assessments may include:

- Use of special equipment,
- Practicable extension of timelines
- Verbal or other methods of answering questions

Assessment Feedback

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be "Not Yet Competent" your assessor will explain to you why, and what you need to do to gain competency.

Plagiarism:

Students should always submit evidence of competency that has been created by themselves. Plagiarism, that is, the practice of taking someone else's work or ideas and passing them off as your own, is not accepted by Think Real Estate under any circumstances, and, where plagiarism is detected, Think Real Estate will assess the evidence as Not Yet Competent and further counsel the student on the requirements of students to submit their own evidence. Continued plagiarism will warrant disciplinary action and could result in termination from the course. Plagiarism includes copying and pasting text from Learner's Guides, Google, AI Apps such as ChatGPT or other sources, without fully disclosing where the material was taken from.

Collusion:

Collusion is the presentation by a learner of an assignment or assessment task as their own that is, in fact the result or in part of unauthorised collaboration with another person or persons. Collusion involves the co-operation of two or more learners in plagiarism or other forms of academic misconduct and, as such, both parties are subject to disciplinary action. Collusion or copying from other students is not permitted and will result in a "0" grade and "NYC".

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. **Think Real Estate** expects that you use **APA** style of referencing when writing your assessments. More information about how to do this can be found at
Referencing - Referencing at UWA - Guides at University of Western Australia

Assessment Appeals

Appeals and reassessment processes are a major part of the process involved leading to either a nationally recognised Qualification or Statement of Attainment.

Think Real Estate has impartial appeals processes available for all students. If a student wishes to appeal their assessment result, they must first discuss the situation with their trainer/assessor.

If the student is not pleased with the results of those discussions and would like to proceed further, or if the student does not wish to approach the trainer/assessor, then a formal request will need to be made in writing to the Compliance and Training Manager outlining the reason(s) for the appeal.

You will need to ensure you have reasonable grounds for the appeal, for example:

- Unclear or inaccurate instructions given by the assessor
- You feel the assessor showed bias or treated you unfairly or inequitably
- You were ill during the period of assessment and this can be substantiated

This information is to be forwarded to the Chief Operating Officer who will take responsibility for implementing the formal Appeals Process and who will record the appeal into the Continuous Improvement Register and notify the student in writing of receipt of the appeal.

The Chief Operating Officer will review the assessment outcome, and if necessary, contact the assessor and student separately to gather any required evidence. Once the Chief Operating Officer has reached a decision, they will advise the student of the decision and the reason for it. If the Student is unhappy with the decision, they may have the decision reviewed by the Chief Executive Officer.

If a reassessment is required, Think Real Estate will organise with the student a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the Chief Operating Officer who will supply this information to the student in writing.

If the student is unhappy with the final outcome of the appeal, they can request that their appeal be heard by an independent person. The student has an opportunity at any stage to formally present their case. The student will be provided with a written statement of the appeal outcomes, including reasons for the decision.

For further information, see Section 7 – Complaints and Appeals.

7. Complaints and Appeals

A complaint or appeal relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a student.

Think Real Estate will strive to establish a consistent atmosphere of trust and openness with students so that any type of complaint is dealt with in a timely, constructive, and effective manner.

What is a complaint?

A complaint is generally negative feedback about services or staff, which has not been resolved locally. A complaint may be received by "Think Real Estate" in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

All complaints and appeals are considered serious and are dealt with in forty-eight working hours of receiving the said complaint or appeal.

All students making any form of complaint or appeal have the right to have an independent person or panel to act on their behalf or hear their complaint or appeal at any time or even to support them whilst the complaint or appeal is being resolved. All students have the right to formally present their complaint or appeal in person and in writing. All complaints or appeals will be recorded in writing into the Continuous Improvement Register. All complaints or appeals outcomes will be communicated back in writing explaining the reason of decision and outcome.

The steps in the complaints and appeals process are:

a. Resolution by Trainer/Assessor

The student is encouraged to contact their trainer/assessor, who will help to sort out a solution to the complaint/appeal.

b. Resolution by the Chief Operating Officer

If the trainer/assessor cannot find a suitable solution for you, or you are not comfortable involving them, (for example, they may be the person you have an issue with), you may raise the complaint/appeal with the Chief Operating Officer.

