



STUDENT HANDBOOK

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1. Introduction

- 1.1 Welcome to Real Coach. We have been providing the very best in real estate education and training since 2003. Real Coach is a Registered Training Organisation providing excellence in training services designed for the real estate industry. The Real Coach philosophy encompasses first class customer service coupled with the delivery of premium quality training and assessment services to clients.
- 1.2 Real Coach employees are committed to assisting clients in furthering their careers and reaching their goals within the real estate industry. We focus on delivering quality service and pride ourselves on having an experienced team selected from within the real estate industry.
- 1.3 We have built a well respected reputation for providing quality training programs. Our commitment to you is to deliver all our courses in an interactive and informative style. Additionally we offer a variety of training methods to suit your every circumstance.
- 1.4 We have developed a range of training and compliance products to assist you at every stage of your real estate career. From the entry level Certificate of Registration Course (NSW), the Real Estate Licensing Course (NSW) and Continuing Professional Development (CPD) from within the following Training Package:
 - CPP40307 Certificate IV in Property Services (Real Estate) NSW.
- 1.5 This student handbook is to assist you throughout the duration of your training with Real Coach. Included in this handbook is information about the training, assessment and support services that Real Coach provide. The handbook informs you of your rights and obligations and gives detailed information relating to fees, charges, policies and procedures. If you require any further information please do not hesitate to contact our office on 1300 124 125.

2. The NVR Standards (National Vocational Regulator Standards)

- 2.1 You are about to become a student in the process that can result in achieving a nationally accredited qualification.
- 2.2 These qualifications can only be delivered by a Registered Training Organisation (RTO).
- 2.3 As a Registered Training Organisation (RTO) we need to meet the requirements of the NVR Standards. This is assessed in NSW by the Australian Skills Quality Authority (ASQA). We ensure that our organisation co-operates with ASQA in relation to all audit and monitoring requirements.
- 2.4 These standards and auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system. These standards are audited against our RTO regularly to ensure that we are continually improving our approach to the management operations and meeting our students' needs.
- 2.5 We pride ourselves on ensuring that we retain and continue to implement quality systems and we value students' comments and feedback.
- 2.6 All Real Coach trainers and assessors are highly qualified and have extensive real estate experience. Their role is to support our students throughout their training and to ensure that they have a valuable learning experience.

3. Students & Real Coach's Rights and Responsibilities

- 3.1 Real Coach as an RTO and you as a student have rights and responsibilities. We wish to make you aware of your rights and responsibilities which are detailed within this handbook and some of which are highlighted below. As a student with Real Coach we wish to ensure that you gain the utmost out of the training experience.
- 3.2 Both Real Coach and you as the student have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this handbook. Both Real Coach and you as the student have an obligation to adhere to ALL legislation applicable in Australia.

Rights

Each student has the right to:

- be treated with respect
- be provided with the relevant course material, training, assessment and support services to gain the competency and qualification in which you enrol
- have access to your records
- have your records kept confidential and private in accordance with our privacy policy
- be provided with detailed information relating to fees, charges and refund policies
- have Recognition of Prior Learning assessed and recognised
- have a safe learning environment
- have reasonable access to Real Coach's trainers/assessors
- have any other qualifications from other registered training organisations assessed and recognised
- expect that the requirements that we make of you are clear, concise and easily understood
- expect that all course requirements are compliant to the principles defined in the NVR standards
- personal freedom, free from any legal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability, or perceived disability, cultural background, age, orientation or practices this includes, but is not limited to all personal, sexual, religious and political practices. We have equal expectation that you will grant the same freedom of belief, practices and persuasion to all staff, contractors, other students
- be provided the services that have been paid for, the specific course material and mode of delivery
- be informed of any changes to our course requirements, administrative procedures and regulations and that any changes will be notified and will not disadvantage currently enrolled students
- complain and appeal about anything or any decision that is made by Real Coach, be it about you or how we conduct business as an RTO
- expect that Real Coach will adhere to the privacy act and the freedom of information act and ensure that the information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing or assessment of your course work or those with legal rights to that information, such as police and other legal bodies, but only after appropriate process has been taken
- be provided prompt evaluation of course work, with clear and unambiguous feedback on the results and assessment decision.

