



# STUDENT HANDBOOK

Everything you need to know to ensure your education pathway with Real Coach is successful.

[realcoach.com.au](https://realcoach.com.au)



## TABLE OF CONTENTS

1.	Introduction . . . . .	3
2.	The NVR Standards (National Vocational Regulator Standards) . . . . .	3
3.	Student & Real Coach’s Rights and Responsibilities . . . . .	4
4.	Legislative Requirements . . . . .	6
5.	Work, Health and Safety Policy . . . . .	8
6.	Privacy . . . . .	9
7.	Working with Children . . . . .	11
8.	Access and Equity . . . . .	11
9.	Harassment and Anti- Discrimination Policy . . . . .	11
10.	Recognition of Prior Learning (RPL) . . . . .	13
11.	Recognition of other Qualifications . . . . .	14
12.	Enrolment and Induction . . . . .	14
13.	Unique Student Identifier (USI) . . . . .	16
14.	Course Conduct . . . . .	17
15.	Flexible Delivery . . . . .	17
16.	Assessment Standards . . . . .	18
17.	Assessment Criteria . . . . .	19
18.	Assessment Methods . . . . .	19
19.	Assessment Procedures . . . . .	19
20.	Issuing Assessment Certification . . . . .	20
21.	Assessment Support . . . . .	20
22.	Student Assessment Training Records Policy . . . . .	21
23.	Fees, Refund and Transfer Policy . . . . .	22
24.	Fees, Refunds, Transfer & Extension Fees and Conditions . . . . .	23
25.	Student Appeals and Complaints . . . . .	25

26.	Assessment Appeals . . . . .	27
27.	Discipline . . . . .	28
28.	Transition of training products . . . . .	29
29.	Language, Literacy and Numeracy (LLN) Assistance . . . . .	29
30.	Student Support, Welfare and Guidance . . . . .	30
31.	Disclaimer . . . . .	31
32.	Privacy Statement & Student Declaration . . . . .	31

## 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 (RTO # 91092) 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 students.

1.2 Real Coach employees are committed to assisting students 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. We commitment to you is to deliver all our courses in an interactive and informative style, 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), Auctioneer Accreditation and Continuing Professional Development (CPD) from within the following Training Package:

- CPP40307 Certificate IV in Property Services (Real Estate) NSW.

1.5 Our trainers and assessors are highly qualified and have extensive experience within the industry. Their role is to support our students through our training programs and to ensure they have a valuable learning experience.

1.6 This student handbook is to assist you in your initial choice and 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 and that are available to you. The handbook informs you of your rights and obligations as a student and gives detailed information relating to fees, charges, policies and procedures. We here at Real Coach adhere to the policies and procedures outlined in this student handbook and provide the training required to you as a student. You are required to read and understand your rights and obligations as a student with Real Coach. 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 91092) we need to meet the requirements of the current NVR Standards. This is assessed 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 processes 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 management operations and meeting the needs of students.

2.5 We pride ourselves on ensuring that we retain and continue to implement quality systems and we value students' comments and feedback.

### **3. STUDENT & REAL COACH'S RIGHTS AND RESPONSIBILITIES**

3.1 Real Coach as an RTO have certain obligations and responsibilities, and you as a student have certain rights and responsibilities.

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.

3.3 Real Coach also has a responsibility and obligation to:

- provide a safe learning environment for all students
- adhere to all policies and procedures
- provide support services and assist students in their learning journey
- assist students that may require additional support surrounding Language, Literacy and Numeracy
- provide the educational requirements to meet with the qualification that is issued
- provide all the requirements for the student to meet their rights and obligations, as stated below.