The Compliance and Training Manager will ask you to put your concerns in writing, and will review and help to resolve your concerns, giving you a written response to your complaint explaining the outcome including the reason for the decision.

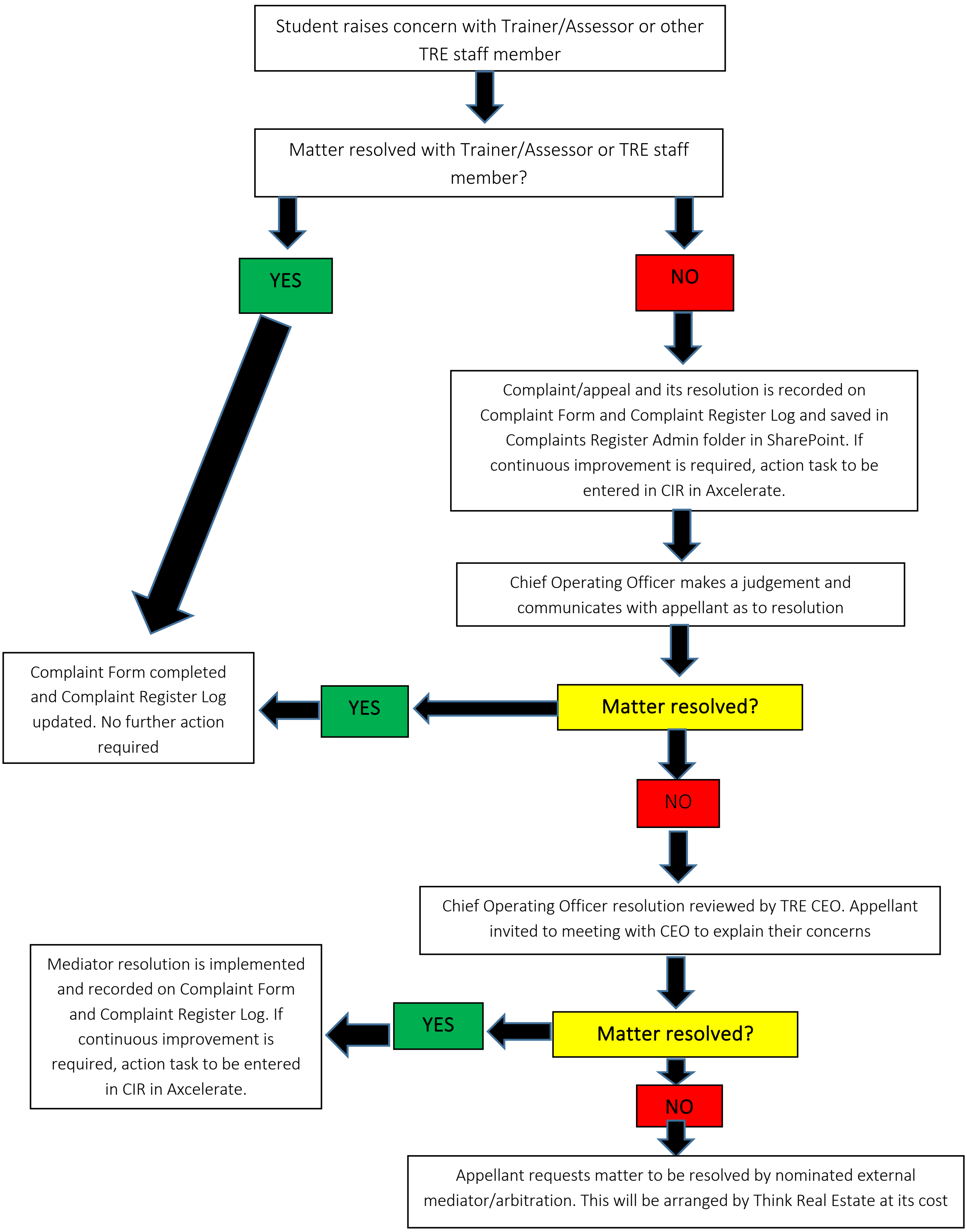
c. Resolution by the CEO

If the decision of the Chief Operating Officer does not satisfy your expectations or you consider it unfair, you may request to have the complaint/appeal resolution reviewed by the CEO of Think Real Estate. The CEO will review the resolution and will invite you for a meeting where you will have the opportunity to explain your concerns.