Obligations

Your obligations as a student of Real Coach are to:

- complete all forms accurately and notify Real Coach of any changes
- read and agree to the terms and conditions set out in the student handbook
- ensure all assessments submitted are that of the enrolled student's own work and meet with the assessment guidelines
- be respectful to all students and Real Coach staff
- act in accordance with the policy and procedures
- act ethically, responsibly, with courtesy and respect and to be both morally and socially responsible at all times as per our policies and procedures
- expect that all complaints and appeals be dealt with quickly and satisfactorily as per procedures outlined in this handbook
- clearly understand all fees and charges associated with the course requirements
- provide feedback on our assessment and on the client services provided
- apply yourself to the undertaking of the course in which you have enrolled, and to be committed until you inform us otherwise that you are withdrawing from the process. We expect that you will work on the process and meet commitments
- understand the policies and procedures outlined in this handbook
- adhere to any reasonable and lawful request by Real Coach.

3.4 Students are required to adhere to these rights and obligations. If not they may be subject to disciplinary action, which may be in the way of a written warning, an interview and may consist of the student's enrolment being cancelled without refund.

4. Legislative Requirements

- 4.1 We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a registered training organisation, our obligations to you as our students, and relates to the industry for which we are conducting training:
- 4.2 This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes. Current legislation can be viewed online at www.austlii.edu.au, www.legislation.nsw.gov.au.
- 4.3 The legislation that particularly affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 - Privacy Amendment (enhancing Privacy Protection) Act 2012
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

State Based Legislation

- NSW Anti-discrimination Act 1977
- Works Compensation Regulation Act 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act 1986
- Work Cover Legislation Amendment Act 1996 No 120
- Copyright Act, 1879. No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998.

The following legislation is applicable to Real Estate Agents:

- Property Stock and Business Agents Act 2002
- Property Stock and Business Agents Act Regulations 2003
- Residential Tenancy Act 2010

- 4.4 Real Coach has in place various policies and procedures relating to but not limited to the following legislative requirements:

- Work, Health & Safety
- Privacy
- National Vocational Education and Training Requirements and Policies
- Working with Children
- Access and Equity
- Harassment and Anti-Discrimination Policy

- 4.5 Please contact our office if you have any questions, queries or concerns regarding the legislative policies and procedures.

5. Work, Health and Safety Policy

5.1 The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes Real Coach's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use
- adequate staff training including topics such as safe work procedures
- properly maintained facilities and equipment
- a clean and suitably designed work place with the safe storage of goods such as chemicals

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

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Report any identified health and safety hazard to the appropriate staff member as required.

6. Privacy

6.1 Real Coach takes the privacy of our students very seriously and we will comply with all legislative requirements.

6.2 These include the Privacy Act 1988 Privacy Amendment (enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles (APP1-13)

6.3 Our enrolment form provides for students to give permission for us to discuss the student's progress with their employer, ASQA (Australian Skills Quality Authority), Department of Education and other relevant parties if deemed necessary. In some cases we will be required by law or required by the NVR Standards to make student information available to others. In all other cases we ensure that we will seek the written permission of the student.

6.4 We are required to collect certain personal information from all students to ensure that we are able to meet with the students individual needs and training requirements. Real Coach is committed to protecting the privacy of your personal information in line with the act. The collection of this information is statistical and reporting purposes and is required by law or required by the NVR Standards. We will not disclose any personal information in any way other than for the purposes stated above without prior consent.

6.5 Our policy contains specific information, including the kinds of personal information that we collect, how an individual may complain about a breach of the APPS, and whether the organisation is likely to disclose information to overseas recipients. An organisation needs to take reasonable steps to make its APP privacy policy available free of charge and in an appropriate form. Our office has procedures and systems in place to ensure compliance with the APPS.

6.6 The Australian Privacy Principles (APP) are defined below:

APP 1 – Open and transparent management of personal Information – We manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 – Anonymity and Pseudonymity - Where possible, Real Coach will provide the opportunity for individuals to interact with us without identifying themselves or by using a pseudonym.

APP 3 – Collection of solicited personal information - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background etc. This information is usually collected upon enrolment to our accredited courses to ensure the individuals suitability and capabilities to complete the course and any requirements or assistance that may be required by the individual.

APP 4 – Dealing with unsolicited personal information – If Real Coach receives unsolicited personal information we will determine whether it would have been permitted to collect the information under APP 3 if so all relevant principles will apply to that information. If the information is deemed not to have been collected under APP3 Real Coach advises that the information will be destroyed or de-identified as soon as practicable if it is lawful and reasonable to do so.

APP 5 – Notification of the collection of personal information - We will collect only the information necessary for one or more of our functions. The individual will be told at the time or as soon as practicable the purpose for which the information is collected.

APP 6 – Use and disclosure of personal information - Personal information will not be used or disclosed for a secondary purposes unless the individual has consented or a prescribed exception applies. These exceptions include where the use or disclosure is reasonably necessary:

- to assist in locating a missing person
- to establish, exercise or defend a legal or equitable claim, or
- for the purposes of a confidential alternative dispute resolution.