#### **Student Rights and Obligations**

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, and also be provided with a high standard of documentation, good service, qualified trainer and assessors who have current knowledge and experience of the industry
- have access to your records. All students have access to their own records this may be in the form of obtaining information yourself regarding your course status, transcript, reprint etc. Access to your records is via a written request
- 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 (RPL) assessed and recognised

- have a safe learning environment, and conduct yourself safely in all aspects of your activities and adhere to our stated policy and procedures
- to seriously apply yourself to undertake the course that you have committed to, and formally tell us if you choose to withdraw from the process
- 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 and other students
- be provided with the services that have been paid for, the specific course material and mode of delivery in which it was advertised, any variation to the process must obtain mutual consent
- 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 how we conduct business as an RTO or your assessment outcome, and that any complaint or grievance is dealt with quickly and satisfactorily
- 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 or government 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
- conduct ethically, responsibly with courtesy and respect, and to be both morally and socially responsible at all times. This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behaviour, threatening or aggressive behaviour or speech will not be tolerated, or need to be tolerated by any person whether a staff member, contractor, or a student in the course

### Each student has the obligation 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 and timeframes
- be respectful to all students and Real Coach staff
- understand and 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
- apply yourself to the undertaking of the course in which you have enrolled, and to be committed to the process. We expect that you will work on the process and meet commitments
- adhere to any reasonable and lawful request by Real Coach.
- provide feedback on our assessment and client services that are provided and act on opportunities for improvement to our processes and policies
- and are obligated to understand the policies and procedures concerning your course.

3.4 As a student with Real Coach we wish to ensure that you gain the utmost out of your training experience. Therefore students are required to adhere to these rights and obligations. If the rights and obligations are not met by the student 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 and in the case of suspected criminal activity be referred to the police.

## 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](http://www.austlii.edu.au), [www.legislation.nsw.gov.au](http://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 Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator Amendment 2015
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011. Incorporating Amendment (Annual Registration Charge) Act 2017
- Standards for Registered Training Organisations (RTOs) 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Disability Discrimination Amendment (Education Standards) Act 2005
- Racial Discrimination Act 1975
- Racial Discrimination Amendment Bill 2016
- Sex Discrimination Act 1984
- Sex Discrimination Admendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2017
- Copyright Act 1968

## State Based Legislation

- NSW Anti-discrimination Act 1977 & Amendment Act 1997
- Workers Compensation Act 1987 & Regulation 2016
- Workplace Injury Management and Workers Compensation Regulation 1998
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act 2006
- WorkCover Compensation Regulation 2016
- Copyright Act, 1879. 42 No 20 (NSW)
- NSW Child Protection (Working with Children) Act 2012

The following legislation is applicable to Real Estate Agents:

- Property Stock and Business Agents Act 2002
- Property Stock and Business Agents Act Regulations 2014
- 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 2017 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 staff and students 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 This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the student. We are required to collect certain personal information from all students to ensure that we are able to meet with the student's 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.

The thirteen Australian Privacy Principles are defined below:

**Principle 1** – Open and transparent management of personal information. The object of this principle is to ensure that Real Coach Pty Ltd entities manage personal information in an open and transparent way.

**Principle 2** – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with Real Coach Pty Ltd in relation to a particular matter.

**Principle 3** – Collection of solicited Personal Information. Real Coach Pty Ltd must not collect personal information (other than sensitive information) unless the information is reasonably necessary for Real Coach Pty Ltd business purposes.

**Principle 4**– Dealing with unsolicited personal information. If Real Coach Pty Ltd receives personal information, Real Coach Pty Ltd must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified.

**Principle 5** – Notification of the collection of personal information. Requires Real Coach Pty Ltd to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

**Principle 6** – Use or disclosure of personal information. The information that Real Coach Pty Ltd holds on an individual that was collected for a particular purpose, Real Coach Pty Ltd must not use or disclose the information for another purpose unless the individual has consented.

**Principle 7** – Direct marketing. As the Real Coach Pty Ltd holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

**Principle 8** – Cross Border disclosure of personal information. Where Real Coach Pty Ltd discloses personal information about an individual to an overseas recipient, Real Coach Pty Ltd must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

**Principle 9** – Adoption, use or disclosure of government related identifiers. Real Coach Pty Ltd must not adopt a government related identifier of an individual as its own identifier of the individual except under specific circumstances.

**Principle 10** – Quality of personal information. Real Coach Pty Ltd must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that Real Coach Pty Ltd collects is accurate, up to date and complete.

**Principle 11** – Security of personal information. If an Real Coach Pty Ltd entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

**Principle 12** – Access to personal information. As Real Coach Pty Ltd holds personal information about individuals, Real Coach Pty Ltd must, on request by the individual, give the individual access to the information.

