



# NSW

# Trainee Information

# Handbook

Real Estate Training Solutions Pty Ltd  
t/a

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The most recent copy of this Information Kit can be found at the RETS website - [www.rets.com.au](http://www.rets.com.au)

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## ***Introduction and Welcome***

Welcome to Real Estate Training Solutions (RETS), a Registered Training Organisation (RTO – RTO Provider Code: 90897) currently offering a range of real estate and strata management training in NSW and the ACT.

RETS is approved by the National Regulator for Vocational Education & Training (VET), the Australian Skills Quality Authority (ASQA) to deliver nationally training.

RETS is approved by and under contract with the NSW Department of Education to deliver subsidised training, specifically the Smart and Skilled initiative. RETS is also approved by Skills Canberra to delivery subsidised training under its Australian Apprenticeships (User Choice) program.

This Traineeship Handbook provides you with information you may need whilst studying with RETS. If you enrol as a student with RETS you will be expected to comply with the policies in this Handbook. If for any reason you are unsure of any information in this Handbook, please contact our office for clarification. RETS reserves the right to modify, revise or supplement the information including policies and procedures in this Handbook at its discretion.

**It is vital that you read this document in conjunction with the RETS Student Handbook.**

## What is a Traineeship?

Traineeships combine work-based training with an employer and formal training from a training provider (RTO). For a traineeship to be set up, a Training Contract must be established between the employer and you, the trainee. Training contracts are regulated by government.

During your traineeship, you will combine on-the-job training with formal study. This improves the likelihood that you will get the skills and experience future employers are looking for. Traineeships usually take 1-2 years to complete.

*School based traineeships:*

School-based Apprenticeships and Traineeships (SBAT) allow year 10, 11 and 12 high school students to complete a traineeship.

School-based trainees work part-time and complete their formal or off-the-job traineeship training by the end of their HSC year. The on-the-job and off-the-job training undertaken by school-based trainees can contribute to their HSC.

## Apprenticeship & Traineeship Act, 2001

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The traineeship (and apprenticeship) system in NSW is regulated by the *Apprenticeship and Traineeship Act 2001*. The NSW Department of Education's State Training Services (STS) administers this Act and registers and monitors apprenticeships and traineeships in NSW. STS acts in the interests of employers, apprentices and trainees in ensuring quality training is delivered with nationally recognised outcomes.

All traineeships (and apprenticeships) require:

**Training Contract** that is signed by both the employer and apprentice or trainee approved by STS

**Paid Employment** under an appropriate industrial arrangement (for example, an award or enterprise agreement)

A **Training Plan** endorsed by an RTO that specifies the training required to achieve the appropriate nationally recognised qualification.

## Training Contract

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A Training Contract is a legally binding agreement between the employer you, the trainee and covers the duration of your t traineeship. A completed and signed training contract is used to register your traineeship and protects both the employer's and employee's interests and outlines each party's obligations, including the training and supervision that must be provided. The training contract comprises:

- qualification to be undertaken
- estimate of how long it will take to complete number of hours of training and of employment to be provided each week
- each party's obligations to each other
- what to do if there is a problem
- off-the-job and on-the-job training arrangements.

The completion and registration of your Training Contract is completed by a provider from the Australian Apprenticeship Support Network (commonly called an Apprenticeship Centre).

## Paid Employment

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The terms of your employment include pay arrangements is described in your Training Contact.

## Training Plan

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A **Training Plan** is a formal, document which describes what training and assessment will be carried out during your traineeship Training Contract. The Training Plan specifies:

- how, when and where training will be delivered
- what assessment methods will be used.

Each trainee has their own training plan, which is developed collaboratively by:

- your employer
- you, the trainee
- the supervising Registered Training Organisation (RTO), that is RETS.

RETS develops a Training Plan for each Enrolled Student within 12 weeks of commencement. It will be customised with consideration of the nature of your employer's business and your duties within the workplace.

RETS will ensure that you will have input into developing their Training Plan and that you are provided with a copy of the Training Plan. RETS also keeps a copy of this training plan also.

Training Plans for trainees are developed as per the guidelines for completing a Training Plan. These guidelines can be viewed at

[https://www.training.nsw.gov.au/forms\\_documents/apprenticeships\\_traineeships/complete\\_the\\_training\\_plan.PDF](https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/complete_the_training_plan.PDF)

## Traineeship costs

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In NSW, traineeships are funded under the NSW Government's Smart and Skilled Program. Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Under Smart & Skilled, each government-subsidised qualification has a fixed qualification price made up of (a) a government subsidy and (b) a student fee.

**Under the NSW Government's current initiative, traineeships commenced after 1 July 2018 are fee free. This means that you can complete an apprenticeship in NSW under no cost to you.**

For more about the NSW Government's Smart and Skilled program, visit

<https://smartandskilled.nsw.gov.au/>

## **RETS Traineeship Qualifications**

### **Nationally Recognised Training:**

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RETS offers nationally recognised training from the *CPP07 - Property Services Training Package*. A Training Package is a set of nationally endorsed standards and qualifications used to recognise and assess the skills and knowledge people need to perform effectively in the workplace, in this case people working in a property services related field like real estate or strata management.

RETS is approved to provide the following qualifications under Smart and Skilled traineeship funding:

- *CPP31519 Certificate III in Real Estate Practice*
- *CPP41419 Certificate IV in Real Estate Practice*
- *CPP40516 Certificate IV in Strata Community Management*



## CPP31519 Certificate III in Real Estate Practice

*This training is subsidised by the NSW Government.*

Code	Title
<b>Core Units (5 units)</b>	
1. CPPREP3001	Comply with ethical practice in real estate
2. CPPREP3002	Communicate effectively to support customer service in real estate
3. CPPREP3003	Access and process property information in real estate
4. CPPREP4001	Prepare for professional practice in real estate
5. CPPREP4005	Prepare to work with real estate trust accounts
<b>Elective Units (9 units)</b>	
6. BSBWHS307	Apply knowledge of WHS laws in the workplace
7. BSBPEF301	Organise personal work priorities
8. CPPREP3101	Assist in listing and marketing properties for lease
9. BSBTWK301	Use inclusive work practices
10. CPPREP3103	Assist with the sale of properties
11. CPPREP3104	Assist with maintain and protecting condition of managed properties
12. CPPREP4002	Access and interpret ethical practice in real estate
13. CPPREP4003	Access and interpret legislation in real estate
14. CPPREP4004	Establish marketing and communication profiles in real estate

This Certificate III course reflects the of administration staff within the real estate sector of the property services industry who apply knowledge of real estate procedures, forms and documents; knowledge of customer service standards and customer expectations; and knowledge of real estate services and technical processes to support real estate agency operational functions. To achieve recognition at Certificate III, you must demonstrate competency in all 5 specified core units and 9 elective units (total of 14 units).

**Course duration:** 12 months

**Delivery location/ mode of delivery:** This course is currently delivered by distance/ online mode.

## CPP41419 Certificate IV in Real Estate Practice

This training is subsidised by the NSW Government.

This qualification reflects the role of real estate professionals who apply knowledge of real estate practice legal agency and compliance requirements, ethical standards and consumer preferences to conduct real estate functions.

RETS Certificate IV course has been customised for the Commercial Property sector. Candidates must demonstrate competency in 5 core units and 13 elective units (total of 18 units).

If you successfully complete this course, you qualify for the Real Estate Agent - Class 2 licence.

Code	Title
<b>Core Units (5 units)</b>	
1. CPPREP4001	Prepare for professional practice in real estate
2. CPPREP4002	Access and interpret ethical practice in real estate
3. CPPREP4003	Access and interpret legislation in real estate
4. CPPREP4004	Establish marketing and communication profiles in real estate
5. CPPREP4005	Prepare to work with real estate trust accounts
<b>Elective Units (13 units)</b>	
6. CPPREP4101	Appraise property for sale or lease
7. CPPREP4102	Market property
8. CPPREP4103	Establish vendor relationships
9. CPPREP4104	Establish buyer relationships
10. CPPREP4105	Sell property
11. CPPREP4121	Establish landlord relationships
12. CPPREP4122	Manage tenant relationships
13. CPPREP4123	Manage tenancy
14. CPPREP4124	End tenancy
15. CPPREP4125	Transact in trust accounts
16. BSBTWK301	Use inclusive work practices
17. CPPREP4201	Appraise commercial property
18. CPPREP4504	Deliver presentations to clients in real estate

**Course duration:** 24 months

**Delivery location/ mode of delivery:** This course is currently delivered by distance/ online mode.

## CPP40516 Certificate IV in Strata Community Management

This training is subsidised by the NSW Government.