APP 7 – Direct marketing – We may only use or disclose personal information for direct marketing purposes where the individual has either consented to their personal information being used for direct marketing, or has a reasonable expectation that their personal information will be used for this purpose, and condition relating to opt- out mechanisms are met.

APP 8 – Cross-border disclosures – If our organisation was to disclose personal information to an overseas recipient we will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to that information.

APP 9 – Adoption, use or disclosure of government related identifiers – We are prohibited to adopt, use or disclose a government related identifier of an individual as our own – unless an exception applies.

APP 10 – Quality of personal information - we will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, relevant, complete and up to date having regard to the purpose of the use of disclose.

APP 11 – Security of personal information – we will take reasonable steps to protect the personal information we hold from interference, misuse and loss, and unauthorised access, modification and disclosure. We will take all reasonable steps to destroy or de-identify personal information if we no longer need it for an authorised purpose.

APP 12 – Access to personal information – We give an individual access to the personal information that we hold about the individual, unless an exception applies. We will respond to any requests for access within a reasonable period and give access in the manner requested by the individual, if it is reasonable to do so. If we decide not to give an individual access we will provide written reasons for the refusal and the mechanism available to complain about the refusal. You may make a request access to your personal information at no cost – you may incur an administration charge for accessing this information – this will not be an excessive amount.

APP13 – Correction of personal information – we will take all reasonable steps to correct personal information to ensure that, having regard to a purpose for which it is held, it is accurate, up- to-date, complete, relevant and not misleading, if either:

- the organisation is satisfied that it needs to be corrected, or
- an individual requests that their personal information be corrected.

We will respond to any correction request by an individual with a reasonable period after the request has been made.

7. National Vocational Education and Training Act 2011

- 7.1 The three acts that are named in the legislative listing define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTO's in most states of Australia, and any RTOs that operate in more than one state in Australia.
- 7.2 As a registered training organisation we co-operate with the monitoring and continuous improvement of our business operations and are involved in regular auditing processes. Australia Skills Quality Australia is the governing body and we are answerable to ASQA for our operations. This includes the right of ASQA to audit Real Coach and apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO.

8. Working with Children

- 8.1 As we accept people under the age of 18 in our training programs we comply with all Federal and State Working with Children legislation such as the NSW Commission for Children and Young People Act 1998.
- 8.2 A list of all relevant legislation is available from the following website :
- 8.3 <http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/>
- 8.4 Further information on the Working with Children's Check is available from Real Coach's CEO, but this effectively means all staff who come in contact with people under the age of 18, such as trainers, must be cleared as not being a risk to the health and safety of minors.
- 8.5 This is done through a submission to the appropriate government agency <https://check.kids.nsw.gov.au>, and until the response is received, we cannot allow the person being reviewed to conduct or interact with the minors unsupervised.

9. Access and Equity

- 9.1 We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.
- 9.2 All students have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- 9.3 All students who meet our entry requirements will be accepted into any of our training programs. All Real Coach staff are made aware that access and equity is their responsibility.
- 9.4 If you have any issues or questions regarding access and equity this can be directed to Real Coach's CEO.

10. Harassment and Anti- Discrimination Policy

- 10.1 Real Coach is committed to ensure that all staff and students are provided with a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly in a safe learning environment.
- 10.2 We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.
- 10.3 Staff and students should be aware of the following definitions:
- 10.4 **'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

- 10.5 '**Confidentiality**' - refers to information kept in trust and divulged only to those who need to know.
- 10.6 '**Discrimination**' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimization is also treated as another ground of discrimination.
- 10.7 '**Harassment**' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.
- 10.8 '**Personnel**' - refers to all employees of Real Coach Pty Ltd.
- 10.9 '**Racial Harassment**' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.
- 10.10 **Sexual Harassment**' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.
- 10.11 '**Victimisation**' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.
- 10.12 **Specific principles**
- All staff and students have a right to work in an environment free of any form of harassment and discrimination
 - Students are to notify a trainer, member of staff or CEO immediately if they believe that they are being treated unfairly or witness any incident of discrimination, victimisation or any form of harassment
 - All reports of harassment and discrimination will be treated seriously, impartially and sensitively..Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
 - When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it
 - In dealing with all complaints, the rights of all individuals are respected and confidentiality maintained,
 - Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome to all parties
 - Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue
 - Victimization is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
 - Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
 - Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith

11. Recognition of other Qualifications

- 11.1 All Australian Quality Framework (AQF) qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Real Coach Pty Ltd.
- 11.2 These qualifications will be recognised and where appropriate could be used to reduce the training program the student is wishing to complete.
- 11.3 Students would be required to produce a certified copy or the original certificate to the CEO or Trainer/Assessor who will make a note of the qualification in our record system after verifying the information with the issuing body/RTO.

