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## On-line learning

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Participating in on-line learning has many benefits. You, the learner, has maximum flexibility about planning and pacing your learning as well as choosing your learning location and environment. It is not surprising that it is the choice for an increasing number of people.

Before you start, it is recommended that you check whether on-line learning is for you. We understand that students can sometimes feel alone when taking courses by distance learning. Lifestyles play a big role in the success of On-line learners. On-line learning is different in many respects from the traditional face-to-face learning we're all used to, primarily in the way we get our information and how we interact with facilitators. Many people say they learn more on-line and their retention is better too.

These are the traits that successful On-line students possess, to varying degrees:

- Self-Directed
- Motivated
- Comfortable with computers
- Able to use email, internet browser, word processor
- Like to read and write
- Inquisitive
- Disciplined
- Independent
- Able to stay on task

These questions will assist you in deciding if on-line learning is for you:

***Are you self-directed and motivated?***

As on-line learning happens on your schedule, you'll need to be self-directed and motivated to complete the activities and assessment tasks. You'll be responsible for creating the time line to finish each topic.

***Are your technical skills adequate?***

Along with having access to a computer and not being overwhelmed by typing, On-line students should be comfortable with internet browsing and searching, email, online chat, sending and reading attachments and word processing.

***Do you have good reading and numeracy skills?***

Reading and basic number skills can play a large part in any course and especially on-line. The ability to read and comprehend subject matter without it being a chore is critical to your success.

***Does written communication come easily for you?***

In most cases writing is the primary method of communication in on-line classes, so you should be at ease with writing to express your thoughts, share ideas and ask questions.

***Will you ask questions when you need to?***

If you typically don't hesitate to seek help when you need it, you'll do fine. Since you'll be in an on-line environment it's important to let your facilitator know when you need help.

If you are satisfied with your answers to these questions, you're likely to do well in an on-line learning course. Remember, we are always here to help. Our telephones are answered 24 hours a day and you can always contact us by email or online chat.

## Technical requirements

Please note the technical requirements to be able to access and navigate around the On-line learning site.

It is recommended to have up-to-date versions of software to allow:

- Internet access
- Internet browser – e.g. Google Chrome, Mozilla, Internet Explorer, Microsoft Edge
  - Some modules use pop-up windows; therefore, you will need to disable pop-up blockers in your browser. Refer to your browser help files.
- Email programme and email address for course registration and receiving course notifications
- Applications/ Programmes
  - Microsoft Word processing programme – Microsoft word or similar
    - [Open office](#) is a free word processing programme
    - Mac users of Pages will require a PDF document converter
  - Excel or spreadsheet programme
  - Microsoft Power point viewer
  - Adobe Acrobat Reader
  - Video recording device may be required for some topics – a smart phone usually suffices
  - Video viewer
- Antivirus software is recommended

## Enrolment Information

### Enrolment

To enrol in any of the programmes offered by The College, simply select the programme you wish to undertake by clicking on the appropriate course. You will then be directed to either enter your username and password (for those that have already registered) or alternatively following the directions 'start now by creating a new account'. Once registration has been completed, you will receive an email asking you to confirm your account.

You will then be directed to a payment page where you can purchase your course via credit card through Paymate. The College will receive confirmation of your payment within 24 hours. Once payment has been received by The College, you will be enrolled into the programme and an email confirming your enrolment sent with an enrolment form attached

By completing this enrolment form in full you will enable the College to create a student profile. Once this is completed, it remains a confidential document in alignment with privacy legislation. This form enables the college to ascertain if a student has special needs that we need to be aware of to administer training and assessment effectively.

The enrolment form also asks permission to contact the student's employer where possible. The ability to contact a student's employer enables the College to undertake the following:

- Utilise an employer to support the student's submission, particularly in a module where direct observation of a task is another way of gaining evidence of the student's competency
- Determine client feedback. Does the employer feel that the learning provided by the College is relevant and reflects current practices? As a practitioner, does the employer feel that the College could utilise other strategies, or deal with other aspects of the industry in the learning provided.
- Where appropriate, monitor the learning the student is undertaking.

It is not compulsory to provide employer details, for in many instances students are not currently employed in the industry, however, for those that are employed and feel that their employers can play

an active and beneficial role in their learning; the College encourages an integrated approach between students, their employers and the College.

