



Learner Handbook

Trainees

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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 step ahead in your career and prepare you for what lies ahead in the real estate industry.

Our aims is:

- 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 breadth and depth of 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

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 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>

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 for in advance
- Will confirm enrolment
- Can be made by cash, cheque, EFTPOS (available at REINSW), money order, AMEX, VISA 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.

Refund of Fees

There are circumstances where a refund of fees would be available.

They are as follows:

- Learner or employer has overpaid the advertised fee
- Cancellation or postponement of course by REINSW within the 7 day prior to commencement, 'withdrawal with no penalty' period or any cooling off period as determined by state funding agreements or consumer protection legislation
- Learner withdraws from a qualification but has completed all requirements for a lower level qualification, learners will be refunded the fee difference

It is most important that you understand REINSW Refund of Fees Policy before you enrol.

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: training@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 training@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

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.

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.

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

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

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.

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 you Enrolment Form giving authority for REINSW to provide information as required to government agencies relevant only to your training.

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 adjustment 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 Training and Projects Co-ordinator.

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 procedure that advocate a zero tolerance towards bullying, harassment and discrimination.

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
- Report any potential or existing hazard to your trainer.

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.

Incident/Accident Reporting

All accidents and incidents must be reported to a REINSW staff member as soon as possible as this is part of the REINSW Work Health and Safety (WHS) Policy.

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

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 affected by it.

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.

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

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

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 Training and Projects Co-ordinator

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.

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 info/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 info/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: training@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 at all times to learners • 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

Learning Environment

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

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 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

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.

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.

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.

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

Academic Conduct

Academic Conduct refers to the following two protocols:

- The acknowledgement of information from other sources in your writing (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.

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.

Credit Transfer

As well as offering RPL, all learners are provided the opportunity to apply for credit transfer of any equivalent unit of competency gained from previous studies.

REINSW will require the learner to complete a form which provides details of the credit sought and give consent for REINSW to verify the authenticity of the documentation.

4. Learner Support

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.

Learning Support

Specialised learning support is available during training and also 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

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

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.

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

Personal Items

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

Annexure

Traineeships with REINSW

Traineeships allow the learner to learn a set of skills on the job whilst receiving an income. Traineeships combine practical experience at work with structured on-the-job and off-the-job training and include