11.4 Eg: A student who has completed some units of study from the Training Package CPP40307 Certificate IV in Property Services (Real Estate) may produce a transcript of his/her results in order to gain recognition of this learning in our training program.

11.5 If you have completed some training/qualification from an earlier training package this study may be used as recognition of prior learning and can be submitted for assessment.

12. Recognition of Prior Learning (RPL)

12.1 Real Coach recognises that students will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

12.2 Students who believe they have skills and knowledge that would be covered in the training programs offered by Real Coach should apply at the time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced. Students can make an application for Recognition of Prior Learning at any time during the training program but Real Coach encourages this process upon enrolment.

12.3 Our process in assisting students with the RPL assessment starts with completing a short questionnaire. The questionnaire will help our trainer/assessor create a snapshot of your experience and previous study. Completing this questionnaire will also aid you in compiling the information /evidence that is necessary to complete your application with ease.

12.4 Reviewing this information will enable our trainer/assessor to provide the student with our recommendations so that the relevant units of study can be identified and not completed where applicable.

12.5 An RPL application form and information pack is made available to all students wishing to apply for RPL. The RPL application form will need to be completed in full and all relevant evidence supplied to Real Coach for assessment to gain competency in the units of study that the student wishes to apply for. **If sufficient evidence is not supplied the relevant assessment will need to be completed to gain competency in the unit of study.**

12.6 Students are advised of the outcome of the RPL Application with 21 days of submitting the completed application and relevant evidence. You may be granted exemptions from the units of study that you have applied for, you may be required to submit further evidence or if the appropriate level of competency is not shown you will be required to complete the assessment for that unit of competency.

13. Enrolment and Induction

13.1 Prior to your enrolment all the resources are accessible to you to assist in making an informed decision on the most suitable course for your individual needs. Information about the training, assessment and support services that are provided by Real Coach are outlined in the relevant course brochures, on our website and detailed in this student handbook. Your rights and obligations as a student are also outlined in the student handbook. This resource should be used as a reference throughout the duration of your training with Real Coach. If you have any additional questions they can be directed to Real Coach's CEO or Real Coach staff.

13.2 We offer a range of courses on our scope of registration once you have read through the relevant material you are now ready to complete your enrolment.

13.3 To enrol in any of our training courses you will be required to complete an Enrolment Form. Enrolment forms can be completed online, over the phone or alternatively the enrolment form can be forwarded to you for completion.

13.4 As part of the enrolment you will be required to supply photo identification (ie: Drivers Licence). Please note that a statement of attainment, certificate or documentation regarding your qualification will not be issued until the photo identification has been provided.

13.5 Once you have completed the enrolment form in full please forward it to Real Coach with the applicable course fee. Your enrolment will then be processed and you will then be inducted into the relevant course. The induction process will consist of the following:

- Introduction/Welcome
- About Real Coach
- Course Confirmation
- Student Behaviour
- Qualification to be issued
- Assistance with Recognition of Prior Learning (if applicable)
- Assessment guidelines - the training and assessment procedures, including method, format and purpose of assessment
- Payment for course
- Assessment completion
- Support services
- Complaints/Appeals Procedure
- Feedback

14. Course Conduct

14.1 Students are required to conduct themselves in a professional manner at all times and abide by the following conditions:

- Punctuality -to arrive to training on time for the start of sessions and return from scheduled breaks to avoid any delays in training
- Attendance – to attend all training sessions in line with the enrolment. Any absences need to be reported to the trainer or Real Coach Staff as soon as practicable
- Participation – the training process is an interactive format and to gain the most out of our training participation is the key
- Behaviour – all students are required to conduct themselves in a professional manner at all times. Respecting the trainer and all other students in line with our harassment and anti-discrimination policy
- Dress – to adhere to dress code – smart casual attire
- Smoking – there is strictly no smoking in any of our courses and you must abide by the rules of the venue
- Mobile Phones – there is strictly no mobile phone use in our courses. We request that all phones are turned off throughout the duration of the training. Scheduled breaks are held throughout training and this time can be utilised for any necessary calls.

15. Flexible Delivery

15.1 Real Coach recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will still achieve good results.

15.2 Real Coach will make any necessary adjustment to meet the needs of a variety of students where possible.

15.3 Real Coach undertakes to assist students to achieve the required competency standards where it is within our ability. Where we cannot assist a student, we will refer them, where possible, to the appropriate organisations that can assist.