### Pre-requisites

There are no formal pre-requisites for any of the programmes advertised, however, should you require further information about course requirements, or if you are unsure about whether you hold appropriate skills to undertake any of the programmes, staff at the College are more than happy to assist you with any queries you may have. All students have equitable access to all programmes irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

### Unique Student Identifier (USI)

If you are undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) you will need to have a Unique Student Identifier (USI).

As a Registered Training Organisation (RTO), Macdonald Education is required to collect your USI and report completion of nationally recognised training.

Government information relating to the USI can be found on the Unique Student Identifier [website](#).

On enrolment you will be asked to provide a USI to comply with government requirement. To create a USI you will need one of the following forms of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

### Course Fees

All fees are required to be paid prior to commencement of the programme. Payment can be made through the website or telephone via MasterCard, Visa, direct deposit or cheque. For students who pay by credit card online a receipt for payment is will be sent automatically via the 'Paymate' payment system. Payments take 24 hours for authorisation.

### Periodic Payment Plan

The College offers a Periodic Payment option for students undertaking licence training by completing a periodic payment request form.

Periodic payment terms:

1. payments are to be completed in 8 - 10 weeks with payments made weekly, fortnightly or monthly
2. there is a \$30 administration fee for periodic payments
3. a deposit of 30% of the total fee is payable on enrolment with subsequent payments deducted from your credit card account on Fridays as per the agreement
4. we accept payment by MasterCard and VISA

### Protection of Fees

The NSW Real Estate Training College has a designated Trust Account set up for the protection of student fees.

For students undertaking individual modules and the Certificate of Registration – Real Estate Salesperson, course fees are placed in the general business account and retained until such time as the student accesses the course site.

For licensing students who pay full course fees upfront – 25% of these fees will be retained in Trust until the student has either completed the programme or is no longer entitled to a refund under a Cancellation and Refund Policy. A student will have access to 100% of all learning materials immediately upon enrolment. A student is not “unenrolled” \* from a course and is free to access materials over the duration of the course and in fact even after completion (for a period of 12 months).

*\* Students will however be “unenrolled” should it be proven that they have submitted work that is plagiarised, or the work of another person.*

## Cancellation and Refund Policy

Tuition fees paid are refundable, less an administration fee of \$150 for Diploma, Certificate IV or licence courses or \$50 for Certificate of Registration courses, individual units of competency or Continuing Professional Development (CPD) courses if the student withdraws from a course up to 7 days from being given access to the e-learning site for their learning program.

Once 7 days have elapsed after being granted site access, refunds are not available if a student wishes to withdraw from the course.

Once a student submits an assignment for marking they acknowledge they are no longer eligible for the refund regardless of the time that has elapsed.

**Note:** All applications for refunds must be submitted in writing.

## Assessment Information

### Assessment Processes

All courses offered by the College are competency based courses and students are required to submit a portfolio of completed tasks and activities for assessment. The College utilises written assessment for each of the competencies. Using written assessments is an applicable methodology for the real estate sector considering it relies heavily on written communication, contracts, forms and administrative paperwork.

Students are expected to research each task utilising either College supplied material or by gathering information from their own resources. All activities and assessment tasks must be successfully completed for competency to be achieved.

These submissions are to take place electronically, and students will be guided online through the process of submission. Students may also submit work via the web site, email or post in audio or video formats in order to be assessed. This is appropriate where the student considers that these methods will provide them with the best evidence of competency.

Students will be assessed either Competent or Not Yet Competent. All students are given the opportunity of re-submitting assessments if they have not met the competency standards required.

All assessments submitted, must be the students own work. A student submitting work that is not their own will be considered to have committed an act of fraud and at minimum their enrolment will be terminated without credit for subjects of modules completed and without a refund of fees.

Students are required to agree to the submissions terms and agreement outlined on each assignment, prior to submission. Submission of an assignment denotes to The College that the terms and agreement have been adhered to.

Several strategies have been put into place to ensure as much as possible that the College is continually monitoring the work of all enrolled students. The Student contact strategy outlined in this handbook is just one of these strategies.

Assessment activities undertaken by The College follow consistent processes as outlined below:

- Assessment procedures are fully explained to clients via the student handbook and the college code of practice document. Information is also included within individual modules of each Programme.
- Clients are made aware of the processes for Recognition of Prior Learning, credit transfer opportunities and mutual recognition via the student handbook.
- The assessment requirements of each module are outlined within each programme.
- All evidence gathering methods comply with the principles of assessment, in that they are fair, valid, reliable and flexible.
- When assessing, College Assessors complete a feedback section contained within the student's on-line submission. A result is then recorded on the student's feedback profile and within a computerised student admin system. Students have access to feedback and results throughout the duration of their programme.
- No assessment result is released to a third party without written, verifiable authority from the record owner. All student records remain confidential.
- Post assessment advice is available to students where required.
- A fair and impartial appeals process is available. If a student does not agree with the assessment they may follow the appeals process outlined further in this document.
- Assessment moderation and evaluation is ongoing and part of the College's continuous improvement programme.