**Principle 13** – Correction of personal information. As Real Coach Pty Ltd holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; Real Coach Pty Ltd must take such steps as are reasonable in the circumstances to correct that information.

## 7. WORKING WITH CHILDREN

7.1 As we accept people under the age of 18 in our training programs we will comply with all Federal and State Working with Children legislation such as the NSW Child Protection (Working with Children) Act 2012.

7.2 Relevant information regarding this legislation and requirements is available at : [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au) .

7.3 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. ACCESS AND EQUITY

8.1 We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

8.2 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.

8.3 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.

8.4 If you have any issues or questions regarding access and equity this can be directed to Real Coach’s CEO.

## 9. HARASSMENT AND ANTI- DISCRIMINATION POLICY

9.1 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.

9.2 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.

9.3 Staff and students should be aware of the following definitions:

9.4 **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 of 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.

9.5 **Confidentiality** – refers to information kept in trust and divulged only to those who need to know.

9.6 **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.

9.7 **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.

9.8 **Personnel** – refers to all employees of Real Coach Pty Ltd.

9.9 **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.

9.10 **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.

9.11 **Victimization** – 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.

#### 9.12 **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
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

## 10. RECOGNITION OF PRIOR LEARNING (RPL)

10.1 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.

10.2 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 although Real Coach encourages this process upon enrolment.

10.3 Our process is to assist the student with the RPL application and assessment and discuss their individual circumstances and the requirement of compiling the information / evidence that is necessary to complete their application.

10.4 Reviewing and discussing this information will enable our trainer/assessor to provide the student with our recommendations so that the relevant units of study can be identified.

10.5 An RPL application form and information kit is made available to all students wishing to apply for RPL at enrolment. The RPL application form will need to be completed in full and all relevant evidence to support the application 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.

10.6 Students are advised of the outcome of the RPL Application within 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.

## 11. RECOGNITION OF OTHER QUALIFICATIONS

11.1 Credit transfer is available to all students enrolling in any of our training programs on our scope of registration. Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider. Therefore 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 of the 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. ENROLMENT AND INDUCTION

12.1 Prior to your enrolment all the relevant information is accessible to you to assist in making an informed decision on the most suitable course and method for you and your individual needs. Information about 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 in making an informed decision about the course selection and 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.

12.2 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.

12.3 To enrol in any of our accredited training courses you will be required to complete an Enrolment Form submitting relevant statistical data (AVETMISS) and your Unique Student Identifier information USI. (For more information please refer to USI Information within



this student handbook) Enrolment forms can be completed online, over the phone or alternatively the enrolment form can be forwarded via email for you to complete.

**12.4** 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** - including relevant course flyer, enrolment form and student handbook to ensure that you the student can make an informed decision  
- including but not limited to information surrounding assistance/eligibility requirements with Recognition of Prior Learning (if applicable).
- **Enrolment Submission** - when completing your enrolment form please complete all sections of the form and ensure that all information provided is true and correct.
- **Enrolment Processing** - Upon receipt of a completed enrolment form your information is reviewed. A review of the enrolment information is conducted and verified (ie: avetmiss data & USI information). If at this time the student has indicated under the Language, Literacy and Cultural Diversity section of the form that the ability to speak, read English and/or work with numbers is either listed as not well or lower they would be contacted to review their individual circumstances and an assessment of their abilities would be conducted to identify any additional support that may be required. This may involve a written self-assessment or directive to third party to assist with the needs of the students (additional cost may be incurred by the student for these types of external services). As all our courses require the assessment to be conducted and assessed in English your suitability to the course will be reviewed and support requirements would be established where possible. A full refund of the course fee would be given if the student is found to be not suitable to conduct training at this time.
- **Induction**
  - Course Confirmation
  - Qualification to be issued
  - Course Details/Duration
  - Course Information Overview
  - Assessment completion/submission
  - Support services

### 13. UNIQUE STUDENT IDENTIFIER (USI)

13.1 From the 1st January 2015 all Registered Training Organisations are required to collect and verify a Unique Student Identifier (USI) for all students. The USI is a requirement put in place by the Australian Government, Department of Industry and is a condition of registration for all Registered Training Organisations. A Unique Student Identify (USI) is a 10 digit code provided to you via the USI Registry that will uniquely identify you and all your training results and records for years come, in an online account that you can access at any time.