15.4 Any further questions can be referred to your trainer or Real Coach’s CEO or please refer to the Student Support, Welfare and Guidance section of this handbook.

16. Assessment Standards

16.1 All assessments conducted by us will:

16.2 Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds relevant qualifications.

16.3 All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

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16.4 All of our Assessments will be:

- a. **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess
- b. **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- c. **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate
 - involve procedures in which criteria for judging performance are made clear to all participants
 - employ a participatory approach
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations
- d. **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

16.5 We will achieve this through:

- careful design of assessments
- validation and moderation of the assessment materials and conduct of our annual review.
- an understanding of the definition and practical application of the above definitions

17. Assessment Criteria

17.1 All our assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.

17.2 This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, and types of assessment.

18. Assessment Methods

18.1 Our assessments and assessment methods are validated against the currently endorsed training package to ensure that the student is provided with current legislation and relevant material to gain competency in the qualification. We will ensure that we:
focus on the application of the skill and knowledge as required in the workplace, including:

- a. Task skills (actually doing the job)
- b. Task management skills (managing the job)
- c. Contingency management skills (what happens if something goes wrong)
- d. Job Role environment skills (managing your job and its interaction with others around you)

18.2 We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

18.3 Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

18.4 All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

18.5 Re-assessment is available upon appeal. The student would be required to lodge an appeal. Please refer to the Complaints and Appeals section.

19. Assessment Procedures

19.1 The student's assessments are marked COMPETENT or NOT YET COMPETENT. The assessment must meet with the competency standards to gain a competent mark. If the student assessments are marked not yet competent the student is given an explanation as to why his/her assessment has not met the standards and will be given the opportunity to resubmit or complete the work. It will then be reassessed for competency. The first resubmit is free of charge and the student will be given the same assessment to complete. Second and subsequent reassessments will incur an additional fee and the student may be issued with a new assessment to complete. If at any time the student feels that his/her assessment meets the standards he/she may appeal the result. See the complaints and appeals section.

19.2 We have two options for assessment marking:

Option 1: Standard Marking- is included in the original course fee. Your assessment portfolio will be processed within 21 days of receipt of assessments.

Option 2: If you require your assessments to be processed urgently, Real Coach has a fast marking facility. This will incur an additional fee (fees are itemised in Fees, Refunds and Transfers section in this handbook). Your assessments will be processed within 5 business days from receipt of your assessments. The student will be required to complete a Fast Marking option when completing the assessment cover sheet which is supplied to student with the course material if he/she requires this option.

19.3 All work must be your own. Real Coach takes plagiarism very seriously and will not tolerate it in any course or training that we provide. Plagiarism means copying someone else's work and presenting it as your own work, either in whole or part. Any copying of work either from a previous assessment or another student is considered to be a serious offence and penalties will apply and continuation in the course may be prohibited.

20. Assessment Support

20.1 Real Coach offers all students support via email and phone. If a student requires assistance with any part of the course or assessment he/she may lodge a support request via the support section on our website www.realcoach.com.au, email: support@realcoach.com.au or via our office on 1300 124 125 during business hours. Please note the role of the trainer in providing support is to clarify or offer additional explanation to assist the student in completing the course NOT to provide the student with the answers to the assessment questions.

20.2 When accessing support the student should provide as much information as possible regarding the support question. If you have the following information available when logging the support query this would assist the trainer/assessor in assisting with the query. Relevant information would include: student name, Real Coach student number, contact phone number, email address, course name, version number (located on front cover of all course material - bottom left corner eg : V3.0), unit code, unit name, question number, detailed query of the question/s.

21. Assessment Student Training Records Policy

21.1 We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our student's privacy.

21.2 Individual student records will be stored in a locked secure office area. Our electronic records are stored in student records software system (VETtrak) and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

21.3 The CEO is responsible for conducting a back up of our computer systems to a password protected external hard drive which is stored off site. Our computer system back ups are completed daily to an external location ie : readyNAS and to the cloud.

21.4 Our software and hardcopy systems will retain student results for a period of not less than 30 years.

21.5 In the event that we cease to operate as a RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

21.6 All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven years.

21.7 Should we be required to submit statistical data on our students - Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), we will use the features inside our student record software program to provide this information to the relevant authority bodies.