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) provides students with the opportunity to gain recognition of competencies that they already possess. These competencies could have been obtained via previous formal training, work or life experience.

The College encourages students to apply for RPL if the student has self-assessed their knowledge and skills as meeting the learning outcomes of the individual modules.

An RPL application form is available and provides students with guidance on how to complete the form and the evidence required to support the application. This form can be downloaded from the College website. Once the application form is completed, a qualified workplace assessor will evaluate the application and determine the outcome. If further information is required, a student will be advised, and in some cases an interview, usually by phone, is conducted to clarify details.

If a student gains a competency through RPL, they will be exempt from that Unit and the transcript of results will record that competency exists.

If a student disputes the outcome of the RPL process they will be directed to utilise the grievance and appeals process of the College.

### Credit Transfer

The College recognises the nationally recognised qualifications issued by other Registered Training Organisations. Once the existence of the RTO and its ability to provide the qualification has been confirmed, the student can be exempted from the relevant competencies.

In some cases where the qualification is older than 5 years, particularly in modules that have undergone substantial legislative change, The College may require the student to re-do these particular modules to ensure currency. The College reserves the right to assess students where the competencies claimed are greater than 5 years old

## Assessment Appeals

All assessment appeals will be processed and acted upon if substantiated, in a timely manner.

In the event that a student is not satisfied with an assessment decision or process, the following procedure applies:

- Discuss the matter with the teacher/assessor.
- If the matter is unresolved, then discuss the matter with the CEO.
- If the matter is unresolved, then both parties will agree on the nomination of an independent assessor to examine the matter.
- If the matter is unresolved, then the student has the option to take the matter to ASQA (Australian Skills Quality Authority). ASQA is the national regulator for the vocational education training sector.

## Grievance Procedures

In the event of a student having a grievance concerning the delivery or assessment of a course, or some other matter concerning the operations of the College, the following procedure applies:

- Discuss the matter with the teacher/assessor
- If the matter is unresolved, forward a written complaint to the CEO

If the matter is still not resolved, then the student can pursue other legal remedies according to consumer protection legislation including National Training Complaints Hotline 13 38 73.

The CEO will ensure that complainants are kept informed regarding the status of their complaint and are informed in writing of the outcome of the complaint, and reasons for the decision.

The NSW Real Estate Training College will ensure that:

- Each complaint, grievance, appeal and its outcome is recorded in writing
- Each appeal is heard by an independent person or panel; and
- Each appellant:
  - has an opportunity to formally present his or her case; and
  - is given a written statement of the appeal outcomes, including reasons for the decision
- They will act upon the subject or any complaint found to be substantiated

If the matter is still not resolved, then the student can pursue other legal remedies according to consumer protection legislation.

The CEO will ensure that complainants are kept informed regarding the status of their complaint and are informed in writing of the outcome of the complaint, and reasons for the decision. All grievances will be processed and acted upon if substantiated, in a timely manner.

## Student Information

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### Student Contact Strategy

As it is important to ensure that all submitted work is that of the enrolled student, a number of strategies have been put into place to reduce the potential of fraudulent submissions.

### Certificate Students

1. At request, all students will be contacted twice during their programme, at the beginning and after submission of their first two modules. Contact details will be placed on their file as well as dates of contact and any pertinent comments.

2. With permission of the student, as evidenced on the enrolment form, where possible, employers or supervisors of students will be contacted for progress reports, and to substantiate that learning and submissions are being undertaken as expected.
3. Upon submission of individual assignments students are asked to confirm that all work submitted is their own work.
4. By submitting the assignment, a learner is stating that the work submitted is their own. Any work submitted that is not the work of the student will be considered the result of a fraudulent act. The work will not be assessed, and at a minimum the statement of attainment for modules completed will not be provided and the student will be immediately unenrolled from the programme without refund of fees.