d. Resolution by external Arbitration

If the CEO resolution does not meet your expectations or you still consider it unfair, Think Real Estate will appoint an independent arbiter to review the dispute and suggest an amicable solution. The cost of this arbitration will be borne by **Think Real Estate**.

THINK REAL ESTATE'S COMPLAINTS AND APPEALS PROCESS



8. Client Support, Welfare and Guidance Services Advice

Think Real Estate will endeavour to assist you with matters of concern. Think Real Estate is committed to providing all its students lifelong learning that will enhance their existing skill set. To this end Think Real Estate will provide the following support services:

- Guidance with literacy and numeracy including basic skills, report writing and note-taking.
- Referral to relevant agencies which offer vocational counselling and advice
- Advice on possible services of Government support, e.g., Austudy, JET subsidy for single supporting parents, Centrelink.
- Making arrangements for additional one-to-one tuition and/or advice where possible between student and trainer/assessor.

The following contacts are provided for support of students:

Australian Tax Office	13 28 61
Creditline	03 9835 9700
Moneycare Counselling Service	13 72 58
Welfare Rights Centre	02 9211 5300
Ethnic Communities Council	02 9319 0288
Services NSW	13 77 88
Legal Aid Help Line	02 9747 6155
Women's Legal Resource	02 8745 6900
Interpreting Services	13 14 50

If you would like more information about any additional support services, please contact us.

Language, Literacy and Numeracy and Computer Literacy

For all entry level courses and where an RPL process is not undertaken Think Real Estate will carry out an initial assessment of a student’s language, literacy and numeracy (LLN) skills by means of the completion of their enrolment form and a separate LLN activity to be undertaken at enrolment. This will provide Think Real Estate an understanding of a student’s possible LLN needs if required.

If the student wishes to undertake the course on-line an added computer literacy assessment will also be required.

These initial assessments are for the benefit of both parties. Think Real Estate will also ask students to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the student, this being:

- Discussions between the student and their trainer/assessor about the student’s particular needs
- Restructuring training delivery and assessment methods to suit these needs
- On-going support provided and progress monitored by their trainer/assessor, to ensure successful learning outcomes

If the student requires further additional or specialist assistance, Think Real Estate will refer them onto a specialised LLN service provider, such as Adult Multicultural Education Service. All LLN issues are treated with understanding, discretion, and confidentiality. If it is an issue with computer literacy or available equipment suitable for online learning, Think Real Estate will suggest solutions to the student that they may implement in order to continue with online learning.

For other courses, the assessor at the RPL meeting will make a judgement in regard to the applicant's abilities and suitability to complete the course. If the assessor has any issues, they will discuss them with the applicant as outlined above.

9. Legislation

Privacy

In accordance with the Privacy Amendment (Private Sector) Act 2000, Think Real Estate is committed to protecting your privacy and your personal information.

As a Registered Training Organisation (RTO), Think Real Estate, must comply with the VET Quality Framework and the standards set out in the legislation Standards for Registered Training Organisations (RTOs) 2015, and the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 (legislation.gov.au) and any successive legislation.

It is required for Think Real Estate to collect personal information from all students and does so by getting you to complete a Think Real Estate enrolment form. The information gathered is in line with the Australian Vocational Education and Training Management Information Statistical Standard (*AVETMISS)*. The National VET Regulator, the Australian Skills Quality Authority (ASQA), NCVER and Think Real Estate will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell, or pass on your personal details in any way other than the purposes stated or as required by legislation, without your consent.

If at any stage your personal details change throughout the course of your training, inform your trainer/assessor or course coordinator so that your details can be amended. It is preferable that you advise us in writing of any changes to your details in order that our student management system may be kept up to date. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact your trainer/assessor or course coordinator if you wish to do so.