21.8 We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded according to Real Coach Privacy Policy.

21.9 Access to individual student training records will be limited to those required by the NVR Standards such as:

- trainers and assessors to access and update the records of the students with whom they are working
- management staff as required to ensure the smooth and efficient operation of the business
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law such as:

- Persons permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).
- Or
- students authorising releases of specific information to third parties in writing
- the students themselves, after making application in writing. For example students seeking a replacement Qualification or Statement of Attainment.

21.10 Should you require access to your records or to organise a replacement certificate your request will need to be in writing to Real Coach and you will be required to supply photo identification (ie: Driver's Licence) to proceed with this request. Administration fees do apply for record retrieval and replacement of certificates. See the Fees, Refund and Transfer Policy within this handbook.

22. Fees, Refund and Transfer Policy

22.1 All of our training courses attract fees as detailed in the course information brochures and are detailed below.

22.2 These prices are subject to change.

22.3 Our course pricing structure for our accredited courses is made up of tuition and course material charges. The course material charge is the charge for course material which includes the development, progression and research of all course material that the student receives for the accredited course at enrolment. Real Coach may accept no more than \$1000.00 from the student prior to the commencement of the course.

22.4 The tuition charges are paid in advance by the student in line with the tuition that is to be delivered to the student throughout the duration of the course. This includes training, assessments, standard assessment marking and support services provided by Real Coach. Real Coach confirms that the tuition or other service charges that are paid in advance and yet to be delivered to the student does not exceed \$1500.00.

22.5 Upon payment the student is supplied with a receipt of payment and the relevant induction/material relevant for the course in which they are enrolled.

22.6 Payments can be made via mastercard, visa, amex, direct deposit, cheque or cash at the office. The trainer will not accept cash payments at venue.

22.7 We guarantee to conduct the assessment for the student when full payment has been made. To finalise your enrolment in our Certificate of Registration and Real Estate Licensing Course you are required to complete a series of questions to provide us with the relevant information to assist you in completing your chosen course and meet with government requirements. These questions are required to be submitted and completed in full. If you do not meet the requirements of the enrolment criteria a full refund will be made available to you. Should a circumstances occur where we are unable to provide the service the student has enrolled for we will refund all monies in full.

Fees, Refunds, Transfer & Extension Fees and Conditions

22.8 Continuing Professional Development (CPD – Online)

No refunds or transfers are available once the course has been purchased.
Real Coach takes no responsibility for damage to course material once purchased.
Course completion timeframe is 3 months from date of enrolment.
Once course expires re-enrolment would be required and will incur a \$50.00 re-enrolment fee.

22.9 Continuing Professional Development (CPD – CD ROM)

No refunds or transfers are available once the course has been purchased.
Real Coach takes no responsibility for damage to course material once purchased.

22.10 Continuing Professional Development (Seminar)

No refunds within 48 hours of seminar being held or for non attendance at the seminar.
Prior to this, refunds will only be given if received in writing and will incur an administration fee of \$100.00 payable at time of cancellation.
Transfers refer only to the individual enrolled. Only ONE transfer is permitted per seminar booking and refers to transferring to another CPD seminar course date. The transfer request must be received in writing and received no later than 48 hours prior to seminar being held.
All transfers incur an administration fee of \$50.00 which is payable at time of transfer.
Seminars are run based on minimum numbers of attendees and courses can be cancelled by Real Coach and student would be refunded in full.

22.11 Certificate of Registration (Correspondence – Self Study, E-Learning & RPL)

No refunds or transfers are available once the course has been purchased.
Real Coach takes no responsibility for damage to course material once purchased.
Course Completion timeframe is 6 months from date of enrolment.
Course Extension of 3 months incurs a cost of \$100.00 and must be applied for on or before course expiry. Only ONE course extension will be granted per enrolment. No further extensions will be granted and once course has expired re-enrolment will be required.

22.12 Certificate of Registration (Seminar)

No refund or transfer will be given within 5 business days of course being held or for non attendance at the seminar.
Refunds incur an administration fee of \$250.00 and must be received in writing.
Transfers refer only to the individual enrolled. Only ONE transfer is permitted per booking and refers to transferring to another Certificate of Registration seminar course date. All transfer requests must be received in writing and will incur an administration fee of \$100.00 payable at time of transfer.
Course Extension of 3 months incurs a cost of \$100.00 and must be applied for on or before course expiry. Only ONE course extension will be granted per enrolment. No further extensions will be granted and once course has expired re-enrolment will be required.
Seminars are run based on minimum numbers of attendees and courses can be cancelled by Real Coach and student would be refunded in full.