This Certificate IV describes the role of strata community managers who work independently using specialised knowledge to provide management services for strata communities. Strata community managers perform all functions associated with the administration of strata communities, including facilitating meetings of strata community members, administering insurance for strata communities, handling strata community funds and maintaining business records, and reporting on the financial activities of strata communities.

To achieve recognition at Certificate IV, you must demonstrate competency in all 14 specified core units and 4 elective units (total of 18 units).

If you successfully complete this course, you qualify for the Strata management Agent - Class 2 licence.

Core Units (13 units)	
Unit code	Unit title
1. BSBFIA402	Report on financial activity
2. BSBRKG304	Maintain business records
3. CPPCMN4008	Read plans, drawings and specifications for residential buildings
4. CPPDSM3016	Work in the property industry
5. CPPDSM3017	Work in the strata community management sector
6. CPPDSM3019	Communicate with clients in the property industry
7. CPPDSM4009	Interpret legislation to complete work in the property industry
8. CPPDSM4044	Coordinate maintenance and repair of properties and facilities
9. CPPDSM4045	Facilitate meetings in the property industry
10. CPPDSM4056	Manage conflicts and disputes in the property industry
11. CPPDSM4057	Monitor a safe workplace in the property industry
12. CPPDSM4084	Administer insurance for strata communities
13. CPPDSM4085	Handle strata community funds held on trust
Elective Units (5 units)	
14. CPPDSM4028	Identify and analyse risks and opportunities in the property industry
15. CPPDSM4048	Implement customer service strategies in the property industry
16. CPPDSM4047	Implement and monitor procurement process
17. CPPDSM4063	Participate in developing and establishing property or facility contracts

**Course duration:** 24 months

**Delivery location/ mode of delivery:** This course is currently delivered by distance/ online mode.

For further details on all of RETS courses see [www.rets.com.au](http://www.rets.com.au)

### ***The Application and Enrolment Process***

Your employer or an Australian Apprenticeship Centre (AAP) contact RETS to let us know that you wish to commence a traineeship and that you wish to complete your chosen qualification with RETS.

Before you enrol or commence training and assessment, RETS must provide you with advice about the course (training product) in which you wish to enrol. To provide you with accurate advice, we first must consider your learning needs and your current skills and competencies. We carry out this process in a number of ways:

- We talk to you to explore your interest and motivation in completing a course of study.
- We have a 'competency discussion' with you to assess your current work role, if any, your workplace skills, previous qualifications, etc.
- We will ask you about your Language, Literacy and Numeracy (LLN skills). You must have sufficient level of English and be capable of reading, writing and understanding English, as all RETS courses are delivered in this language. If your level of English is not appropriate, your Application may be declined (Please see the Language, Literacy and Numeracy (LLN) section later in this Handbook).
- If you qualify for subsidised training, we may ask you some questions to confirm your eligibility.
- We ask you if you have any support needs that would help you to successfully complete your course and discuss possible support services that we could provide to you if you have a support need.

If we have assessed that your chosen course is appropriate to your current skills, then we will provide you with further information to help you make a final decision about starting your studies with RETS.

To finalise your enrolment in your traineeship, there are a number of documents that we need to send to you and your employer, including, but not limited to:

- RETS Application Form
- Confidentially/ Consent Agreement Form
- Trainee Information Booklet
- Employer Information Booklet

We will also ask your employer to talk to you about your course, to send us their feedback on your training program and to confirm that they have all the resources and facilities to provide you with the training at your work site.

## Informing the NSW Government about your enrolment

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As part of the enrolment process for prospective students who are in receipt of subsidised training, RETS must notify the NSW Department of Education that you are being enrolled to complete a course with RETS as part of your traineeship. This process is called the *Notification of Enrolment Process*. RETS must follow certain steps to notify the Department that you are commencing a course of study for which RETS will receive a subsidy from the NSW Government for providing you with the training for your traineeship course of study. RETS notified the Department about you online using the State Training Services (STS) portal.

As part of this process, RETS must:

- Ensure that you meet eligibility criteria for trainees to receive subsidised training
- Get all required consent from, you, the prospective trainee. This includes you signing or electronically accepting (including by ticking a check box) a consent form that includes specific wording required by the Department. If you do not provide your consent, RETS cannot proceed with the Notification of Enrolment Process.
- Where applicable, inform you of any third-party arrangements, that is when someone else is delivering services to you on behalf of RETS
- Provide you with the details of the fee that you would have to pay for the approved qualification that you are completing during your traineeship
- Capture your Unique Student Identifier (USI)
- Get a declaration from you about the correctness of the information provided by you and that confirming that you are not completing the same qualification or Units of Competency at the same time somewhere else
- Confirm that you have received information from RETS about fees
- Report enrolments with all required information (including the proposed date of Commencement (the Planned Start Date)) to the Department.

The Notification of Enrolment Process will be completed for you, the prospective trainee when all of the above steps have been undertaken. Then a **Commitment ID** is issued by the Department for you.

You only become an Enrolled Student once the Notification of Enrolment Process has been completed, a Commitment ID has been issued and you have enrolled in the relevant Approved Qualification with RETS.

If a Commitment ID has been issued to you and you do not enrol with RETS or cancel your enrolment, RETS will cancel the Commitment ID immediately.

RETS will also:

- Commence you in the Approved Qualification connected to the Commitment ID on the Planned Start Date
- Submit Training Activity Data for you within 6 weeks of the Planned Start Date.
- If your Training Activity Data is not submitted within 6 weeks of the Planned Start Date, your Commitment ID will expire.

## Credit transfer

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During your enrolment process, we will tell you about Credit Transfer (CT).

A key pillar of the national VET system is that nationally endorsed qualifications, skill sets and units of competency are recognised and portable across the country—regardless of where they were issued. This is called Credit Transfer. It means that if you have completed VET studies at another RTO or in a different state, you are not required to repeat any unit or module in which you have already been assessed as competent (unless a regulatory requirement or licence condition, including an industry licensing scheme, requires this). If you provide RETS with suitable evidence that you have successfully completed a unit or module at any RTO, then RETS will provide credit for the unit or module.

During your enrolment, we will also tell you about recognition of Prior Learning (RPL).

RPL is about using your existing knowledge, skills and experiences gained through life experiences and/or other employment to demonstrate your competency in particular unit/s. See later section for more information.

## Training Delivery

### **On the job training:**

When you take on traineeship, you will work either full-time or part-time. You will experience the benefit from on-the-job training and experience that you will gain in your workplace. This practical experience your workplace teaches you the ins and outs of a particular industry, in your case, the real estate of strata management industries. You will gain insights into the everyday tasks you would usually complete in full-time employment position in this industry. After you complete your traineeship, you may continue to work in the organisation where you completed your traineeship.

### *Formal training:*

You will also receive *formal training* during your traineeship. Formal training must be delivered by Registered Training Organisation (RTO), that is RETS.

### **Online blended – E-learning**

Formal training can take many forms, for example, face-to-face training, distance learning. RETS delivers training to you using an **online blended – E-learning** model. You can access learning materials online on our learning Management System (LMS). Our Trainers and Assessors can track your progress through the material, assisting you via the online student messaging system. For system requirements when completing an online course go to: <http://www.rets.com.au/faqs.html>

## Assessment

### The Assessment Process

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You are undertaking an Australian vocational education and training (VET) qualification. VET uses Competency Based Training (CBT). CBT is training that is designed to allow you demonstrate their ability to do something, for example, make a coffee, deal with a difficult customer or create a document using Microsoft Word. You must demonstrate competence against industry-defined standards of performance. You do not receive a grade, for example, 80% in your high school Mathematics examination. If you have successfully completed an assessment task, you are marked either Competent (C) or Not Yet Competent (NYC) – i.e., you can complete the task to the required standard, or you cannot.

