



Learner Handbook

Education and Training

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About REINSW

The Real Estate Institute of New South Wales (REINSW) was established in 1910 by a group of real estate agents determined to establish and maintain a high standard of service in the property industry.

It has been a registered Training Organisation (RTO) since October 1995 providing training for people new to the industry, experienced agents, and continuing professional development opportunities for its members.

REINSW is a leader in its field, offering both accredited training and professional development.

Welcome to REINSW! Our focus is on you, the learner. We provide courses that will allow you to move forward in your career and prepare you for what lies ahead in the real estate industry.

Our aims are:

- Teaching you current best practice and setting you up for your future
- Encouraging you to think practically about how to use your knowledge in the real world
- Equipping you with the most current knowledge in each topic area
- Providing you with insights from expert trainers
- Giving you a fun, interesting, engaging and memorable experience

1. Organisational Policies and Procedures

1.1. Enrolment

REINSW is committed to ensuring that the learner selection processes are fair, equitable, transparent, and consistent with the competency level and Training Package requirements.

Enrolment into our courses is based upon the learner:

- Obtaining a Unique Student Identifier (USI)
- Completing the required enrolment forms
- Satisfactorily completing a language, literacy and numeracy assessment where required
- Meeting REINSW pre-requisite requirements
- Meeting industry age requirements
- Agreeing to abide by REINSW's policies, procedures and code of conduct
- Paying required fees

Learners have equitable access to all courses irrespective of gender, culture, linguistic background, ethnicity, location, socio-economic background, or disability and as such, all learners who meet the entry requirements are eligible for enrolment.

Learners need to be aware of the eligibility requirements of NSW Fair Trading as outlined in the Property, Stock and Business Agents Act 2002. Please refer to NSW Fair Trading website: www.fairtrading.nsw.gov.au

REINSW is an RTO, registered to deliver nationally recognised training only in NSW to learners who are Australian residents, or hold appropriate visas for training eligibility within Australia.

To enrol in any of REINSW courses, you will need to complete an enrolment form, provide the required documentation and read the Learner Handbook.

Enrolment forms are available on the REINSW website: www.reinsw.com.au or telephone REINSW on 02 9264 2343. Enrolment forms can be completed online, e-mailed, mailed or faxed with payment details to REINSW.

Upon completion of the enrolment and fee payment process, written confirmation will be sent to the learner. This confirmation will include course details, venue, starting date and course duration.

As an RTO, REINSW reserves the right to refuse the enrolment of an applicant.

Unique Student Identifier (USI)

All learners undertaking nationally recognised training are required to have a USI. Your USI will link to a secure online account that contains all your completed training records and results from 1 January 2015.

A USI is required before an RTO can issue a statement of attainment or qualification certificate upon successful course completion.

To create your USI go to <http://www.usi.gov.au>

1.2. Course Payment of Fees

Course fees will vary depending upon the course you are enrolled in. Course fees are determined by the delivery mode and duration of the course.

All fees:

- Must be paid in advance
- Will confirm enrolment
- Can be made by cash, cheque, EFTPOS (available at REINSW), money order, AMEX, VISA, and MasterCard

Nationally Accredited Courses are GST exempt.

Learners who do not attend a scheduled class and have not advised REINSW prior to course commencement will be required to pay a re-enrolment fee. This fee will depend on the course.

Government subsidised training in NSW is called 'Smart and Skilled'. Under Smart and Skilled, fees are determined on eligibility. Learners can check their eligibility at: <https://smartandskilled.nsw.gov.au/areyoueligible>

REINSW is first and foremost a member organisation and as such a fee differential exists between members and non-members.

1.3. Refund of fees

Refunds will be issued in the same manner the training fees initially were paid, except for cash payments where a cheque will be sent to the learner.

All cancellations and refund requests must be in writing and sent to training@reinsw.com.au

If a partial refund has been approved the administration fees will apply. Initial course fees paid less the administration fee of \$150 for Certificate of Registration or Individual clusters or \$250 for Certificate IV in Property Services Classroom and Blended and less any other fees incurred by REINSW.