22.13 Real Estate Licensing Course (Correspondence – Self Study & E- Learning)

No refund or transfers are available once the course has been purchased
Real Coach takes no responsibility for damage to course material once purchased
Course Completion timeframe is 12 months from enrolment
Course Extension of 3 months at a cost of \$200.00 is available and must be applied for on or before course expiry. Only ONE course extension will be granted per enrolment. No further extensions will be granted and once course has expired re-enrolment will be required.

22.14 Real Estate Licensing Course (Accelerated)

No refund or transfer will be given within 5 business days of course being held or for non attendance at the seminar.
Course Completion timeframe is 12 months from enrolment
Refunds will only be considered if received in writing and will incur an administration fee of \$500.00
Transfers refer only to the individual enrolled. Only ONE transfer is permitted per booking and refers to transferring to another Real Estate Accelerated Licensing Course date. All transfer requests must be received in writing and will incur an administration fee of \$250.00
Course Extension of 3 months incurs a cost of \$200.00 and must be applied for on or before course expiry. Only ONE course extension will be granted per enrolment. No further extensions will be granted.
Seminars are run based on minimum numbers of attendees and courses can be cancelled by Real Coach and student would be refunded in full.

22.15 Auctioneer Accreditation (E-Learning)

No refunds or transfers are available once the course has been purchased
 Real Coach takes no responsibility for damage to course material once purchased
 Course Completion timeframe is 12 months from enrolment
 Course Extension of 3 months at a cost of \$50.00 is available and must be applied for prior to course expiry. Only ONE course extension will be granted per enrolment.

22.16 All claims for refunds, transfers and requests for course extensions must be completed in writing and forward to Real Coach within the applicable time frame as outlined.

22.17 No assessments will be marked if received after course expiry date. Students have 14 days to apply for course extension otherwise re-enrolment in the specific course will be required.

22.18 Course transfers, extensions and re-enrolments can only be granted in line with the requirements of the currently endorsed training package or currently accredited courses.

22.19 A small fee is applicable for replacement certificates and will require the student to complete a request form and produce photo identification when requesting the replacement certificate.

22.20 Listed below are additional fees that the student may find applicable throughout or after the completion of his/her course.

EXPLANATION OF ADDITIONAL FEES	COURSE TYPE	COST
Fast Marking		
Assessment marked in 2 business days	CPD	\$20.00 per assessment
Assessment marked in 5 business days	Certificate of Registration	\$80.00
Assessment marked in 5 business days	Licensing	\$40.00 per unit of study
Re-enrolment fee	CPD -online	\$50.00
Re-enrolment fee	Certificate of Registration	Listed course price
Re-enrolment fee	Licensing	Listed course price
Second and subsequent re-assessment	All courses	\$50.00 per unit of study
Replacement certificate	All qualifications	\$30.00
Record retrieval	All archived courses	\$50.00
Upgrade costs – Certificate of Registration	E-Learning to Printed documents	\$299.00
	Self study to E-Learning	\$99.00
Licensing	Self Study to Face/Face	\$999.00
	E-Learning to Printed documents	\$299.00
	Self Study to E Learning	\$99.00
<i>(upgrade costs refer to course purchased then the course to which you would like to upgrade).</i>		

22.21 Agency Compliance Audits and Inhouse Courses have additional fees, charges, terms and conditions which are advised to the client in full prior to booking.

23. Student Appeals and Complaints

- 23.1 Real Coach Pty Ltd treats complaints and appeals as highly important and we will deal with these in an effective and timely manner. Real Coach Pty Ltd will act upon any substantiated complaint or appeal. These will be recorded in our management system and will lead when appropriate to continuous improvement activities.
- 23.2 A student can lodge a complaint about any aspect of their dealings with our organisation, and the student can appeal any decision we make, including assessment decisions. A student may make a complaint regarding any dissatisfaction they may have as a student in any of our training programs in relation to operational or policy matters or a student may appeal an assessment result or outcome.
- 23.3 In the first instance that a student is unhappy or dissatisfied with an aspect of our training and assessment service delivery, they should consult their trainer in an attempt to quickly resolve the issue. If the issue is with the trainer and the student feels that they would prefer not to approach the trainer, then the CEO is available to discuss the issue or if the issue is with the CEO the administration staff are able to take on the responsibility of the CEO in resolving the issue.
- 23.4 Should the complaint or appeal not be resolved in the first instance, then the student is requested to formally lodge a complaint or appeal by completing the Complaint or Appeals form, these forms are available from any staff member of Real Coach.
- 23.5 If a completed Complaint and/or Appeals form is lodged, this will be entered into our Complaints and Appeals register for tracking purposes. Upon receipt of the formal complaint or appeal, the CEO will be responsible for handling and resolving the issue as soon as practicable in relation to the complaint/appeal. This will involve at least a formal interview with the student, the trainer (if appropriate) and the CEO. If this does not resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel. Engagement of the external assistance will be the responsibility of the CEO.
- 23.6 The suitable independent person or panel will need to be agreed upon by both the student and Real Coach, and could include another external dispute management company/mediator (such as Leadr and InterMEDIATE) Leadr can be contacted via www.leadr.com.au, InterMEDIATE can be contacted via www.intermediate.com.au
- 23.7 The CEO will negotiate the identification and engagement of the mutually agreed person or panel in conjunction with the complainant or appellant.
- 23.8 Should the nature of the complaint refer to criminal matters or where the welfare of students is in danger, Real Coach will, with the permission of the student, seek assistance from other authorities such as Police, Legal Representative or other parties as appropriate. Student confidentiality will be maintained at all times as is consistent with NSW Law.
- 23.9 The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, which will state the reasons for the decision.