Your trainer/ assessor provides you with feedback, and if required, you will be given the opportunity to re-submit your work (where NYC grade is given).

After you have completed your training, RETS must ensure that you can meet industry expectations as expressed in the Property Services (CPP) Training Package. The Standards for RTOs 2015 require RETS to deliver training and assessment that allows you both the opportunity and the time to develop your skills and knowledge—and to practice and demonstrate their skills in a holistic and meaningful way.

RETS must develop and implement an assessment process that ensures:

- assessment judgements are consistently made on a sound basis
- validation of assessment judgements is carried out.

An assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents and tools that inform the way assessment is conducted within RETS.

For you to be assessed as 'competent', RETS must ensure that you have:

- absorbed the knowledge
- developed the skills
- can combine the knowledge and skills to demonstrate:
  - ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
  - consistency in performance and a consistent ability to demonstrate skills when performing tasks
  - understanding of what they are doing, and why, when performing tasks



- ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

As a student, you must:

- be assessed against all of the tasks identified in the elements of the unit or module
- demonstrate they are capable of performing these tasks to an acceptable level.

Through the above process, you must demonstrate that you hold all of the required skills and knowledge specified in the unit or module assessment requirements. We find this information about the skills and knowledge for each unit of competency from the National Register at [www.training.gov.au](http://www.training.gov.au) For example, to view the skills and knowledge that must assess in the unit *CPPREP4003 Access and interpret legislation in real estate*, we look at the following link:

<https://training.gov.au/Training/Details/ CPPREP4003>

When developing assessment materials, RETS uses the information from the unit of competency elements, performance criteria and assessment requirements to determine what competence looks like. RETS also ensures that assessment tools are contextualised to you, the student, that means that we aim to assess valid skills that are relevant to your specific industry or work context.

RETS uses information from the CPP qualifications information to set benchmarks for measuring the student's performance using 'observable behaviours. This will ensure you have:

- actually undertaken all the required tasks
- demonstrated their ability to do so in different contexts and environments.

Assessment must always be based on the performance of, you, the individual student. If assessment tasks are undertaken as a group, each student must be assessed on each component of the task. We cannot assume that because a group of students completed a task, each of them is competent.

You will be provided with a fixed timescale to complete the assessment for each unit of competency after you have completed the training for that unit.

Assessment may be conducted throughout your study/ training – this is called *formative assessment*. It may also be carried out at fixed points or at the end of your training – this is called *summative assessment*. While you may be required to complete and submit some tasks during your training, RETS uses summative assessment, i.e., we assess your knowledge and skills to the end of the training in each unit of competency.

The assessment tasks that you must complete for unit of competency will vary, but will generally consist of some or all of the following components:

- A written knowledge assessment: This format assesses the knowledge requirements of the unit of competency through a range of knowledge types including short answer questions, multiple choice and questions that require more extended responses
- A written research project assessment: This format also assesses your knowledge; however, it will usually involve a more detailed task with a number of stages where you need to conduct some research and use your creativity to design a proposal, report or something similar.
- Practical assessment: This format is used to assess your practical skills i.e., your assessor will observe you when you are completing a specific task. Your assessor will observe your actual behaviour to assess whether or not you can complete a task that meets industry standards. Practical assessments can occur:
  - On the job: your assessor observes you in your real work environment and may use a checklist to confirm that you can perform all the required behaviours for the task
  - In a simulated environment: your assessor sets up a simulated environment for you to complete a task because it is not possible for you to access a real work/ 'on the job' environment.
- Oral assessment: Your assessor may ask you questions, and you will give verbal responses. Oral tasks can be used for:
  - To assess your knowledge (as well as written questions)
  - Roles-plays that can be part of simulated assessment tasks
  - On the job if your assessor wants to confirm your knowledge or ask you about a practical task that you are completing
  - Presentations where you might need to present information or show your facilitation skills to a group

## Assessment in your workplace

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While you will take part in formal training with RETS, you will spend most of your traineeship hours with your employer. You will have a 'supervisor' assigned to you in your workplace. This person has experience in your industry area. Therefore, they can answer questions, provide guidance, direct you to information sources and monitor your progress. Your Supervisor also has an important role in providing evidence that you can demonstrate competence for each unit of competency in the qualification you are completing with RETS. Your Supervisor is required to complete documentation

to confirm your competency for specific work activities. This documentation is called **Supplementary Evidence** and it is used by RETS Assessors to help them decide if you are 'Competent' or 'Not Yet Competent' for each performance task.

RETS is required to ensure that compliance with the Standards for RTOs 2015 is maintained, and to review, evaluate and adjust as necessary, assessment systems and processes for validity, reliability, flexibility and fairness of assessment.

You should be aware that RETS must ensure that its assessment system meets:

The Principles of Assessment:

- *Validity*: the assessment assesses all the required knowledge and skills required for the unit of competency
- *Reliability*: the assessment provides clear and sufficient guidance to assessors that ensures all assessors should reach the same conclusion about your competency.
- *Flexibility*: the assessment considers your individual needs
- *Fairness*: the assessment allows for reasonable adjustments to account for your individual learner needs.

And the Rules of Evidence:

- *Validity*: as above, the assessment must ensure that you have been assessed against the required knowledge and skills required for the unit of competency
- *Sufficiently*: the quality and quantity of evidence you have produced is enough for the assessor to make a judgment about your competency
- *Authenticity*: the assessor can be confident that the assessment evidence is your own work:
- *Currency*: Your assessment evidence must be from the present or very recent past.

Your assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and WHS requirements, and to be up to date with assessment methods and procedures appropriate for the clients and learning environment

- To negotiate flexibly with students regarding the type of assessment, taking into account flexible delivery, Equal Employment Opportunity and anti-discrimination principles, and the particular needs and circumstances of clients
- To advise clients regarding RPL processes
- To make proper assessment decisions based on explicit evidence of competency
- To use more than one piece of evidence to assess competence
- To mark your assessment in a timely manner and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
- To consider the authenticity, validity, reliability, relevance of the assessments to the learning outcomes,
- To provide feedback on your assessment

All assessments handed in must be your own work. As part of your assessment completion, you are required to sign a declaration that you have completed the work. For hardcopy assessments you should also write the date, your name and signature on each page. This way if a page comes loose, we know it is part of your assessment. If your assessment is not clearly labelled it will be sent back.

## Plagiarism

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Plagiarism is when you take someone else's work, words or ideas and pass those off as your own. It includes copying someone else's work (even from the Learner Guide provided to you) and/or allowing someone to copy your work. If you are working with a group or a team to complete your assessments you must all hand in your own work, **in your own words.**

Under no circumstances should you copy and paste answers from the internet, Learner Guides, articles or results from searches in internet search engines. The only exception is if you are asked to copy and paste legislation and alike. Your assessment will advise you when copy and paste is accepted – but this is rare.

### **RETS has a zero tolerance for assessment plagiarism.**

RETS does not tolerate plagiarism under any circumstance and will investigate any instances of suspected plagiarism for all submitted assessments. The consequences of plagiarism include repeating the entire assessment task, with no added time allowances or extensions applied for time spent re-attempting your assessment. Repeat offenses may result in expulsion or cancellation of your course without refund.



## Recognition

### Recognition of Prior Learning (RPL)

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Recognition of Prior Learning (RPL) **is a form of assessment** that acknowledges the full range of an individual's skills and knowledge, irrespective of how they have been acquired.

RPL involves matching what you already know and can do (their competencies) with learning outcomes of units in an accredited course.

**Please note, RPL is not a short cut or necessarily a 'quick' way of completing a course.**

You may use RPL to gain credit in a course, or for employment related purposes. These competencies may have been gained in a variety of ways:

**work experience** – this includes both work that is paid e.g., working in a supermarket, and unpaid e.g., helping run the family business.