Discrimination, Bullying, Victimisation and Harassment

Think Real Estate is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both students and Think Real Estate staff members.

Think Real Estate's Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

Discrimination, bullying, victimisation, and harassment is any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Racial authenticity
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Sex
- Age
- Social status
- Residence

- Education
- Or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation, or harassment you are expected to report it to your trainer or management of Think Real Estate immediately.

If you feel you have been discriminated against, bullied, victimised, or harassed you should:

- Discuss the issue with your trainer or the management of Think Real Estate
- Fill out the Think Real Estate Complaint Form.
- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other students are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.
- If you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be always respected.

Access and Equity Policy – for Enrolment in Training and Employment

Think Real Estate, Think Real Estate staff, and Think Real Estate part time staff are to adhere to the principles and practices of Equity in Education and Training.

Students applying to undertake the full qualification will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation. Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services. Complaints procedures have been put in place to ensure any concerns during training or employment placements, are dealt with immediately and appropriately (refer to the Complaint Form and induction process). As an Equal Opportunity Employer, Think Real Estate and its' staff will treat every student fairly and without discrimination in the training environment and/or in the workplace.

Staff and students are bound by the Anti-Discrimination Act, 1977, the Disability Services Act 1986, and the Affirmative Action (Equal Employment Opportunity for Women) Act, 1986. These are available free of charge on the web at http://www.austlii.edu.au.

Training and any employment services will be made available to all students (and potential students) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the employer and student. In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be accepted in the workplace, or in the training environment under any circumstances. Professional development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

Work Health and Safety

Whilst participating in this course you are to take responsibility for your own health and safety and that of the equipment provided to you and that of your fellow students.

You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use.

You should also ensure you take regular breaks from the computer to avoid headaches, eyestrain, or backache.

Your trainer will inform you of Think Real Estate's Workplace Health and Safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

As part of your course, you will be trained in Workplace Health & Safety. This is a mandatory requirement of all nationally accredited Training Packages. The occupational health and safety training will last the entire length of your course.

Work Health & Safety Act 2011(NSW)

The provisions of the relevant state Work Health and Safety (WHS) Act cover every place of work in the relevant state. These provisions cover both self-employed people and visitors as well as employees and employers.

Employers must ensure the health, safety, and welfare at work of their employees. Things employers must do to ensure this include:

- providing or maintaining equipment and systems of work that are safe and without risks to health
- making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits
- making available adequate information about research and relevant tests of substances used at the place of work
- Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.
- Employees must take reasonable care of the health and safety of others. Employees must co-operate with their employers in their efforts to comply with occupational health and safety requirements.

No person must:

- Interfere with or misuse things provided for the health, safety or welfare of persons at work
- Obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- Refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- You will find a copy of the relevant Work Health and Safety Act 2011 displayed in Think Real Estate's training room.
- WorkCover inspectors are given inspection powers for the purpose of the Act, including the taking of samples, and the carrying out of a range of tests. Inspectors can be accompanied by an employee's representative during an inspection, if requested.

Child Protection Legislation – Requirements

Working with Children

A Working with Children Check is a prerequisite for anyone in child-related work in NSW. All training and administration staff who may come into contact with students under the age of 18 years, this includes the delivery of training and assessment, are required to complete a Working with Children Check before they are able to work with students under the age of 18.

As a Registered Training Organisation, Think Real Estate has adopted child-safe policies and practices to help keep students under the age of 18 safe. For more information about creating child-safe organisations or to register for a workshop, go to Home - NSW Office of the Children's Guardian

A Working with Children Check includes national police check and review of findings of misconduct involving children. The result is either a clearance or a bar.

Child related work is defined as face-to-face contact with children in a child-related sector or work in a child-related role.

In accordance with the legislation for Child Protection under Child Related Work-Education, Trainers and staff need to be aware of their responsibilities as a Trainer to protect students under the age of 18, this includes staff who:

- Work in schools or other educational institutions (other than universities) is child-related work.
- Work providing private coaching or tuition to children is child-related work.