To find out more about USI or to create your USI go to Australian Government - USI Registry and follow the steps to create your own account.

To create a USI the student will be required to provide:

- Personal Information
- Contact Information
- One form of identification:
  - Driver's Licence
  - Medicare Card
  - Australian Passport
  - Visa (with Non-Australian Passport) for international Participants
  - Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
  - Certificate Of Registration By Descent
  - Citizenship Certificate
  - ImmiCard

Please refer to Student Identifiers Registrar regarding their policy and protection on student's privacy.

All students are required to obtain a USI (if you don't already hold a USI number) as part of the enrolment process.

13.2 As part of your enrolment Real Coach will update, record and validate your enrolment information (AVETMISS Data) and your USI. Any USI number provided to Real Coach Pty Ltd will be verified as being accurate. If the USI number provided is incorrect or rejected you will be notified. Please be aware that we are not permitted to issue a statement of attainment/ qualification without a valid USI number (unless an exemption applies under the Student Identifiers Act 2014).

## 14. COURSE CONDUCT

14.1 Students are required to conduct themselves in a professional manner at all times and agree to 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 and understand that attendance at the entire session is required. Any absences need to be reported to the trainer or Real Coach staff as soon as practicable. Via email to [info@realcoach.com.au](mailto:info@realcoach.com.au) or on 1300 124 125. Any absences from training sessions may result in additional assessment questions being required as workshop participation is compulsory.
- 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 policies.
- 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 session. Scheduled breaks are held throughout training and this time can be utilised for any necessary calls or messages.
- Plagiarism – all assessments must be the students own response to the assessment questions, must be written independently to show students understanding. If it is believed that plagiarism has occurred in part or full that penalties will apply. Plagiarism is the copying of someone else’s work and presenting it as my own in either in part or full. Plagiarism is considered a serious offence. If it is determined you have allowed your assessments to be copied by another student, both parties will be considered equally guilty of plagiarism and the above penalties will apply to both. Penalties that may apply but are not limited to additional assessment questions and an additional fee of \$350.00. This fee would be payable should the student/s wish to proceed. I understand that all student/s involved may be unable to undertake the remainder of the course and or any further training with Real Coach.

## 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 ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant training and assessment units of competency or equivalent 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.

16.4 All of our Assessments will be:

- Valid - Assessment methods will be valid, that is, they will assess what they claim to assess
- Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- 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 students employ a participatory approach provide for students to undertake assessments at appropriate times and where required in appropriate locations
- 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 a review of course material.
- 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:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- 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 members 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 The student may appeal a decision and would be required to lodge an appeal. Please refer to the Complaints and Appeals section to find out the process that is required to lodge an appeal.

## 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 submission will be processed within 21 days upon receipt of your completed assessments.
- **Option 2:** If you require your assessments to be processed urgently, Real Coach has a fast marking option. 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 completed assessments. The student will be required to complete a Fast Marking option form (including payment details) 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 and or cancelled/ withdrawn immediately.

19.4 We advise that all students should retain a copy of their assessment prior to submission (including assessment template booklets). We take no responsibility for assessments that are lost or damaged in transit. You must be able to resubmit your assessment if required and copies will also assist in any questions that are deemed Not Yet Competent and where a resubmit is required.

## 20. ISSUING ASSESSMENT CERTIFICATION

20.1 We will issue the relevant certification documentation only to the student whom has enrolled and been assessed and has met the requirements of the training. The certification documentation will be issued to the student within 30 calendar days of the student being assessed, provided that all student fees are paid in full and all statistical and USI requirements have been fulfilled.

## 21. ASSESSMENT SUPPORT

21.1 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](http://www.realcoach.com.au), email: [support@realcoach.com.au](mailto:support@realcoach.com.au) or via our office on 1300 124 125 during business hours. Once you have lodged a support request a trainer will answer your email/call with two business days – we will endeavour to answer your queries as quickly as possible. 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.

21.2 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 course material – bottom footer of the page eg: V5.0, unit code, unit name, question number, detailed query of the question/s).

## 22. STUDENT ASSESSMENT TRAINING RECORDS POLICY

22.1 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.