**education** – this includes courses undertaken at school or college in Australia or overseas, attending adult education classes, and training programs at work; and

**life experience** – this includes being a voluntary worker for a community organisation, running a household, caring for relatives, and leisure pursuits.

What matters is whether the knowledge and skills that you have gained helps to meet the assessment criteria – not where or how they were gained. If you already have the skills and knowledge that a course of study would teach, then you may not have to repeat that part of the course. Similarly, RPL can be used to gain entry into an occupation, in situations where skills need to be recognised, and for award classification purposes.

RETS uses an 'RPL Kit' to assess your application, and it requires you to submit a wide range of supporting evidence. If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take a practical form consistent with the assessment criteria for your claimed competencies. You may also need to complete some written assessments if there are knowledge gaps in the RPL evidence you have provided.

Please refer to current fees and charges for the cost of RPL. If your RPL application is successful, you will be notified promptly of the RPL outcome. Your trainer/assessor will advise you if you are unsuccessful, provide you with information about your knowledge and/ or skills gaps and steps they you can take, including remedial training and appeal mechanisms.

If you think you may be eligible for RPL please contact the RETS office to discuss. The matter further. After an initial assessment, we will confirm if you are eligible for RPL and send you an RPL Kit to commence the process.

## Credit transfer

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During your enrolment process, we will tell you about Credit Transfer (CT).

A key pillar of the national VET system is that nationally endorsed qualifications, skill sets and units of competency are recognised and portable across the country—regardless of where they were issued. This is called Credit Transfer. It means that if you have completed VET studies at another RTO or in a different state, you are not required to repeat any unit or module in which you have already been assessed as competent (unless a regulatory requirement or licence condition, including an industry licensing scheme, requires this). If you provide RETS with suitable evidence that you have successfully completed a unit or module at any RTO, then RETS will provide credit for the unit or module.

During your enrolment, we will also tell you about recognition of Prior Learning (RPL).

RPL is about using your existing knowledge, skills and experiences gained through life experiences and/or other employment to demonstrate your competency in particular unit/s. See later section for more information.

## Student Support, Welfare & Guidance

### General Support Services

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RETS is required to determine the support needs of individual learners and provide access to the educational and support services necessary for you to meet the requirements of the training product in which you are enrolled.

In addition, RETS makes every effort to support the additional needs of students who experience disadvantage, for example, people with a disability, Aboriginal or Torres Strait Islander people and long term unemployed.

*When you enrol:*

The assessment of your potential support needs starts before you commence your studies and at the time of your enrolment. We will talk to you about your current skills and competencies and have also have a discussion with you about your support needs and the possible support services we can put on place or access on your behalf to help you with your studies. Based on this assessment and discussions with you, we will only then enrol you in the most appropriate publication for your specific circumstances.

*During your studies:*

RETS will monitor your progress as you complete your course of study.

If you are a trainee, then one of our trainers/ assessors will visit you to assess your course progress and to enquire from you if you need any additional support to complete your traineeship.

If we have identified that you require additional support services during your initial skills assessment, we will provide you these services and keep evidence that we have supplied you with these support services.

If you are receiving subsidised training and the government funding program allows RETS to apply for additional funding to provide you with the additional support services that you require, we will keep evidence of the additional service we have provided to you.

### Language, Literacy and Numeracy Assistance

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Having suitable level of Language, Literacy and Numeracy (LLN) can improve your access to social educational and career prospects. The ability to read, write, and understand information, can have a significant effect on your employability.



RETS assesses your LLN skills before you are formally enrolled into a course using an LLN Assessment tool that includes reading, writing and numeracy tasks.

If RETS identified that you have LLN needs, we will have a further discussion with you to assess if your current LLN skills are adequate. We may refer you to other external organisations who can further assess your LLN skills or who can better provide you with LLN support.

If we think that your existing LLN skills will clearly inhibit achievement of the learning outcomes of your proposed course, and you refuse LLN support, we may decline your application for enrolment. If you have made a payment before we make this decision, we will give you a full refund.

If you feel you need assistance with LLN, please do not hesitate to contact the RETS Administration or Student Support team.

**NOTE: All of RETS courses are delivered and assessed in English only.**

RETS have processes in place to regularly make contact with you and to assess your ongoing support needs. For more information, see the Policies and Procedures section of this Handbook for our Support & Monitoring Policy & Procedure.

## External Support Services:

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### Industry regulators:

NSW Fair Trading

(02) 9619 8673

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

ACT Access Canberra

13 22 81

[www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

### Libraries:

NSW State Library, Macquarie St, Sydney

(02) 9273 1414

[www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)

NSW Central Library, Town Hall House, Sydney Square

(02) 9265 9333

[www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

ACT Libraries ACT

(02) 6205 9000

[www.library.act.gov.au](http://www.library.act.gov.au)

Contact your local council for local government libraries.

### Health:

NSW Government - Health  
ACT Government - Health

[www.health.nsw.gov.au](http://www.health.nsw.gov.au)  
[www.health.act.gov.au](http://www.health.act.gov.au)

**Education Departments:**

NSW Department of Education and  
Communities (DEC)

1300 679 332  
[www.education.nsw.gov.au](http://www.education.nsw.gov.au)

ACT Education Directorate

(02) 6205 5429  
[www.education.act.gov.au](http://www.education.act.gov.au)

**Real Estate Employers Federation:**

Real Estate Employers Federation (REEF)

(02) 9261 2622 or 1300 616 170  
<https://www.reef.org.au/>

**Traineeships:**

NSW Traineeships and Apprenticeships

13 28 11  
[www.training.nsw.gov.au](http://www.training.nsw.gov.au)

ACT Traineeships and Apprenticeships

13 22 81  
[www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

**Legal Aid:**

NSW Legal Aid

1300 888 529  
[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

ACT Legal aid

1300 654 314  
[www.legalaidact.org.au](http://www.legalaidact.org.au)

**Personal:**

Lifeline Australia

13 11 14  
[www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue

1300 22 46 36  
[www.beyondblue.org.au](http://www.beyondblue.org.au)

**Regulator for Australia's vocational education  
and training sector:**

Australian Skills Quality Authority (ASQA)

1300 701 801  
[www.asqa.gov.au](http://www.asqa.gov.au)

## Code of Practice

High-quality vocational education and training (VET) is vital to Australia's economic prosperity. The Australian Skills quality authority (ASQA) is responsible for protecting the quality and reputation of the Australian VET sector. Registered training organisations (RTOs) are education providers approved by ASQA to deliver VET courses. RETS is approved by and registered with ASQA (RTO Registration number: 90897).

As an RTO, RETS must adhere to the vocational education and training (VET) Quality Framework which includes the *Standards for Registered Training Organisation (RTOs) 2015* which are the standards to ensure nationally consistent, high-quality training and assessment across Australia's VET system.

For more information about the VET Quality Framework, visit:

<https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

RETS uses a self-assurance approach to regularly review its systems and processes in place to critically examine its performance and student outcomes. This helps us to ensure ongoing compliance and identify ways in which they can continue to improve.

RETS aims to provide a working and training environment for staff and students that embraces equity, fairness and respect for social and cultural diversity. Furthermore, RETS nurtures an environment that is free from discrimination, harassment and racial vilification. Towards this end, RETS has adopted policies for the following legislative requirements:

- Access and Equity
- Anti-discrimination
- Privacy/Confidentiality
- Anti-Harassment
- Working with Children
- Workplace Health and Safety
- Traineeships and Vocational Education and Training

RETS also has a range of other policies and procedures including, but not limited to:

- Credit Transfer from other RTO's
- Client Selection, Induction and Enrolment
- Language, Literacy and Numeracy
- Client Support
- Training and Assessment
- Appeals, Complaints and Grievances
- Recognition of Prior Learning (RPL)
- Fees and Refunds
- Discipline
- Administration

For a student to undertake a course with RETS, they must enter into an agreement. An agreement to undertake a course is reached between RETS and a student when:

- the student has reviewed the course details on the RETS website [www.rets.com.au](http://www.rets.com.au)
- the student has completed our online Application Form
- the student has declared that they have read and understood the content and will abide with our Student Handbook – this Handbook (which informs the student of the training, assessment, support services and relevant policies) as indicated by ticking the appropriate box on our online Student Application Form and signing a hard copy declaration reflecting this declaration.
- RETS has received payment for the course, if applicable

## Rights & Obligations

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**Student rights and obligations** whilst undertaking a RETS course include.