### Licensing Students

1. Upon a student's request the College will contact the student at least three times during their programme. This will occur at six weekly intervals in order to monitor programmes and the submission of assignment work. Contact details will be placed on their file as well as dates of contact and any pertinent comments.
2. With permission of the student, as evidenced on the enrolment form, where possible, employers or supervisors of students will be contacted for progress reports, and to substantiate that learning and submissions are being undertaken as expected.
3. Upon submission of individual assignments students are asked to confirm that all work submitted is their own work
4. By submitting the assignment, a learner is stating that the work submitted is their own. Any work submitted that is not the work of the student will be considered the result of a fraudulent act. The work will not be assessed, and at a minimum the statement of attainment for modules completed will not be provided and the student will be immediately unenrolled from the programme without refund of fees.

### Student Access to Records

Students can access their records at any point of their enrolment. This enables the student to check their progress, the outcomes of any unit completed and any records in relation to complaints and appeals. All student records are held electronically and in hardcopy and as such are always available to the student because of a phone call or email to the College.

In addition, the College is required to retain all Student records for a period of thirty (30) years. This enables a student to have access their records over that period of time. For instance, should a statement of attainment or transcript need to be re-issued, a student can contact the College, and after providing relevant information that matches with the correct enrolment data, such requests can be met. It is important to recognise that archiving of student records occurs on a regular basis, therefore a two-week period is required to access records for the re-issuing of statements of attainment and transcripts.

### Access and Equity

The College is committed to equal opportunity and positive action in vocational education, training and employment. As such the College provides an environment that embraces equity, fairness and respect for social and cultural diversity.

All teaching methods, assessment and review process, teaching materials and support services demonstrate commitment to an environment that is free from discrimination, harassment and racial vilification. All staff are aware that access and equity is their responsibility.

Further details of the Access and Equity aspects of the College can be found in the Code of Practice – available on the website. Failure by a person or persons to comply with the Access and equity policy outlined in the Code of Practice will warrant disciplinary action

## Use of Administration strategies that align with the Federal Privacy Act

The College is bound to protect Students individual and personal information. All student administration processes ensure that we do not provide personal information on Students and their assessments. All employees of the College are aware of the Federal Privacy Legislation and how it affects the dissemination of information, and follow College policies and procedures on the use of the student administration system and the protection of Students privacy. A student will always have the right to access their own files.

## Language Literacy and Numeracy Support

Students requiring language literacy and numeracy (LLN) support are identified on enrolment. Students requiring support in these areas are asked to denote this on the enrolment form, or to contact The College CEO. Where only a low level of support is required, the CEO may arrange for the student to receive extra-curricula assistance from the Trainer or other staff member. Where extensive support is needed the student will be referred to an LLN specialist. This may attract a fee. All assessments can be adjusted appropriately in order to assist in successful completion of the Units of Competency for those students who require support in LLN.

Where a students language, literacy of numeracy deficiencies will clearly inhibit achievement of learning outcomes and the applicant refuses support, enrolment may be declined.

If you feel you need assistance with LLN, please contact the College CEO on (02) 9987 2322 or via email to [studentsupport@realestatetraining.com.au](mailto:studentsupport@realestatetraining.com.au)

## Child Protection

In some cases, College staff will be dealing with children, and as such staff will be required to undertake a Working with Children Check (WWCC).

All staff who may be involved with children has a current Employee Working with Children Check and have been verified to be engaged in any child related role. Staff have agreed to the College Code of Conduct for working with Children.

Any person convicted of a serious sex offence will not be permitted to work in position with the College, where they may be involved with children.

## The College Chat Room Policy

The Chat Rooms are forums for sharing information among existing College students. Posting privileges are restricted to these individuals.

The College is not responsible for the contents of any message posted by a student. Messages express the views solely of the authors of the messages, and do not necessarily represent the views of the College.

Any user who feels that a posted message is objectionable should contact the College. Any message deemed as objectionable by the College will be removed.

As a student, you agree, through your use of this service, that you will not use the Message Board to post any material which is knowingly false and/or defamatory, inaccurate, abusive, vulgar, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of a person's privacy, or otherwise in violation of any law. You agree not to post any copyrighted material unless the copyrighted material is owned by you. The moderators of this message board reserve the right to delete any message and/or revoke the posting privileges of any student for any reason whatsoever. We reserve the right to reveal information about you in the event of a complaint or legal action

arising from any message posted by you. You remain solely responsible for the content of your messages.

If you identify yourself personally on the Message Boards or by sending an e-mail with questions, comments, we may use the information you have provided in order to respond to your questions or comments.