Important. Transfer options are available for all learners. Maximum of one (1) transfer per learner. All additional transfers will incur a \$100 transfer fee

1.3.1. Refund of Fees Classroom Certificate of Registration or Certificate IV Individual Clusters

Refund may be given

- Learner has overpaid the advertised fee
- Learner formally advises REINSW within the withdrawal period, being five (5) business days before training commences. A partial refund is any fees paid less the administration fee, plus any other fees incurred by REINSW.
- A course has been cancelled or postponed by REINSW – Full refund will apply
- Cancellation from course due to unforeseen personal circumstances. These cases are reviewed on a case by case basis and at the discretion of the Training Manager.
- REINSW is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur. Full or Partial refund at discretion of Training Manager

Refund will not be given

- Learner formally advises REINSW after the five (5) business days', from the date of enrolment and the learner has or has not commenced the assessment.
- Learner expires, no refund provided. Transfer and re enrolment options are available to the learner at the discretion of the Training Manager

1.3.2. Refund of Fees eLearning Certificate of Registration or Certificate IV Individual Clusters

Refund may be given

- Learner has overpaid the advertised fee
- Learner formally advises REINSW within the withdrawal period, being five (5) business days before training commences. A partial refund is any fees paid less the administration fee, plus any other fees incurred by REINSW.
- A course has been cancelled or postponed by REINSW – Full refund will apply
- Cancellation from course due to unforeseen personal circumstances. These cases are reviewed on a case by case basis and at the discretion of the Training Manager.
- REINSW is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur. Full or Partial refund at discretion of Training Manager

Refund will not be given

- Learner formally advises REINSW within the withdrawal period, being five (5) business days after the date of enrolment and the learner has not commenced any assessment work. A partial refund will apply.
- Learner expires, no refund provided. Transfer and re enrolment options are available to the learner at the discretion of the Training Manager

1.3.3. Refund of Fees Classroom or Blended Certificate IV in Property Services

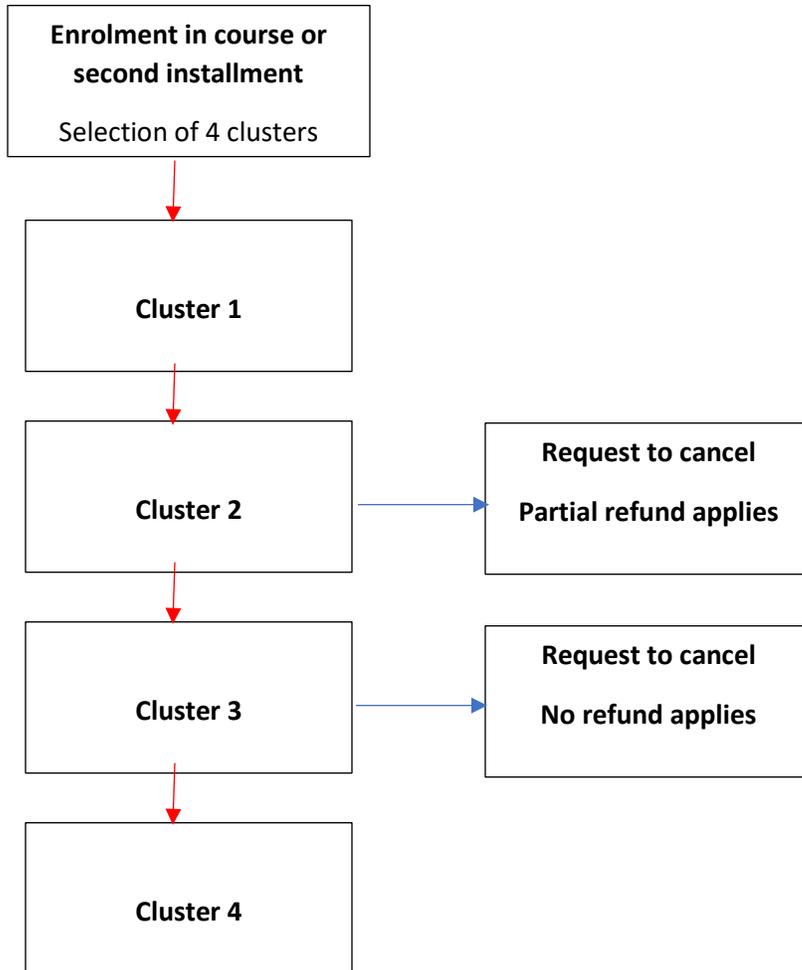
Refund may be given

- Learner has overpaid the advertised fee
- Learner formally advises REINSW within the withdrawal period, being five (5) business days after paying the first instalment, a partial refund will apply.
- Learner formally advises REINSW within the withdrawal period, being five (5) business days after paying the second instalment, a partial refund will apply.
- A partial refund is any fees paid less the administration fee, plus any other fees incurred by REINSW.
- A course has been cancelled or postponed by REINSW – Full refund applies
- Learner cancels from course due to unforeseen personal circumstances. These cases are reviewed on a case by case basis and at the discretion of the Training Manager.
- REINSW is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur. Full or Partial refund at discretion of Training Manager