Obligations:

- Understand, accept and enter into an agreement with RETS as outlined above
- Complete all assessments within the course timeframes
- Provide accurate personal information and update RETS if any details change
- Treat all RETS staff with respect
- Complete assignments and assessment tasks without plagiarism
- Advise RETS staff if you will be withdrawing from a course as soon as possible
- If you are issued with a login and password, to keep it confidential at all times

Rights:

- To be provided with information on training, assessment and support services prior to enrolment
- Complete courses that are up to date and reflect the appropriate training package
- Be provided with timely feedback on assessments (as per our 7-10 business day marking turnaround time)
- Have your records kept confidentially and only provided to appropriate certified users
- Be treated fairly, ethically and respectfully by all RETS staff

- If RETS is unable to provide the training and assessment services that you have paid as described in your written agreement with RETS, you have the right to have your money fully refunded.
- Where, for whatever reason, RETS (or any of its Third-Party partners, if applicable) is unable to complete the training in the program in which you are enrolled as described in your written agreement, RETS will endeavor to make arrangements with other appropriate RTOs to provide the outstanding training and assessment.
- Where RETS has a third-party agreement and the third-party is unable to deliver or complete assessment, RETS will ensure that the training and assessment is completed internally through RETS.
- You will be informed, as soon as practicable, of any changes to the services provided by RETS including change of ownership or changes to existing or new third-party arrangements that will directly affect or impact the student

RETS' obligation to you, the student:

- RETS is responsible for the quality of the training and assessment in compliance with the Standards for RTOs, 2015 and for the issuance of the AQF certification documentation. Therefore, RETS has an obligation to you to:
  - Provide quality training and assessment services in your chosen course
  - Testify that you have been assessed as meeting the requirements of the training product as specified in the relevant training package when we issue you with an AQF [Australian Qualifications Framework] certification document.

## Notifications and Guarantee

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RETS will notify you, as soon as practicable, if there are any changes to the services that RETS has agreed to provide to you. Such changes may include:

- The addition or removal of a third-party arrangement, i.e., where another person or organisation will provide services to you on behalf of RETS
- Change of ownership
- Changes to the training, assessment and other services that RETS agreed to provide to you

RETS also guarantees that no additional charges will be imposed on you during the agreed duration of your traineeship.

## Consumer Protection, Complaints & Appeals

In Australia, all consumers are protected by Australian Consumer Law (ACL), which is part of the Competition and Consumer Act 2010. RETS maintains compliance with this Act.

All education providers including RETS approved to deliver Smart & Skilled subsidised training must develop and implement a consumer feedback and complaints handling policy and process. RETS implements a Consumer Protection Policy and aligned Consumer Protection Strategy to protect your needs and interests. These arrangements are in line with the Smart & Skilled Consumer Protection Strategy. More information can be found at the following link:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

RETS designated Consumer Protection Officer is the Managing Director – Sasha Boe. She can be contacted at the RETS office.

**Complaint:** a statement from a person (the complainant) that a product or service or action is unsatisfactory or unacceptable. Examples of complaints include, but are not limited to:

- student services support received by students
- training and assessment delivered by trainers/ assessors
- assessment outcomes
- services provided by education agents acting on behalf of the college

**Appeal:** A request by a person (the appellant) to reverse a decision made about that person. Examples of when a person could submit an appeal include, but are not limited to:

- a complaint not being substantiated
- a decision to cancel a student's enrolment because of not meeting attendance, course progress or course fees payment requirements
- assessment decisions made by a trainer/ assessor

For more information, see *the Consumer Protection, Complaints & Appeals Policy and Procedure* at the end of this Handbook.

## Student Code of Conduct

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RETS endeavours to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

RETS expects all students to agree and adhere to the following Code of Conduct:

- Pay all fees and charges owed by you to RETS in a timely manner
- Abide by all regulations, requirements and any lawful directions issued to you by RETS
- Respond to all lawful and reasonable directions from staff
- Act honestly and ethically in all dealings with staff, fellow students and all other parties that may be associated with your course of study
- Be aware that all forms of plagiarism in completed assessments or other student work is unacceptable and may result in disciplinary action
- Display professional conduct at all times while undertaking study or traineeships and other educational exchanges relating to your studies including interactions with RETS staff, trainers and fellow students
- Refrain from the use of disparaging and defamatory comments about their studies at RETS on all forms of personal social media about RETS. Such actions will be considered as unprofessional behaviour and may result in disciplinary action.
- Abstain from harassment, bullying (including cyberbullying), and any other unlawful behaviour while studying in the online environment, or whilst representing RETS
- Not discriminate against or harassment or bully other students, staff or others associated with your studies at RETS
- Use RETS resources including online resources appropriately
- If attending face-to-face training and/or assessment delivery:
  - be punctual and arrive at the pre-arranged time
  - not arrive to a training session under the influence of alcohol or drugs
  - inform the trainer/ assessor if need to leave the session early
  - if absent, attend additional session or spend additional person time to compensate for missed training
  - switch off mobile phones for the duration of the face-to-face session
  - accept the right of RETS' trainers/ assessors to refuse entry to late comers
  - leave the training room if trainer/ assessor instructs you to do so because of disruptive or other inappropriate behaviour
- Adhere to the strict No Smoking policy when on premises or attending any face-to-face training sessions off site

- Not possess, use, distribute or sell alcohol and illegal drugs in the training or work environment

*Disciplinary action may result if you breach of the Code of Conduct.*

If RETS identifies that you have breached the Code of Conduct, an investigation by Managing Director will occur. You will be given the opportunity to present your case at this time.

A breach the Code of Conduct may result in disciplinary action including cancellation of your enrolment. In particular, if your breach of the Code of Conduct relating to alcohol or illegal drugs, you risk expulsion from their training program and being reported to the relevant authorities. Counselling services are available through the State/Territory Health Departments.



## Government Subsidised Training - Smart & Skilled

You are receiving subsidised training from the NSW Government for the formal training in the qualification you are completing with RETS as part of your traineeship.

The NSW Government initiative is called Smart & Skilled. RETS has a contract with the NSW Department of Education to deliver training to students including trainees under the Smart & Skilled program. RETS receives a payment from the Smart & Skilled program for students who undertake training with RETS.

Because you are competing a traineeship, you are subsidised under a Smart & Skilled program called *Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT)*.

To maintain the integrity of the program, the NSW Government has a wide range of policies and procedures that RETS must follow when delivering the training to you as a subsidised student, managing your enrolments and reporting to the Department about your training progress.

### Smart & Skilled Eligibility

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To be eligible for subsidised training for any Smart and Skilled program, including the Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT) program, you must:

- live or work in NSW (determined by postcode of the usual place of residence or place of work); or
- If you are an Aboriginal and Torres Strait Islander trainee who does not live or work in NSW but lives in specific defined interstate NSW border areas, you are eligible for government-subsidised training under Smart and Skilled
- Be Australian citizen; or a permanent Australian resident; or a New Zealand citizen; or a humanitarian visa holder or a partner visa holder whose sponsor is a humanitarian visa holder
- be aged 15 years or older; and
- be no longer in secondary education - excluding registered home school students

During the enrolment process, you must declare that the information you provide with regards to eligibility is true, accurate, complete and not misleading.