For more information refer to the regulation below
Child Protection (Working with Children) Regulation 2013 - NSW Legislation

10. Student Code of Conduct in Courses

Think Real Estate has the following minimum standards it expects all students of its courses adhere to.

Attendance

You are required to attend each tutorial scheduled in your course - promptly. You are also required to be on time for all tutorials and return from lunch and be ready to start as expected.

Should you be absent for illness you will need to advise your course coordinator.

Prior consent for special absence due to extenuating circumstances may be granted. You should notify Think Real Estate immediately in this case.

Electronic Devices

Students are encouraged to bring their portable computers and/or tablets to all workshop tutorials as they will be able to undertake their assessment at the completion of the tutorial and submit soft copies instead of

Presentation

When attending tutorials, you are entering a professional area. As such, you are required to present yourself in a suitable manner at all times. E.g., thongs, singlets and short shorts are not considered as appropriate attire.

A well-groomed appearance and neatly presented clothing appropriate to the workplace is expected.

Behaviour

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background, or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work. You will aim to be considerate of your trainers and other persons with whom you encounter and will make an effort to foster co-operative and supportive relationships with your colleagues.

Mobile Phones

Please switch off your mobile phone (or switch to silent) while in Think Real Estate's training venue. If you need to have your phone active, please inform your trainer prior to the commencement of the day's tutorial, and switch it to a silent/vibrate mode. Do not check emails, missed calls etc. during training but use the breaks for this purpose.

Cleanliness

You are required to clean up after yourself and wash up your own cups, etc. It is expected that you will ensure your class areas are left clean and tidy and any rubbish is placed into the bins provided.

Smoking

Think Real Estate is a smoke free learning environment. As such you are not permitted to smoke inside any buildings. You are permitted to smoke outside the building well away from entrance doors.

Disciplinary Process

Disciplinary requirements occur when the behaviour of a student is deemed as unsatisfactory, by an individual or group within the environment set by Think Real Estate. If the behaviour is considered a standard below the guidelines of this handbook and instructions given by Think Real Estate Management / Trainer – Assessor, then that behaviour is considered as "unsatisfactory behaviour".

During the process whenever counselling occurs the counselling is to include:

- An identification of what the problem behaviour is,
- How the behaviour does not meet the guidelines as specified, and
- What is expected in the way of correct behaviour?

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of students (as expected from the guidelines in this handbook) the student will be firstly counselled by the Trainer for that program.
2. If the unsatisfactory behaviour is continued, then the student will be counselled by Think Real Estate CEO (or a designated supervisory person). At this stage Think Real Estate may deem it necessary to contact the funding sponsor, if there is one, for the program.
3. If the unsatisfactory behaviour continues, then the student will be considered for removal from the program. At this stage Think Real Estate may deem it necessary to contact the funding sponsor, if there is one, for the program.

11. Emergencies

A copy of the Emergency Procedures in Case of Fire and Evacuation is on display in the training room. If there is a fire or other serious emergency (e.g., gas leak) on the premises you must follow the procedures below:

SIGNAL: Tell the staff there is a fire/gas leak
The staff will call 000 if it is safe to do so and provide details of:

- Name and address
- Location of fire
- What is burning/leaking
- Staff person's name

Evacuation Procedures

UPON THE DIRECTION OF THE STAFF:

- Ensure no-one enters the affected area
- Evacuate all walking people first, wheel-chaired people, then staff
- Check all toilets, rooms, if it is safe to do so
- Everyone meet at a location designated on the wall chart displayed
- Take a roll call
- Meet the fire brigade or other emergency services when they arrive on site

You are required to follow any instructions given to you by the staff in the case of emergency.