Refund will not be given

- Learner formally advises REINSW with less than five (5) business days' for either first or second instalment.
- Learner cancels during the course
- If the learner does not notify REINSW that they will not be attending the course they are enrolled in the learner forfeits the paid fees.
- Learner expires no refund provided. Transfer and re enrolment options are available to the learner at the discretion of the Training Manager

Example



1.3. Course Cancellation, Withdrawal or Deferment

To defer, cancel or withdraw from your training, whether it be before or after commencement, you must advise in writing at: rto@reinsw.com.au

For those enrolled in a traineeship program you are also required to contact your Apprenticeship Centre to notify them of your intention to cancel or withdraw.

Learners wishing to cancel their enrolment in a course must give written notice to REINSW prior to course commencement. Failure to do so will result in the full cost of the course being charged.

Learners who are unable to attend a pre-enrolled date are able to transfer their enrolment to another date up to three times. After three transfers learners are required to re-enrol.

Transfer requests must be made in writing nominating the preferred alternative course date. Requests must be set to rto@reinsw.com.au and the process will be explained.

If a learner does not notify REINSW that they will not be attending the course they are enrolled in, the learner forfeits the already paid fees.

If a transfer is made and a cancellation subsequently occurs, an additional cancellation fee will apply and be deducted from any refund where applicable.

If insufficient enrolments are received, REINSW reserves the right to cancel the course 5 days prior to course commencement.

Learners already enrolled into these courses will be notified by phone with a confirmation of cancellation email. A full refund of all monies paid by a learner for the course will be made or the option to transfer to another scheduled course.

Refunds will be issued the same way the training fees initially were paid, except for cash payments where a cheque will be sent to the payee.

This is aligned to REINSW Fraud Policy and information provided by the Australian Competition and Consumer Commission website.

For cancellation timeframes please see the website: www.reinsw.com.au

1.4. Learner Feedback

REINSW is a service provider. Our service is in the quality of the learning experience we provide for you. To improve this service and better meet the needs of our learners, members and industry, we encourage you to provide feedback via learner surveys.

You can also provide verbal and written feedback throughout your training to your trainer or the Training Department.

We value and welcome constructive feedback which will contribute towards the improvement of our courses and services.

1.5. Privacy

REINSW provides a system for the secure collection and storage of learners' and clients' information which protects privacy.

This collection and storage of personal information enables REINSW to properly and efficiently carry out its role in conducting business as an RTO.

REINSW policies and procedures abide by the Australian Privacy Principles and outline the reasonable measures taken to protect the privacy of individuals and staff in line with state and federal legislation.

1.6. Complaints Management and Consumer Protection

REINSW is committed to maintaining an effective, timely, fair and equitable complaints handling system.

This system is publicly accessible, easily understood and is transparent throughout all its stages and is offered to learners at no cost.

Where possible, learners, clients and staff are encouraged to resolve concerns or difficulties directly with the person(s) concerned.

If you are unable to resolve your issue at this level, a formal complaint can be lodged. Formal complaints must be submitted in writing, addressed to the Compliance Specialist.

The Compliance Specialist will then contact you.

Your complaint may be handled over the phone or you may request a meeting in person. If such a meeting is required, REINSW encourages you to have a support person with you.

You will be informed in writing of the outcome of your complaint within working 10 days of the decision. This notification will also include details of the reason for the decision.

If your resolution remains unresolved at this stage after all the steps have been taken to resolve the matter, REINSW will either:

- Provide a third-party conciliation facilitator at nil cost to you
- Refer you to The National Complaints Hotline 133873

1.6.1 Consumer Protection

REINSW Consumer Protection Policy provides information about your rights as a consumer in the following areas:

- Ethical and accurate marketing
- Provision of learner information prior to enrolment
- Quality training and assessment
- Protection of 'Paid in Advance' fees
- Complaints and appeals
- Privacy
- Product/service continuous improvement

1.6.2. Code of Practice Smart and Skilled Funded Training

All consumers have the right to:

- Expect the education and training they receive will be of a quality consistent with ASQA regulations and Smart and Skilled contract requirements
- Be informed about personal information that is collected about them and the right to review and correct information
- Access to a provider's consumer protection complaints system

All consumers have obligations, including but not limited to

- Provide accurate information to the provider
- Behave in a responsible and ethical manner

You can access more information about Consumer Protection by contacting Smart and Skilled 1300 772 104.