## Traineeship eligibility

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The following eligibility criteria apply for Smart & Skilled subsidised traineeships:

- at the time of Commencement, the New Entrant Trainee and has an approved Training Contract in NSW
- the qualification that you are undertaking is on the NSW Skills List
- the qualification that you are undertaking is shown on your Training Contract

You also must have the capacity to undertake the proposed traineeship. Issues that RETS may assess include:

- Disabilities
- Literacy and numeracy skills
- Previous performance

There are no restrictions preventing you from undertaking two or more concurrent traineeships **providing they can meet their obligations under each**

For more information about Smart & Skilled, go to:

<https://smartandskilled.nsw.gov.au/>

For more information about traineeship qualifications, go to:

<https://smartandskilled.nsw.gov.au/for-students/apprenticeships-traineeships>

## Fees and Charges

Fee arrangements for Smart & Skilled subsidised students adhere to the NSW Department of Education's Smart & Skilled Fee Administration Policy which can be viewed at:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/fee\\_administration\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf)

If you are a School based trainee (SBAT) please see:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/sbats\\_fee\\_admin\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/sbats_fee_admin_policy_21_22.pdf)

## General Fee Protection

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RETS will only accept a maximum initial payment (prepaid fee) of no more than \$1500 from you before the commencement of their course. If you have agreed to pay further additional fees after commencement for services yet to be delivered by RETS, these additional fees will not exceed \$1,500 on each occasion that an additional fee is paid.

## Smart & Skilled Student Fees

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The following information is taken from the *Smart & Skilled Fee Administration Policy* and describes how qualification costs are structured.

- The total course fee for a government subsidised qualification (traineeship course) is called the *Qualification Price*.
- The qualification price is divided into two components:
  - *The Student Fee* (payable by the student / employer /trainee) and
  - *The Subsidy* (paid by the relevant government body to RETS).
- There are different categories of Student Fees, based on:
  - the Smart & Skilled program,
  - the qualification
  - the characteristics of you, the student.
- The current schedule of fees for each qualification on the NSW Skills List can be accessed at: [www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](http://www.training.nsw.gov.au/smartandskilled/prices_fees.html)
- RETS does not choose the Student Fee. The Student Fee to be charged to you is confirmed when RETS enters your student data into the Smart and Skilled Provider Calculator. RETS cannot charge you additional fees.

- You (and your employer) will receive a copy of the letter generated by Smart & Skilled system by email before you confirm your enrolment with RETS. This letter will list the student fee due.
- Your (or your employer) must sign this letter agreeing to the quote and the payment schedule.
- Once agreed, your fee payment structure is outlined in a further sent to you by email before your enrolment into your qualification is completed.

## Types of Fees

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There are different categories of Student fees. These are:

The student fee categories are:

- Standard Student
  - First Qualification
  - Subsequent Qualification
- Apprenticeship
- Traineeship Concession
- Exemptions and fee-free training

### *Standard Student Fees*

- The Standard Student fee applies to a student who is not doing an apprenticeship or traineeship or who does not qualify for a concession fee or one of the fee-free categories.

#### *Standard Student—First Qualification fee*

Applies to a student who does not already hold a post-school qualification from any tertiary sector. Qualifications include vocational and higher education qualifications achieved in Australia or overseas at any time previously.

The First Qualification fee also applies to a student who is 15-17 years old at commencement of training regardless of any previous qualification.

#### *The Standard Student—Subsequent Qualification fee*

Applies to a student who already holds a previous post-school qualification from any tertiary sector. This category includes vocational and higher education qualifications achieved in Australia or overseas at any time previously.

Qualifications achieved overseas that are not formally recognised in Australia are considered to be a previous post-school qualification.

The Standard Student—Subsequent Qualification fee is the higher than the First

Qualification Fee because a student undertaking a second or subsequent post-school qualification has already benefitted from training.

Where a student completes a Smart and Skilled qualification and enrolls in another Smart and Skilled qualification (except an apprenticeship or traineeship), the student will be charged the Standard Student—Subsequent Qualification fee for the subsequent qualification.

### *Apprenticeship Fees*

Apprenticeship fees apply to NSW Apprentices undertaking training in a qualification offered on the NSW Skills List as part of an apprenticeship pathway that supports their apprenticeship.

Under the NSW Government's **Fee-free Apprenticeship Initiative**, NSW apprentices who are funded under Smart and Skilled, and who commence subsidised training on or after 1 July 2018, are eligible for free training.

### *Traineeship fees*

Traineeship fees apply to NSW New Entrant Trainees undertaking training in a qualification offered on the NSW Skills List as part of a traineeship pathway that supports their traineeship.

Under the NSW Government's **Fee-free Traineeship Initiative**, NSW trainees who are funded under Smart and Skilled, and commence subsidised training on or after 1 January 2020, are eligible for free training.

**A trainee eligible under this initiative will be exempt from fees for their traineeship qualification.**

For trainees who are not eligible, the fee for a qualification delivered to a trainee under a traineeship pathway is lower than for a non-traineeship pathway and is capped at \$1,000.

### **Concession fees:**

A concession fee is a discounted fee for a disadvantaged student. A concessions fee is a flat fee, and it is based on the level of the qualification.

#### *Concession fee eligibility*

If you receive one of the following Commonwealth Government benefits, you may be eligible for a concession fee for a qualification up to certificate IV level.

- Age Pension
- Austudy
- Carer Payment (does not include Carer Allowance or Carer Adjustment) Payment
- Disability Support Pension

- Farm Household Allowance
- Family Tax Benefit Part A (maximum rate)
- JobSeeker Payment
- Parenting Payment (Single)
- Special Benefit
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme
- Widow Allowance
- Youth Allowance

The concession fee is also available to you if you are a dependent of a person receiving a specified Commonwealth Government benefit or allowance listed above.

There are no concessions if you are enrolling in a Diploma or Advanced Diploma.

## Fee free training

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If you fall into one of the following categories, you will qualify for fee-free training:

- an Aboriginal or Torres Strait Islander person.
- a student with a disability
- dependant child, spouse or partner of a recipient of a Disability Support Pension.
- Refugee or Asylum seeker (and *eligible* Partners) – for training up to and including Certificate IV.
- recipient of a Fee-Free Scholarship – for training up to and including Certificate IV.
- studying a qualification under the Entitlement Foundation Skills (EFS) Program.
- Under the *Skilling for Recovery Initiative*, students who meet the eligibility criteria will also be eligible for fee-free training.

### *Fee-free Traineeship Eligibility*

You may be eligible for a fee-free traineeship if:

- commence subsidised training on or after 1 January 2020
- you commenced subsidised training for the first time on or after 1 January 2020
- your traineeship was cancelled, and you subsequently recommenced a traineeship in the same vocation with a different employer, and recommence subsidised training on or after 1 January 2020 (RPL and/ or CT will be applied for completed units of competency)
- your traineeship was cancelled, and you subsequently commenced a new traineeship in a new vocation with the same/different employer, and commence in subsidised training on or after 1 January 2020 (RPL and/ or CT will be applied for completed units of competency)
- You completed a traineeship, and you are now undertaking a subsequent traineeship and you commenced the subsidised training in the subsequent traineeship on or after 1 January 2020

Note: If you were a NSW trainee who commenced subsidised training before 1 January 2020 and subsequently, on or after 1 January 2020 recommences their subsidised training:

- with the same provider, and you are employed by the same employer and in the same vocation, or
- you changed provider and remains party to a training contract with the same employer and in the same vocation,

you are not eligible for fee-free training. You must be granted CT and/or RPL and be subject to reduced fees due to CT and/or RPL.

## Fee free Scholarships

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If you are undertaking a full qualification up to and including Certificate IV, you may be eligible for a Smart and Skilled Fee-free Scholarship if you are:

- aged between 15 and 30 (inclusive) at the start date for training and eligible for a concession fee (see above)
- meet the Out-of-Home Care definition at the time of enrolment and are:
  - aged 15-17 years and currently in out-of-home care; or
  - aged 18-30 years and previously in out-of-home care; or
  - aged 15 and over and be able to disclose (self-declare) at enrolment that they meet the domestic and family violence definition.



## Evidence of Eligibility

You must provide evidence to support your eligibility for your subsidised traineeship under the Smart and Skilled program. The table below lists the evidence that must be sighted by RETS to conform your eligibility and before they can provide the NSW Department of Education with your information.

In each case, RETS must have **sighted a document and kept a copy**. Alternatively, you can provide **certified copies** of documents to RETS. Documents may be certified by a person who is on the list of approved witnesses who can verify documents. A list of approved witnesses is available at the Commonwealth Attorney General's Department website at:

[www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx](http://www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx).