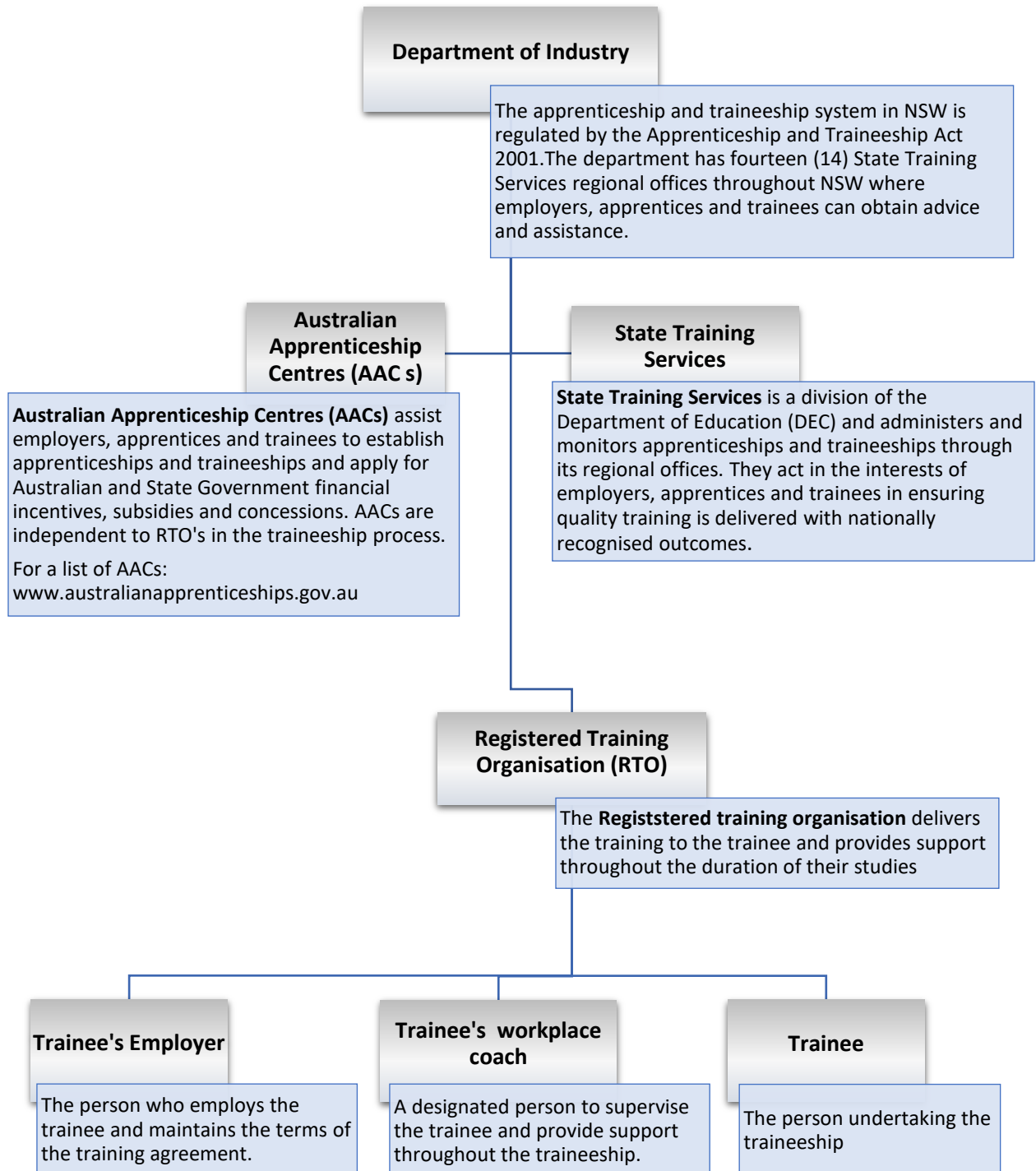
Paid employment

A signed training agreement between the employer and the trainee which is registered with NSW Department of Education and approved by State Training Services.

Course delivery by a Registered Training Organisation (RTO) which is REINSW

The awarding of a Nationally Recognised Certificate upon successful course

Parties involved in a traineeship



6. Trainee Enrolment Process

Enrolment requirements of REINSW training as a trainee are as follows:

- The person is employed by a NSW real estate agency
- A signed contract exists between the trainee, the employer and REINSW
- The candidate has provided 100 points of certified documentary evidence to establish their identity. Check training @reinsw.com.au for detailed information on certified documentary evidence.

Enrolment Eligibility

Traineeships are available to anyone of working age. The candidate can be a school leaver, re-entering the workforce or an adult worker simply wishing to change careers.

The candidate does not need to have the Higher School Certificate or other qualifications. However some conditions do apply. Contact State Training Services to ascertain the candidate's eligibility. Web link: www.training.nsw.gov.au or call 1300 722 104

Enrolment for person under the age of 18 years

Enrolments into courses that are funded under Smart and Skilled, require the signing of a consent form by a guardian.

Enrolment of Disadvantaged Learners

Disadvantaged students may include those people who are of Aboriginal or Torres Strait Islander descent, people with a disability and those individuals who are long term unemployed. However, REINSW may identify other learners who are also disadvantaged for a variety of reasons.

REINSW will endeavour to make all reasonable adjustments to support the special learning needs of their disadvantaged learners.

REINSW will, in consultation with their disadvantaged learners, develop an individual learning plan to support the successful completion of their training.

In the situation where REINSW is unable to accommodate the special needs of a learner we will assist the learner in locating another appropriate provider.

Notification of the Enrolment Process

REINSW will notify the trainee of the trainee's enrolment after obtaining the consent of the learner for the Department of Education or other Government Agencies use of the learner's personal information either by signing or electronically accepting the consent form or verbally consenting to a hearing or a reading of the consent statement.

REINSW cannot proceed with the Notification of Enrolment Process for trainees who do not provide their consent.

REINSW requires all prospective learners to sign the declaration confirming

All information provided to REINSW by the learner must be true, accurate, complete and not misleading in any way.