1.6.3. Privacy and Access to Information

You may request access to your information and/or your progress throughout your training at any time by provision of your name, address and date of birth to verify your identity. However, we cannot give information to a third party without your express written permission.

A declaration is included with your Enrolment Form giving authority for REINSW to provide information as required to government agencies relevant only to your training.

1.7. Access and Equity

REINSW is committed to ensuring that all eligible learners have equal access to training and be successful in their learning.

Where there are initially perceived barriers to enrolment or successful course completion, these will be identified by the learner and/ or Training Co-ordinator and every attempt made to provide adjustments that are fair and reasonable where possible.

Such adjustments could be: large print, extra time or additional tutorial support etc.

To best help you, we encourage you to discuss your special learning needs with us, prior to your course commencement by contacting the Compliance Specialist.

Once we know what your needs are we can work with you to put in place a plan to help you complete your training.

2. Health and Safety

REINSW is committed to provide a safe and healthy work environment for its staff, employees, contractors, learners and visitors.

REINSW encourages all workplace participants to regard accident/incident prevention and working safely as both a collective and individual responsibility.

In fulfilling this responsibility, REINSW has a duty to provide and maintain, as far as practicable, a work environment that is safe and without risk to health of self and others. (Workplace Health and Safety Act and Regulations 2011.)

This includes:

- A workplace that is safe to work in, with working procedures to inform all employees and learners on safe systems of work
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances.
- Provide adequate facilities to protect and support the welfare and wellbeing of all employees and learners.
- Provide information, training and supervision for all employees and learners to help them integrate WHS into their work areas and roles.
- Ensure that REINSW has policies and procedures that advocate a zero tolerance towards bullying, harassment and discrimination.

2.1. General Health and Safety

REINSW encourages its employees and learners to take an active approach in managing the risks associated with personal injury.

- Where heavy lifting cannot be avoided, carry out careful and correct lifting procedures
- Remove, cover or secure any trip hazards, e.g. learner's personal items, electrical cords or walk way obstructions in training locations
- Wear appropriate footwear and clothing for the activities to be undertaken
- Notify your trainer of any faulty equipment and do not use equipment
- Report any potential or existing hazard to your trainer

2.1.1. First Aid

REINSW is not permitted to administer any medication to learners.

Should you require First Aid, please speak to your trainer who will direct you to the First Aid officer.

2.2. Incident/Accident Reporting

All accidents and incidents must be reported to a REINSW staff member as soon as possible in compliance with REINSW Work Health and Safety (WHS) Policy.

This reporting will allow investigation into the cause and assist in the management and risk reduction process.

2.3. Critical Incident Reporting

REINSW acknowledges the duty of care it has towards its learners and its responsibility to be prepared for the management of a critical incident.

A critical incident could occur in or outside Australia which directly or indirectly affects either learners or trainers.

It could be but is not limited to a natural disaster, an act of war, a hostage situation etc. but it causes extreme stress, fear or injury.

REINSW has efficient and supportive strategies in place to provide support to those involved or effected by it.

2.4. Emergency Procedures

REINSW has a duty of care to ensure strategies are in place for learners and trainers to follow in the event of an emergency.

An emergency could be the result of a fire which requires an evacuation or be the result of an immediate danger to learners and trainers resulting in fear of injury or threat to life.

Both emergencies require learners to remain calm and to follow the directions of their trainer or REINSW staff member.

2.4.1. Fire/Evacuation procedure

1. Raise the alarm
2. Notify your trainer or closest REINSW staff member
3. Follow the instructions of your trainer/ Floor Warden (person wearing a red cap)
4. Be ready to proceed in a safe and orderly manner down the fire stairs
5. Assemble at the nominated assembly point
6. Have your named checked
7. Do not re-enter the building until directed by REINSW staff member

2.4.2. Lockdown Procedure

1. Follow the instructions of your trainer
1. Remain inside the training room/space
2. Lock all windows and doors and turn off all lights
3. Sit where directed
4. Remain silent

2.5. Bullying Discrimination and Harassment

REINSW endeavours to provide a safe learning and working environment free from bullying, discrimination and harassment.