Eligibility Requirement	Evidence
Proof of identity	Trainee's USI verified on the USI Registry by RETS
Living or working in NSW	<p>RETS has sighted commonwealth or NSW government issued document showing residential address.</p> <p>In not living in NSW, but is working in NSW, RETS has sighted a document issued by employer confirming working in NSW</p>
Citizenship, Permanent Resident or other eligible visa class	<p>Australian citizen:</p> <ul style="list-style-type: none"> <li>• Australian birth certificate; or</li> <li>• Australian Passport; or</li> <li>• Certificate of Australian Citizenship (Naturalisation Certificate); or</li> <li>• Green Medicare Card.</li> </ul> <p>New Zealand citizen:</p> <ul style="list-style-type: none"> <li>• New Zealand birth certificate; or</li> <li>• New Zealand Passport; or</li> <li>• Green Medicare Card.</li> </ul> <p>Permanent Australian resident:</p> <ul style="list-style-type: none"> <li>• a Certificate of Evidence of Resident Status (CERS), which confirms status as an Australian permanent resident; or</li> <li>• use the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) facility to confirm status as Australian permanent resident and check passport; or Green Medicare Card.</li> </ul>

Humanitarian visa holder and Partner visa holder (Refugee or asylum seeker)	<ul style="list-style-type: none"> <li>• Relevant visa documentation; or</li> <li>• ImmiCard (where appropriate)</li> </ul> <p>If the student holds a Bridging Visa, the student must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa.</p>
Home schooled students	<ul style="list-style-type: none"> <li>• Copy of current certificate of home schooling registration, which clearly indicates the period of time for which the student will be home schooled</li> </ul>
Date of birth	<ul style="list-style-type: none"> <li>• USI data</li> </ul>
Registration as NSW apprentice or new entrant trainee	<ul style="list-style-type: none"> <li>• Training Contract identifier (TCID) number</li> </ul>
Year 10 completion or equivalent (if under 17)	<ul style="list-style-type: none"> <li>• Evidence that student has met schoolleaving age requirement</li> </ul>
Postcode for an Aboriginal or Torres Strait Islander Person	<ul style="list-style-type: none"> <li>• Student declaration/signature at</li> <li>• enrolment</li> </ul>

## Concession Fee eligibility proof

To claim eligibility for a fee concession, RETS must sign documentary evidence that you are in receipt of one of the following benefits or allowances:

- Age Pension
- Austudy
- Carer Payment
- Disability Support Pension
- Farm Household Allowance
- Family Tax Benefit Part A (maximum rate)
- JobSeeker
- Payment
- Parenting Payment (Single)
- Special Benefit
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme
- Widow Allowance
- Youth Allowance

## Fee Exemption eligibility proof

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If you fall into one of the following categories, you will qualify for fee-free training and must provide evidence of eligibility as follows:

- an Aboriginal or Torres Strait Islander person
  - can prove their status and eligibility for a fee exemption through descent, self-identification or community identification
- a student with a disability:
  - in receipt of the Commonwealth Government Disability Support Pension, or
  - documentary evidence that is assessed by RETS and demonstrates a clear additional need as a result of the student's disability.
- dependant child, spouse or partner of a recipient of a Disability Support Pension
  - provide documentary evidence to show you are a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension.
- a refugee or asylum seeker (and eligible Partners) – for training up to and including Certificate IV:
  - provide visa documentation, or documentation such as an ImmiCard where appropriate, which states that they (and their Partner – if applicable) hold one of the eligible visas.
- recipient of a Fee-Free Scholarship – for training up to and including Certificate IV
- studying a qualification under the Entitlement Foundation Skills (EFS) Program.

## Fees for transferring students

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### *Of their own accord*

You are undertaking a Smart and Skilled qualification as part of your traineeship, you may withdraw from a qualification with RETS and transfer to another Smart and Skilled approved RTO to complete your qualification because:

- You chose to of their own accord
- Your initial RTO (RETS) closes., or
- Your initial RTO's (RETS) Smart and Skilled Contract has been terminated.

If you transfer of their own accord from their initial Smart and Skilled RTO to RETS to complete their training, standard credit transfer rules will apply when calculating your student fee.

To do this, RETS must get a statement of attainment from you (issued by the initial RTO) to determine what credit should be granted. RETS will then use the Smart and Skilled Provider Calculator to determine the student fee that you need to pay, if applicable.

In this situation, the student may end up contributing more towards the cost of their training.

#### *Due to the closure of the RTO*

The following rules apply to you if you transfer to RETS due to your first RTO's:

- closure
- the termination of the first RTO's Smart and Skilled Contract.
- The first RTO cannot continue to deliver training in the agreed delivery mode

The following fee rules apply in the above situation:

- The fees charged in total by the first and RTO and RETS cannot exceed the student fee quoted by the first RTO.
- Where the combined fee exceeds the original fee quoted, the RETS must contact the Department to confirm fee to be charged, before enrolling the student and charging any fees. Any fee gap will be paid to the RETS by the Department.

If you transfer from your first Smart and Skilled RTO to RETS to complete their training, and the transfer is not your decision, RETS must get the following documentation:

- A statement of attainment issued by the previous Smart and Skilled RTO
- An up-to-date training plan (issued by the first RTO) that lists all units of competency that you have achieved, commenced but not completed, and/or not started; and
- A statement of fees issued by the first RTO.

RETS can then enter the details into the Smart and Skilled Provider Calculator to determine your Student Fee.

Getting the above documentation may not be possible where the initial RTO closes. In these instances, RETS will seek assistance from the Department to determine your Student Fee.

#### *Transitioning Qualifications*

The Student Fee will remain the same if you are required to move from a superseded qualification to a new qualification.

## Fee Refunds

If RETS cannot provide the training and assessment services agreed with you, all monies paid will be refunded to you in full.

If you have paid fees and then apply for and you are successfully granted RPL or CT, you will receive a refund for the units for which you have received RPL or CT (if payment received by RETS from you exceeds student fee quote).

Where you have paid fees and withdraw from the course, if applicable, a refund will be provided on a pro rata basis against the units of competency that you have completed at the time of your withdrawal.

## Withdrawal without penalty

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As a trainee you have seven (7) days from formalisation of your enrolment to withdraw without penalty from the course.

You are considered to have formalised your enrolment when RETS has generated a *Notification of Enrolment - Provider Copy* letter on the NSW Department of Education's State Training Services Portal, STS Online.

If you request a withdrawal within this 7-day period and, if any fees have been paid, those fees will be refunded, less a \$75 administration fee.

## Repeated Assessments

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RETS does not levy additional fees for you if you need to re-attempt assessments.

## Refund Application Process

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Refund applications must be received in writing.

To apply for any refund, please make your request in the form of an email and send it to the Training Co-ordinator at [admin@rets.com.au](mailto:admin@rets.com.au).

All refund applications are assessed and processed within fourteen (14) days of the application being received. You will be advised in writing of the outcome of your refund application, including reasons for refusing your refund request, if applicable.

## Recovery of Outstanding Student Fees

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RETS collects all fees due to be paid before the scheduled completion date of your subsidised training.

RETS has a robust process for the recovery of outstanding fees from a student.

RETS generates AQF certification documentation for you within 30 days of you completing your training. RETS will not release your AQF certification documentation until all outstanding fees are recovered.

For significant student debts, formal debt collection actions may also be undertaken by RETS.

### Fee Records

All course services fees, relevant invoices and receipts for each student course enrolment are recorded and maintained in the RETS MYOB accounts system.

This system acts as the official accounts receivables system for RETS and is maintained as the official and auditable records for all fees, charges and refunds.

## Lost and Replacement Certificate/Document Fees

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RETS is required to keep a record of all AQF certification documentation issued to you for 30 years.

If you have lost your copies of AQF documents issued to you following completion of your training, RETS will reissue these AQF documents.

If you need your AQF documents to be reissued, you will need to contact RETS office in writing via email and include a copy of your certified photo identification with your written request. You will be invoiced the applicable reissue fee (see below) and upon payment, you will receive your new AQF documents by post within 7 working days.