REINSW will inform the learner of all/any subcontracting arrangements (where applicable)

REINSW will provide the learner with the details of fee chargeable and learner information

7. Roles and Responsibilities within the Traineeship

REINSW is a Registered Training Organisation (RTO) that delivers direct workplace support to the trainee and the employer.

REINSW issues Nationally Recognised Qualifications and Statements of Attainment and is responsible for ensuring that the trainee is trained and assessed in a manner consistent with National Standards of Competency and Performance.

The Trainee

To ensure the terms of the Training Agreement are maintained

To advise REINSW of any employment changes i.e. the trainee leaves the program or the employment

To follow the agreed training plan and complete the tasks related to the qualification

To spend weekly structured training within the workplace, removed from normal work duties

To meet weekly with the workplace coach to:

- Review progress
- Seek Feedback
- Show evidence of competence
- Set goals for following week
- To inform REINSW as soon as practicable of any changes to personal details such as contact number, email address or name change.

The Employer

To ensure the terms of the training agreement are maintained

Provide learning opportunities for the trainee to learn the skills and acquire the knowledge of the course

Provide a suitable qualified or appropriately experienced person to facilitate the training and supervise the trainee in the workplace

Provide a suitably qualified or appropriately experienced person to facilitate the training and supervise the trainee in the workplace

Provide the trainee with access to structured on the job training

Ensure the trainee is removed from routine work duties, with pay, for a minimum of three hours per week as per the training agreement

Ensure the provision of a safe and secure working environment

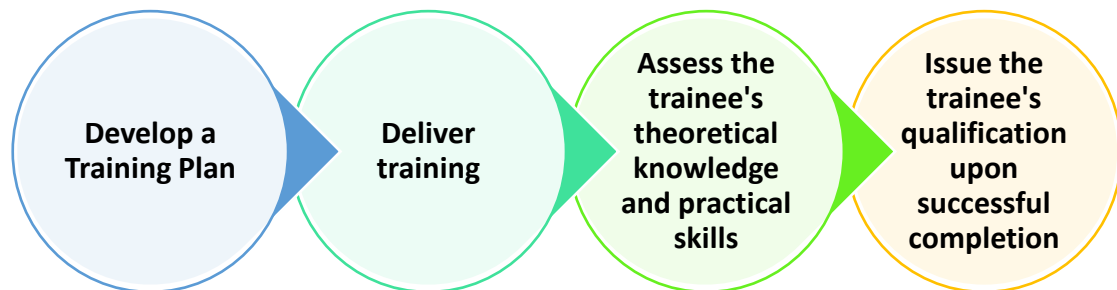
Provide other benefits as specified in the training agreement.

The Training Plan

A training plan is a requirement under the Apprenticeship and Traineeship Act 2001. It is a contract between the trainee, the employer and REINSW which describes the training to be undertaken, the provider of the training and the assessment process and how, when and where this will occur.

It identifies the qualification, units of competency and the proposed training and assessment strategies, the employer and REINSW, will undertake to achieve a successful outcome for the trainee.

REINSW has established a strong reputation for the high quality of its education and training for the property industry and its individuals within.



The Training Plan will include both learning and assessment strategies as well as details of support services for those identified trainees.

All trainees and employers will have input into the development of the training plan and will be provided with a copy.

Course Fees

REINSW Education and Training are required to charge a learner contribution fee as per Smart and Skilled Contract, for the traineeship to be undertaken. This training is subsidised by the NSW Government. This fee is charged on enrolment.

For current course fee information contact training@reinsw.com.au.

Deferring and Discontinuing Learners

Deferring Learners

REINSW will make every effort to assist deferring trainees to continue their training where possible. It is important to be aware that should a trainee wish to defer, it can only be for a period of no more than 12 months from the date of receipt of the deferment request notice from the enrolled trainee.

REINSW will inform the trainee of the fee implications associated with course deferment.

Where trainees do not recommence training within that 12 months period, REINSW are required to report as discontinuing their training.

Should a trainee wish to recommence training after discontinuing an approved qualification, they will be treated as a new learner and will be required to re-enrol.

Discontinuing Learners

Trainees are able to discontinue and withdraw from their course at REINSW.