It is the responsibility of both trainers and learners to maintain this safe learning and working environment.

REINSW operates without bias, discrimination or harassment and expects the same from all learners.

All learners have the right to undertake and complete their training in a safe, supportive and encouraging learning environment.

If you feel unsafe seek help immediately.

- If your concern is in relation to another learner, talk to your trainer
- If your concern is in relation to a trainer, talk to the Compliance Specialist

He/she will explain the process and options to you.

Always remember, if you feel comfortable, you can in the first instance address your concerns directly with the person and ask them to stop.

2.6. Code of Conduct Rights and Responsibilities

REINSW provides training in an adult learning environment where both trainer and learner have rights and responsibilities to promote a safe and effective learning environment.

Learners

Rights	Responsibilities
<ul style="list-style-type: none"> • To have ideas & suggestions acknowledged • To be respected • To learn in a safe environment • To access assessment help • To fair and reasonable assessment practices • To receive correct information & documentation • To have previous work, skills, & study acknowledged • To be successful in your learning 	<ul style="list-style-type: none"> • To actively engage with all the learning activities • To make relevant comments constructive to the discussion • To be respectful of the trainer and other learners in your behaviours and comments • To follow WHS procedures and immediately report any issues • To ensure all work is correctly referenced and all the work submitted is your own. Plagiarism will result in 'Not Competent' • To sign on where and when required • To update your personal information & contact details with REINSW • To be on time for all training sessions • To submit assessments on time • To be alert and attentive in class i.e. come ready to pay attention & learn • To seek help if required. Contact: rto@reinsw.com.au

Trainers

Rights	Responsibilities
<ul style="list-style-type: none"> • To teach the course • To expect learner participation and involvement • To be respected as a trainer/assessor • To teach in a safe environment • To have access to appropriate resources, support and assistance • To be respected and valued for the skill set and industry experiences they bring 	<ul style="list-style-type: none"> • To be on time to training • To come prepared to teach a variety of strategies • To provide opportunities for learners to learn • To use appropriate and inclusively respectful language to learners at all times • To maintain WHS procedures • To support the learning needs of learners as is reasonable and practicable • To treat learners fairly without prejudice or discrimination

3. Learning and Assessment

3.1. Learning Environment

REINSW has information, policies and procedures that endeavour to create a working and learning environment that is safe and healthy, culturally diverse, and friendly and non-discriminatory for all learners.

3.2. REINSW Courses

Certificate of Registration

- Classroom: Structured learning which introduces the learner to the skills and knowledge that underpin each of the units of competency in a sequential approach.
- eLearning: A self-paced online mode of learning. eLearning resources cover the theory and knowledge that underpin each of the units of the competency in a sequential approach. Access to a computer is a requirement. Skills assessment is done by telephone.

Certificate IV in Property (Real Estate)

- Classroom or Blended learning

Catering to individual learning needs by providing reasonable adjustments to the course delivery through a combination of face to face and eLearning.

Traineeships

A traineeship is Commonwealth funded training that allows a learner to gain practical experience through workplace employment and complete a formal nationally recognised training program while obtaining a wage.

Career Skills

These are specific courses of study to refresh knowledge or brush up on skills. Suitable for practising agents.

All course information is available on www.reinsw.com.au/training

3.3. The Trainers

REINSW trainers are recognised as experts in their fields. Each has a deep knowledge of the legal and compliance framework pertaining to the real estate industry combined with years of practical, hands-on industry experience.

They will provide you with all the theoretical knowledge and skills required by the industry.

In addition to the industry qualifications and experience, REINSW trainers are required to have a Working with Children Check.

3.4. Support Needs of Individual Learners/ Reasonable Adjustments

Reasonable adjustment to learning and assessment is available to all learners who have identified (on the enrolment form) any special learning needs such as language literacy and numeracy (LLN), intellectual, physical or learning disability.

The Training and Projects Co-ordinator will assess your information and provide all reasonable adjustments where appropriate, to support your successful learning and course completion.

3.5. Assessment

REINSW takes a holistic approach to assessment.

This includes formative activities that consolidate learning and are done throughout the course and summative activities that encompass knowledge, skills and application which are done at the conclusion of your training.