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

22.3 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.

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

22.5 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.

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

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

22.8 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.

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

22.10 Trainers and assessors to access and update the records of the students with whom they are working

22.11 Management staff as required to ensure the smooth and efficient operation of the business

22.12 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:

22.13 Persons permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

22.14 students authorising releases of specific information to third parties in writing

22.15 the students themselves, after making application in writing. For example students

seeking a replacement Qualification or Statement of Attainment.

22.16 We are required to ensure that we issue our statements of attainment and certificates to a student within thirty days (30 days) where the student has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

22.17 Should you require access to your records or to organise a replacement certificate your request will need to be in writing to Real Coach 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.

## 23. FEES, REFUND AND TRANSFER POLICY

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

23.2 These prices are subject to change. The details of fees, refunds and transfer are located in this student handbook.

23.3 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.

23.4 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. If Real Coach are unable to provide the tuition to the student we will refund the fees paid in advance. All students are required to pay fees both course material and tuition charges at the time of enrolment.

23.5 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.

23.6 Payments can be made via mastercard, visa, amex, direct deposit/payid at the office. The trainer will not accept payments at venue. Please note that amex incurs a 3% surcharge.

23.7 We guarantee to conduct the assessment for the student when full payment has been made. If you do not meet the requirements of the enrolment criteria a full refund will be made available to you. Should this circumstance occur where we are unable to provide the service for which the student has enrolled for we will provide a refund of all monies in full.



## 24. FEES, REFUNDS, TRANSFER & EXTENSION FEES AND CONDITIONS

### 24.1 Continuing Professional Development (CPD – Online)

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

### 24.2 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 or given the opportunity to transfer at no cost to the student in this circumstance.

### 24.3 Certificate of Registration (Self Study- Printed Edition, E-Learning & RPL Option)

No refunds or transfers are available once the course has been purchased/enrolled. Real Coach takes no responsibility for damage to course material once purchased/enrolled. Course Completion timeframe is 6 months from date of enrolment. Course Extension of 1 month incurs a cost of \$150.00 and must be applied for on or before course expiry date. Only ONE course extension will be granted per enrolment and are subject to the current endorsed training package. No further extensions will be granted once course has expired, re-enrolment will be required.

### 24.4 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 1 month incurs a cost of \$150.00 and must be applied for on or before course expiry. Only ONE course extension will be granted per enrolment and are subject to the current endorsed training package. 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 or given the opportunity to transfer at no cost to the student in this circumstance.

#### 24.5 Real Estate Licensing Course (Self Study - E- Learning)

No refund or transfers are available once the course has been purchased/enrolled. Real Coach takes no responsibility for damage to course material once purchased/enrolled. Course Completion timeframe is 12 months from enrolment. Course Extension of 3 months at a cost of \$250.00 is available and must be applied for on or before course expiry date. Only ONE course extension will be granted per enrolment and are subject to the current endorsed training package. No further extensions will be granted and once course has expired, re-enrolment will be required.

#### 24.6 Real Estate Licensing Course (Seminar)

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 Licensing Course Seminar 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 \$250.00 and must be applied for on or before course expiry date. Only ONE course extension will be granted per enrolment and are subject to the current endorsed training package. 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 or given the opportunity to transfer at no cost to the student in this circumstance.

#### 24.7 Auctioneer Accreditation (Self Study - E-Learning)

No refunds or transfers are available once the course has been purchased/enrolled. Real Coach takes no responsibility for damage to course material once purchased/enrolled. Course Completion timeframe is 6 months from enrolment. Course Extension of 1 month at a cost of \$100.00 is available and must be applied for prior to course expiry . Only ONE course extension will be granted per enrolment and are subject to the current endorsed training package. No further extensions will be granted and once course has expired, re-enrolment will be required.

24.8 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. 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. 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. An administration fee is applicable for replacement certificates and will require the student to forward their request in writing with payment when requesting the replacement certificate.