12. Student Induction

Student induction will be undertaken on commencement of training and assessment for all courses and qualifications provided by Think Real Estate. The induction process includes detailed explanations of the following:

1. Name and contact details of Think Real Estate
2. Course content and timetable
3. Self-Assessment and RPL/RCC process
4. Required Student behaviour
5. Fee details & invoicing
6. Contact details for absenteeism or other issues
7. AVETMISS Statistical Reporting, if applicable
8. Record keeping and access to files
9. Assessment Procedures & Evidence Collection
10. Qualifications to be issued
11. Complaints Procedures
12. Privacy
13. Training plan

Disclaimer
While every effort has been made to ensure that the information contained in this handbook is free from errors and omissions and is not misleading in any way, Think Real Estate makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) under any law, including negligence, resulting from or in any way connected with the use of this handbook.

All applicants for Think Real Estate courses should be aware that enrolling in a course of study does not in any way guarantee successful completion of that course, nor can we guarantee the issue of any occupational licensing that may be linked with the attainment of a qualification by us.

Application for Withdrawal

Learner Details			
Given Name	Click here to enter text.	**Surname**	Click here to enter text.
Address	Click here to enter text.		
Phone	Click here to enter text.	**Mobile**	Click here to enter text.
Email	Click here to enter text.	**USI Number**	Click here to enter text.
Date of Birth	Click here to enter text.	**Gender**	☐ Male ☐ Female

Enrolment & Withdrawal Details			
Qualification Code	Click here to enter text.		
Qualification Title	Click here to enter text.		
Fees Paid	$ Click here to enter text.	**FEE-HELP Loan**	☐ Yes ☐ No
Fee Payer Name	Click here to enter text.		
Address	Click here to enter text.		
Select one of the following options	☐ Withdrawal from course ☐ Withdrawal from units of study		
Reason for withdrawal	Click here to enter text.		
Units of Competency (For withdrawal)			
Unit Code	**Unit Title**		
Click here to enter text.	Click here to enter text.		
Click here to enter text.	Click here to enter text.		
Click here to enter text.	Click here to enter text.		
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Click here to enter text.	Click here to enter text.		
Click here to enter text.	Click here to enter text.		

Refund Details			
Refunds are payable to the Fee Payer nominated above. Where payments have been made by credit card, refunds can only be issued to the original credit card number. For electronic transfer of funds, please complete details below:			
Account Name	Click here to enter text.		
Bank Name	Click here to enter text.	**Branch**	Click here to enter text.
BSB Number	Click here to enter text.	**Account No.**	Click here to enter text.

I hereby acknowledge that I have been provided with details of the RTO's Fee and Refund Policy and the information provided in this form is true and correct.

Learner Name	Click here to enter text.		
Learner Signature		**Date**	Click here to enter text.

OFFICE USE ONLY

Received by	Click here to enter text.	**Date**	Click here to enter text.
Approved	☐ Yes ☐ No	**Refund Amount**	$ Click here to enter text.
Withdrawal has been granted for the following units			
Unit Code	**Unit Title**		
Click here to enter text.	Click here to enter text.		
Click here to enter text.	Click here to enter text.		
Click here to enter text.	Click here to enter text.		
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Click here to enter text.	Click here to enter text.		

Appeals Form

By completing this form, you are requesting to appeal a judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This Form must be lodged to the Course Administrator within 7 days of you receiving a judgment.

A written response will be issued to you within 21 days.

Date	Click here to enter text.
Name	Click here to enter text.
Contact Numbers	Click here to enter text.
Please detail in full, your reason for an appeal	
Click here to enter text.	
Signature	

OFFICE USE ONLY

Received by		**Appeal Number Issued**	
Date		**Given to Course Administrator**	
Date Issued		**Follow up Date**	
Action Taken			
Specify possible improvement based on complaint			

Complaint Form

By completing this form, you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

A reply will be forwarded to you within 30 days.

Date	Click here to enter text.
Name	Click here to enter text.
Contact Numbers	Click here to enter text.
Please detail your concern in full, giving as much detail as possible	
Click here to enter text.	
Signature	

OFFICE USE ONLY

RECEIVED BY		**COMPLAINTS NUMBER ISSUED**	
DATE		**GIVEN TO COURSE CO-ORDINATOR**	
DATE ISSUED		**FOLLOW UP DATE**	
ACTION TAKEN			
SPECIFY POSSIBLE IMPROVEMENT BASED ON COMPLAINT			