ASQA provides information on its complaints handling process at
:<http://www.asqa.gov.au/complaints/making-a-compliant.html>.

Please note, that the ASQA website advises that some complaints about refunds may be directed to the NSW Office of Fair Trading. Phone: 133 220.

- 23.10 Real Coach views any complaints/appeals as an opportunity to improve the quality of our service as we value all students experience and learning outcomes.

24. Discipline

- 24.1 Real Coach attempts to provide training and assessment services in a spirit of co-operation and mutual respect.
- 24.2 If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student the trainer has the authority to:
- Warn the student that their behaviour is unsuitable, or
 - Ask a student to leave the class, without refund or acceptance into another course, or
 - Immediately cancel the class.
- 24.3 Real Coach has a zero tolerance policy towards illegal drugs and any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.
- 24.4 Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises. In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.
- 24.5 Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.
- 24.6 We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards or Real Coach policies by any staff or student will be discussed with all relevant parties and Real Coach's CEO and the appropriate action will be taken.
- 24.7 If a student wishes to express a complaint in relation to the disciplinary action taken, he/she has the opportunity to follow our complaints procedure.

25. Language, Literacy and Numeracy (LLN) Assistance

- 25.1 Our standard course material contains written documentation and numerical calculations.
- 25.2 In the event that you are experiencing any difficulties with your studies we would recommend that you speak with your trainer/assessor or another member of Real Coach's staff.
- 25.3 We will make every effort to support you in your studies. This could take the form of additional coaching or mentoring or through any other identified way. In the event that a student's needs exceed our skill we will refer the student to an external support provider.
- 25.4 Please note that the Real Estate Industry requires a minimum understanding of the English language as all forms and contracts are completed in English. As a result our course material is only provided in English and all assessments must be submitted in English.
- 25.5

Literacy and Numeracy Support

Australian Council of Adult Literacy
email

03 9469 2950
acal@pacific.net.au

Reading and Writing Hotline

www.literacyline.edu.au

1300 655 506

26. Student Support, Welfare and Guidance

26.1 We will assist all students in their efforts to complete our training programs. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Real Coach's staff.

26.2 We will ensure that our full resources are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

26.3 Should you be experiencing any difficulties you should make contact directly with the CEO who will assist you to the full extent of our capacity.

26.4 If your needs exceed Real Coach's support capacity we will refer you onto an appropriate external agency.

You can seek support by contacting:

Translating and Interpreting Service	13 14 50
Lifeline	13 11 14
Literacy and Numeracy Support Australian Council of Adult Literacy email	03 9469 2950 acal@pacific.net.au
Reading and Writing Hotline www.literacyline.edu.au	1300 655 506
Australian Skills Quality Authority (ASQA)	1300 701 801
Aboriginal education and training Support leadership, advocacy and advise about education and training for Aboriginal students and communities	9244 5393
Disability Support For individuals with disability and their carers	9244 5085
Distance Education Access and Equity provisions for rural and isolated students	9244 5343
Adult Migrant English Service Language and Literacy tuition for newly arrived migrants across metropolitan and rural areas.	1800 114 707
State Training Services Vocational Training	13 28 11
Vocational Training Tribunal Unit	9266 8450
Office of Fair Trading	13 32 20

27. Disclaimer

27.1 The information outlined in our student handbook is to be used as a guide for all our students. We have used all due care to ensure the information contained in this handbook is accurate, true and reflects on current procedures conducted by Real Coach. Real Coach reserves the right to change, modify and/or update any related issues at any time.

27.2 If you have any questions or queries regarding this handbook or any real estate education and training matter we would be happy to hear from you, your calls are always welcome –contact Real Coach on 1300 124 125.