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 incl GST
Fast Marking - Assessment marked in 5 business days	Certificate of Registration	\$80.00
Fast Marking - Assessment marked in 5 business days	Licensing	\$40.00 per unit of study
Re-enrolment fee	CPD -online	\$50.00 incl GST
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 incl GST
Replacement certificate administration fee	All qualifications	\$15.00 incl GST
Record retrieval	All archived courses	\$40.00 incl GST
Upgrade costs - Certificate of Registration	E-Learning to Printed Edition	\$299.00
Licensing	E-Learning to Seminar	\$999.00

(upgrade costs refer to course purchased then the course to which you would like to upgrade).

24.9 Agency Compliance Reviews and Inhouse Courses have additional fees, charges, terms and conditions which are advised to the client in full in the written proposal to the agency.

## 25. STUDENT APPEALS AND COMPLAINTS

25.1 Real Coach Pty Ltd treats complaints and appeals as highly important and we will deal with these in an effective and timely manner, we will attempt to resolve any complaints/ appeals within three weeks. Real Coach Pty Ltd will act upon any substantiated complaint or appeal. These will be securely recorded in our management system and will lead when appropriate to continuous improvement activities. The data entry responsibility and security of this information lies with the CEO.

25.2 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.

25.3 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.

25.4 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.

25.5 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. The CEO will formally acknowledge in writing the complaint/appeal with two business days of receipt. From there the complaint/appeal will be reviewed/assessed and further contact will be made to discuss/resolve the issue. 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.

25.6 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) Leadr can be contacted via [www.resolution.institute](http://www.resolution.institute) (combining Leadr and IAMA InterMEDIATE can be contacted via [www.intermediate.com.au](http://www.intermediate.com.au))

25.7 The CEO will negotiate the identification and engagement of the mutually agreed person or panel in conjunction with the complainant or appellant.

25.8 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 and Australian Law.

25.9 At all times we will ensure that the principles of natural justice and procedural fairness be upheld, the complainant/appellant will remain informed at all times of the progress of their complaint or appeal through written correspondence, either by email or letter.

25.10 Real Coach Pty Ltd will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

25.11 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, student, or representing a student, you must first seek to have your complaint investigated through your training provider's internal complaints and appeals resolution processes. Only under

exceptional circumstances, or after all opportunities to resolve the matter through a training provider's internal complaints process are exhausted, should you seek to have your complaint investigated by an external party (such as ASQA).

25.12 ASQA provides information on its complaints handling process at : ASQA - Complaints Process

ASQA  
GPO Box 9928  
Melbourne VIC 3001  
Ph: 1300 701 801 (9:00am – 7:00pm EST)  
email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)  
web: [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)

25.13 Please note the following extract is from the above referenced website:

- ASQA accepts complaints about training providers.
- ASQA takes a risk-assessment approach to complaints which allows ASQA to focus on risks to the quality of vocational education and training.
- ASQA's role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.
- A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 9am to 6pm nationally.
- More details on the National Complaints Hotline can be found at Australian Government – Department of Education and Training
- 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.
- 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.

## 26. ASSESSMENT APPEALS

26.1 In rare circumstances, a student may object to decisions made by Real Coach, including assessment outcomes, and wish to appeal these decisions.

26.2 Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in class
- The response provided by the student was the response provided in class

- Or any other reason.

26.3 In the case of the Assessment appeal, the student will follow the same basic steps as outlined in the complaint and appeal section.

- Discuss the issue with your trainer and seek their opinion.
- If you are still dissatisfied, complete the appeals form and submit it to the CEO who will:
  - provide written receipt of your case within two business days,
  - review your case, if desired, you will be able to present your case to the CEO. The CEO will review your case with you and provide you with a written response, including the reasons for the response.
- If you are still dissatisfied, advise the CEO, who will escalated the matter to a mutually agreeable independent person or panel.

26.4 Engagement of the external assistance will be the responsibility of the CEO.

26.5 The suitable independent person or panel, will need to be agreed upon by both the student and, this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and IAMA, or InterMEDIATE.

- Leadr can be contacted via <http://www.leadriama.org/>,
- InterMEDIATE can be contact via <http://www.intermediate.com.au/>
- Costs for the independent person or panel, will be borne by Real Coach Pty Ltd.
- The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

26.6 Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

26.7 At all times will we keep our students informed of the progress of their complaint and appeal, and should this process take longer than sixty (60) days we will enquire as to the reasons why and keep the student informed of these reasons, again through written correspondence, typically email or letter.