<b>Replacement of documents lost or misplaced</b>	<b>Cost (incl GST)</b>
Replacement of both Transcript and Certificate – posted	\$55



## Unique Student Identifier (USI)

It is a government requirement that all students (and continuing students) have a Unique Student Identifier (USI). This USI must be provided to your RTO prior to issuance of your qualification or statement of attainment at the completion of your course.

RETS requests that you create a USI and provide it to us as soon as possible. When we have your USI we will verify it against your name and date of birth details you have provided to us on your enrolment form.

After 1<sup>st</sup> January 2015, if we do not have this USI we are unable to issue you with AQF certification documentation on completion of your course.

To find out more about the USI go to the link: <https://www.usi.gov.au/students>

### How do I get a USI?

1. Go to [www.usi.gov.au](http://www.usi.gov.au)
2. Click 'I am a student'
3. Click Create your USI
4. Click on "who are you - Australian or International student"
5. Have a form of ID as mentioned before clicking continue
6. Click continue
7. Read Terms and Conditions
8. Click agree tick box and click next
9. Click create USI
10. Fill in personal information in required fields
11. Click Next
12. Confirm your details check to see that they are all correct make changes if needed
13. Click Next
14. Tick which form of ID you will be using and click next
15. Fill in required field regarding you form of ID
16. Click next
17. Create a password and set questions
18. Click next

### **Your USI should appear on the screen! Please record and return your USI number.**

When creating your USI please ensure that the access controls are set to allow the Department and RETS appropriate levels of access to your USI records.

Once RETS receives your USI, we will confirm its authenticity using the Student Identifier Register.



## Deferral, Discontinuation and Transfer

### Deferring your traineeship

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- If you tell us that you wish to defer RETS training, RETS will make every effort to assist you to continue the training component of your traineeship where possible.
- If you proceed with the deferral of training, RETS can only permit a deferral of no more than 12 months from the date of receipt of written referral notice from you.
- RETS will advise you of the deferring your subsidised training.
- If you do not recommence training within a 12-month period of deferral, you will be reported as a discontinuing Subsidised Training.
- If you wish to recommence training after discontinuing your subsidised qualification, you will be treated as a new student and a new the Notification of Enrolment Process must be conducted.

### Discontinuing your traineeship

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If you tell us that you wish to discontinue your training in the subsidised qualification, RETS will:

- Identify the reason(s) why you discontinue your training
- Establish if your reason for discontinuation is related to RETS delivery of training or other services
- Make all reasonable efforts to address your concerns around the reasons why you wish to discontinue your subsidised training

if you wish to proceed with discontinuing your course after this process, RETS will:

- Seek a formal notification from you about the date that you propose the training to end
- Refund any applicable Student Fees to you
- Issue you with a Statement of Attainment and associated transcript for any completed Units of Competency within 21 days of your notification of the discontinuance
- Update your Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
- Provide you with your updated Training Plan
- Return to you any results of any outstanding completed training activities and/or assessments

- Notify the State Training Services (STS) Regional Office within 14 days of your notification of the discontinuation of training.

## Transfer your traineeship to Another Provider

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### *Transfer Out Process*

- If you wish to transfer from RETS to another RTO (Transfer Out), RETS will provide you with advice as soon as practically possible.
- If RETS Smart and Skilled Contract is terminated or suspended, then your Transfer Out Process will be commenced before the termination of the contract and/or the ending of delivery of Subsidised training to you.
- The Transfer Out process will include giving you the following options and advice:
  - The date of forthcoming termination of the Contract or of ending the delivery of subsidised training
  - Options for continuing training, which may include:
    - Referring you to the Smart and Skilled website to identify an alternative RTO who can provide Subsidised Training
    - Referring you to the local State Training Services Regional Office for assistance
    - You opting to remain with RETS and continue training on a "fee-for-service" basis (without the benefit of Subsidies)
    - RETS to suggest an alternative Provider
  - Fee arrangements for transferring you (in accordance with the Fee Administration Policy)
  - Issuing you with Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date
  - Issuing you with an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
  - Ensuring that if you are still receiving training at the time of your transfer request, you receive any refunds owed in accordance with the Fee Administration Policy
  - Return results to you of any outstanding completed training activities and/or assessments to the Enrolled Student

- Submit Training Activity Data to State training services NSW to finalise your record and, if eligible, receive any further payments of subsidies and loadings.

### *Transfer In Process*

If you are a student with another RTO, and you wish to transfer to RETS, then you will be treated as a new student.

RETS must carry out the Notification of Enrolment Process to notify the department about your new enrolment with RETS.

RETS may need to contact the Department to determine the Student Fee that you will need to pay, if applicable.

### *What happens to my assignments if I withdraw?*

- If you withdraw or cancel your traineeship part way through a unit of competency, then you will lose any work they you have completed for that unit.
- If you then wish to recommence your traineeship at a later point in time, any previous partially completed work (where the unit was not completed in full) will need to be re-submitted.
- For example, you started your traineeship and have completed 5 units, and you are 50% of the way through the 6<sup>th</sup> unit: You will receive a Statement of Attainment for 5 units, and all work completed for the 6<sup>th</sup> unit will be lost. To avoid this problem, you would need to login to the LMS before you withdraw, copy and paste your written responses for the incomplete unit and save them on your own device.

## Electronic Marketing

The *Spam Act 2003* prohibits the sending of unsolicited commercial electronic messages—known as spam—with an Australian link.

A message has an Australian link if it originates or was commissioned in Australia or originates overseas but was sent to an address accessed in Australia.

The *Spam Act 2003* defines a commercial electronic message as:

- Offers, advertises or promotes the supply of goods, services, land or business or investment opportunities
- Advertises or promotes a supplier of goods, services, land or a provider of business or investment opportunities, or
- Helps a person dishonestly obtain property, commercial advantage or other gain from another person.

The Act classifies an electronic message as 'commercial' by considering:

- The content of the message
- The way the message is presented, and
- Any links, phone numbers or contact information in the message that leads to content with a commercial purpose—as these may also lead the message to be defined as 'commercial' in nature.

### *Messages sent without consent*

As an educational institution, RETS representatives can send messages to past and current students without their consent, but only if the messages relate to goods or services supplied by RETS.

### *Identification*

All commercial electronic messages sent by RETS representatives accurately identifies RETS as the organisation that authorised the sending of the message. Information provided includes:

- Clear and accurate information about RETS that authorised the sending of the message — including the correct legal name of the organisation and an Australian Business Number; and
- Accurate information about how the recipient can contact RETS.

RETS ensures that this information remains correct and valid for at least 30 days after the message is sent.

## Seeking Help

If you need help in choosing the right course option for you contact the RETS office, where one of our helpful staff members will provide you with the information you require.

If you have any questions about your training content or your assessment tasks, you can contact your assessor via email or phone. You can also access the tutorial hotline for any assistance or advice. You will be given these details on commencement of your course.

If you have any other enquiries about any aspect of your training or other services provided to you by RETS,

For further information on any material in this kit contact RETS:

**Web: [www.rets.com.au](http://www.rets.com.au)**

**Email: [enquiries@rets.com.au](mailto:enquiries@rets.com.au)**

**Phone: 1300 850 980**

**Real Estate Training Solutions  
(RTO #: 90897)**

**PO Box 682**

**Richmond, NSW, 2753**

## **Policies & Procedures**

RETS has a range of policies and procedures that set out how we manage the delivery of the training and assessment services we offer our students.

To read more about the policies and procedures listed below, go to RETS website at [www.rets.com.au](http://www.rets.com.au) or click on the document title below to open a PDF.

[Fees & Refunds Policy & Procedure](#)

[Student Support Policy & Procedure](#)

[Consumer Protection, Complaints & Appeals Policy and Procedure](#)

[USI issuance Policy and Procedure](#)

[Recognition of Prior learning \(RPL\) and Transfer \(CT\) Policy and Procedure](#)

[Course Variation Policy & Procedure](#)

[Initial Skills Assessment \(including LLN\) Policy and Procedure](#)