Deceptive, antagonistic, abusive, or profane messages or solicitations are not appropriate on these forums and will result in revocation of posting privileges and dismissal from any courses in which the poster of the message is enrolled. No refund is available in these circumstances.

### **Your Consent and Changes to These Policies:**

By using the College site and its message boards or chat room, you consent to the collection and use of your information as described in this policy statement.

### **Disciplinary Procedures**

The College endeavours to promote a safe and fair environment for staff and students. Disciplinary action will occur if students:

- engage in harassment of discriminatory behaviour
- do not comply with The College Chat Room policy
- fail to pay any fee or charge owing to The College
- cheat or plagiarise material for assessment

If a student is reported to have committed any of the above acts, an investigation by the CEO will occur. The student will be given an opportunity to present their case at this time. If this person is found to have breached any of the above, disciplinary action will take place. Dependent upon the act this may constitute expulsion from the course, of a strict penalty may be imposed.

## **Student Support Services**

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### **On-line Learning Support**

- Students can contact the College via email to [studentsupport@realestatetraining.com.au](mailto:studentsupport@realestatetraining.com.au)
- Students can contact the College by telephone 02 9987 2322
- An electronic “Chat Room” is available on-line for students to access assistance from fellow students in a group learning room.
- Messages may also be posted to the College and a set of Frequently Asked Questions will be generated and posted.
- Confidentiality of the name of any person asking a question will be maintained, unless the person posts their information in the ‘Chat Room’.

### **Vocational Counselling**

The College CEO, or individual trainer and assessors are available to provide academic or vocational counselling. If you would like to discuss your course or anything related to your course, do not hesitate to email or phone your trainer or the CEO, who can advise and assist you.

Following is a list of relevant support services:

Adult Multicultural Education Services: [www.ames.net.au](http://www.ames.net.au) Phone: 13 26 37

Adult Literacy and Numeracy Councils:

- Australian Council of Adult Literacy (ACAL) - [www.acal.edu.au](http://www.acal.edu.au)

- Queensland Council of Adult Literacy (QCAL) - [www.qcal.org.au/index.php](http://www.qcal.org.au/index.php)
- South Australian Council of Adult Literacy (SACAL) - [www.sacal.sa.edu.au/](http://www.sacal.sa.edu.au/)
- Victorian Adult Literacy and Basic Education Council (VALBEC) - [www.valbec.org.au/](http://www.valbec.org.au/)
- Western Australian Adult Literacy Council (WAALC) - [www.waalc.org.au/](http://www.waalc.org.au/)
- NSW Adult Literacy & Numeracy Council (NSWALNC) - [www.nswalnc.org.au/](http://www.nswalnc.org.au/)
- Tasmanian Council for Adult Literacy (TCAL) – [www.tcal.org.au/](http://www.tcal.org.au/)

Department of Education and training - Qualifications Recognition - [internationaleducation.gov.au](http://internationaleducation.gov.au)

Australian Apprenticeships - [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

Anti-Discrimination - Human Right Commission - [www.humanrights.gov.au](http://www.humanrights.gov.au)

### **Student Support Services**

Centrelink has payment and products available to people studying or training. Payments and products are liable in many instances to asset tests and may also be determined based on the number of hours undertaken for study.

Individual opportunities need to be discussed with your local Centrelink office.

The College is approved for Centrelink student related payments, as follows:

Registered Training Organisation: NSW Real Estate Training College  
Reference No: 2P849

For information on the following allowances contact Services Australia  
([www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au))

- Youth allowance
- Austudy payment
- JobSeeker payment

#### **Youth Allowance and AUSTUDY Payments**

Youth Allowance is available to eligible full time students aged 16-24; full time students aged 25 or over who were getting Youth Allowance before they turned 25 and are still doing the same course; and young people up to 21 who are combining part time job search and part time study.

Austudy Payment is available to eligible full time students aged 25 years and over.

Youth Allowance and Austudy payment are subject to income and assets tests.

Claim forms and information about Youth Allowance or Austudy payments (including rates of payment) are available from any Centrelink office, or by calling 132 490.

ABSTUDY provides financial assistance for Australian Aboriginals and Torres Strait Islanders who undertake approved full time of part time study. ABSTUDY enquiries line is 1800 132 317.

The following services are available from the Department of Education and Training:

- Literacy and numeracy training
- Career development
- Adult Migrant English Program
- National office of Overseas Skills recognition

- Apprenticeships and Traineeships

The Department of Home Affairs undertakes Adult Migrant Education programmes

International Student Enquiries: 131 881