A formal notification is required from the enrolled learner of the date they will end their training

Refund of any applicable fees as determined appropriate by REINSW

REINSW will issue a Statement of Attainment and associated transcript for completed Units of Competency within 21 days of notification of the discontinuance.

Refunds

8. Learning and Assessment

REINSW learning for trainees is conducted via a combination of online and flexible delivery. This learning is supported by frequent phone and email contact with administrative and subject matter experts.

The learning is designed to be flexible and to allow for existing skills and competencies to be recognised.

REINSW offer the following recognised qualifications completed as a traineeship under the Australian Qualifications Framework (AQF):

- **CPP30211 Certificate III in Property Services (Agency):** to achieve this qualification, the trainee must demonstrate competency in fourteen (14) units: five (5) core units and nine (9) elective units. A list of the units is at the end of this section.
- **CPP40307 Certificate IV in Property Services (Real Estate):** to achieve this qualification, the trainee must demonstrate competency in twenty four (24) units: five (5) core units and nineteen (19) elective units. A list of the units is at the end of this section.

AQF qualifications are nationally recognised, which means the Trainee's qualification and skills can be recognised anywhere in Australia and may also provide credit towards further study.

This qualification contains the units to be completed in order for an individual to apply for a Certificate of Registration, which is the mandatory requirement to work in the industry, governed by NSW Fair Trading.

Workplace Learning Environment for Traineeships

Trainees must be provided with 'hands on work', appropriate facilities and training at work to acquire the knowledge and skills they need to complete the traineeship.

Trainees must be allowed a minimum of 3 hours per week of paid work time to undertake their formal training with the partnered training organisation

This may involve classroom attendance, formal training in the work place and self-paced learning.

9. Learning Resources

The learning resources provided to the trainee for each unit will include but are not limited to:

- A study guide
- Learner guide
- Workbook activities
- Short and extended answer questions
- Workplace skills activities

These resources will be a combination of e Learning and paper based.

Workplace Coach

The role of the Workplace Coach is to supervise the trainee and provide support throughout the traineeship.

- Ensure the terms of the training agreement are maintained
- Collaboratively set targets each week and establish plans with the trainee to achieve them
- Review the skills which need to be observed for the cluster of units the trainee is completing
- Participate in the workplace coach interviews with the REINSW assessor
- Liaise with REINSW regarding the trainee's progress and training
- Conduct weekly meetings with the trainee to:
 - Review trainee's progress providing direction and support where needed
 - Conduct training
 - Give feedback
 - Ensure the trainee is exposed to varied experiences within the scope of the unit
 - Sign any documentation in support of the authenticity of the trainee's submitted documentation.

10. The Assessment Process

The assessment process for REINSW trainees is threefold:

Knowledge Assessment

The trainee is required to complete a range of written exercises and questions to assess their understanding and knowledge of the unit of competency.

Workplace Skills Assessment

This assessment focuses on practical skills and each documented activity must be verified and signed off by the workplace coach.

Workplace Coach Interview

Throughout the duration of the traineeship, the REINSW assessor will conduct regular phone interviews with the Workplace Coach to discuss the skills they have observed the trainee demonstrate for units of competency they are completing.

REINSW Assessors

REINSW assessors are there to support the workplace coach and the trainee as they progress through the training plan by assisting with training, coaching, online support and phone support.

In accordance with the Vocational Education Training (VET) Quality Framework all REINSW Assessors must hold the TAE40110 Certificate IV in Training and Assessment and have a minimum of three (3) years industry experience.

Assessment method

Each assessment activity has been mapped back to the National Real Estate Competency Standards for its corresponding Unit of Competency. This ensures reliability and consistency in collecting and interpreting assessment evidence. Once each task has been assessed as satisfactory, the overall unit can be assessed as competent.

Assessment Due Date

Every unit that the trainee completes will have a suggested due date. These dates are listed in the training plan which the trainee receives upon enrolment. It is imperative that the trainee commit to these dates as the traineeship agreement is for a period of twelve (12) months only for Certificate III trainees or for twenty four (24) for a Certificate IV trainees. If the trainee falls behind with just one unit, they may find it difficult to catch up.