## 27. DISCIPLINE

27.1 Real Coach attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

27.2 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.

27.3 Real Coach has a zero tolerance policy towards illegal drugs and any person found or presumed to be in possession or under the influence of illegal drugs will be asked to leave the premises.

27.4 Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance or others 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.

27.5 Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the student's assessment being dismissed.

27.6 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.

27.7 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.

## 28. TRANSITION OF TRAINING PRODUCTS

28.1 In accordance to the NVR Standards 2015 where a training product on our scope of registration is superseded all learners' training and assessment is completed and the relevant certification documentation would be issued within 2 years from the date the qualification is removed or deleted.

28.2 Where a skill set, unit of competency, accredited short course or unit is no longer current and has not been superseded all learners training and assessment is completed and the relevant certification documentation would be issued with 1 year from the date the skill set, unit of competency, accredited short course or unit was removed or deleted.

28.3 Any new learners would not commence training and assessment in a training product that has been removed or deleted from our scope and from the National Register.

## 29. LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

29.1 Our standard course material contains written documentation and numerical calculations.

29.2 We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

29.3 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.

29.4 We will make every effort to support you in your studies. This could take the form of additional coaching or mentoring or making adjustments in a seminar to assistance anyone. For e.g. a person with a visual impairment if they need a position closer to the front of the room to view the powerpoint unobstructed, or for anyone with hearing difficulty to be positioned closer to the trainer for the duration of the sessions or through any other identified way. In the event that a student's needs exceed our skill set we will refer the student to an external support provider.

29.5 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. Our course requires a certain level of literacy and numeracy skills to obtain the qualification. Therefore we recommend that students reading and ability to work with numbers is "well" to be able to meet with the requirements of the course outcomes.

- Literacy and Numeracy Support  
Australian Council of Adult Literacy    [www.acal.edu.au](http://www.acal.edu.au)  
[info@acal.edu.au](mailto:info@acal.edu.au)
  
- Reading and Writing Hotline                      1300 655 506  
[rwhotline@det.nsw.edu.au](mailto:rwhotline@det.nsw.edu.au)

## **30. STUDENT SUPPORT, WELFARE AND GUIDANCE**

30.1 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.

30.2 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.

30.3 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.

30.4 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                      [www.acal.edu.au](http://www.acal.edu.au)  
[info@acal.edu.au](mailto:info@acal.edu.au)
  
- Reading and Writing Hotline    1300 655 506  
[rwhotline@det.nsw.edu.au](mailto:rwhotline@det.nsw.edu.au)



- Australian Skills Quality Authority (ASQA) 1300 701 801
- Aboriginal education and training 02 9244 5393  
Support leadership, advocacy and advise about education and training for Aboriginal students and communities
- Disability Learning & Support 02 9244 5085  
Department of Education  
For individuals with disability and their carers
- Distance Education 02 6334 8070  
Access and Equity provisions for rural and isolated students
- Adult Migrant English Service 1800 114 707  
Language and Literacy tuition for newly arrived migrants across metropolitan and rural areas.
- State Training Services  
Vocational Training 13 28 11
- Vocational Training Tribunal Unit 1300 772 104
- NSW Fair Trading 13 32 20

### 31. DISCLAIMER

31.1 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.

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

### 32. PRIVACY STATEMENT & STUDENT DECLARATION

32.1 When you enrol in an accredited course with Real Coach you will be required to complete an acknowledgement of the terms and conditions, a privacy statement and a student declaration. This declaration will include that you as the student declare that the information you provide to the best of your knowledge is true and correct, and that you as the student are aware that Real Coach Pty Ltd is required to submit data sourced from the enrolment form to the national VET administrative collection as a regulatory reporting requirement. The information contained in the enrolment form may be used by Real Coach Pty Ltd or any of the following third parties for administrative, regulatory and/or research purposes: employer, government department and authorised agencies and or researchers. Also as a student you may receive a National Centre for Vocational Education Research (NCVER) student survey. This acknowledge and declaration will form part of your enrolment process with Real Coach.

Real Estate  
Education  
& Training

1300 124 125  
PO Box 2532, Taren Point NSW 2229  
[realcoach.com.au](http://realcoach.com.au)

RTO No. 91092