The outcome of your assessment will be Competent or Not Competent (further training required). There is no pass or fail in competency based assessment.

If you are deemed Not Competent you will receive feedback on areas of improvement and will be given an opportunity to resubmit your answers.

REINSW provides learner support to help you achieve a satisfactory outcome.

3.6. Appeals Process

An appeal procedure is available to learners who believe the assessment process or any assessment event was inappropriately or ineffectively carried out and resulted in an unfair decision.

The steps are as follows:

1. If possible, contact your trainer/assessor to discuss your concerns.
2. If this does not resolve your concerns, you can appeal against the assessment decision within 15 days of receiving your result.

To do this, you will need to contact the Compliance Specialist either in person or by e-mail to make an appointment to discuss the matter.

3. The Compliance Specialist will then investigate the matter and propose a resolution based on the results of the investigation within 60 days of receipt of the appeal.
4. Where resolution of the appeal is still not possible, arrangements will be made for a third party to review the appeal.
5. If the matter is unresolved after being reviewed by a third party then the complainant may be directed to contact ASQA.

3.7. Recognition of Prior Learning (RPL)

Recognition is a way that you can have your knowledge and skills assessed against a Nationally Recognised Qualification or specific units of competency.

REINSW recognises that recognition processes include Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition.

This process recognises the knowledge and skills which you may have already learnt from other courses, life experiences, work experience and/or from workplace training.

REINSW's policy on RPL uses a holistic workplace knowledge and skill recognition approach to support recognition for alternative qualifications and units of competency and will be undertaken by an Assessor.

The process focuses on you providing essential information of your knowledge, skills and capabilities to enable the assessor to make a judgement.

The evidence you provide to support your RPL application must be authentic (originals or verified copies), current and sufficient.

3.8. Academic Conduct

Academic Conduct refers to the following two protocols:

- The acknowledgement of information from other sources in your written assessment (Referencing)
- The acknowledgement that all work submitted by you, is in fact your own

All work submitted is required to include a signed declaration from you verifying that it is your own work. Copying of another learner's work is not permitted.

If you fail to reference another person's ideas, theories or data, you will be in breach of copyright and may be accused of plagiarism.

Failure to comply with the above two protocols could result in the assessment being deemed 'Not Competent' by the Assessor.

4. Learner Support

4.1. Getting Advice

REINSW aims to provide all learners with the support they need to successfully gain the qualification for which they are studying.

If you are unsure about something or have questions about your training, please talk to your trainer or the Training and Projects Co-ordinator as soon as possible. Our aim is to help you successfully complete your training.

4.2. Learning Support

Specialised learning support is available during training and available as assessment help.

During Training

Where learners have been identified as requiring additional Language, Literacy and Numeracy (LLN) learning support, physical capability support or any other identified needs, an individual learning plan will be developed and implemented.

Support is available throughout the course of training and overseen by the Compliance Specialist.

REINSW trainers are trained in LLN strategies. Some learners may also be referred to a specialist provider for additional LLN support.

Assessment Help

Where there are difficulties in understanding or accessing assessment requirements or documentation, REINSW provides the following help:

- Initial submission marked and returned with feedback to enable resubmission
- Assessment submission extension timeframes
- Telephone help
- Appointments for individual support with an assessor
- Other reasonable strategies at the discretion of the Training and Projects Co-ordinator

Learning support is available for you so please contact rto@reinsw.com.au

5. Administrative Matters

5.1. Change of Personal Details

It is most important that any changes to your personal information be completed as soon as possible (within 7 days) of a change happening e.g. name, address, phone, e-mail. To do this please contact rto@reinsw.com.au

5.2 Getting Your Results/Qualification

REINSW can only issue AQF qualifications and statements of attainment that are within its scope of registration and will only issue the appropriate certification when all assessment requirements have been competently completed and all fees paid.

Your statement of attainment or certificate will be sent to your nominated postal address. You will need to allow up to 21 days from course completion to receiving your qualification or statement of attainment.

5.3. Technical Support

REINSW provides online assessment. To support this assessment process, learners will sometimes need to access technical support. This could be:

- Initial REINSW portal access
- Log in access
- Resolution of 'locked out' problems

Technical support is available at training@reinsw.com.au

5.4. Personal Items

All persons are responsible for their own property. REINSW is not responsible for any lost or stolen property.