



Student Information Handbook

May 2010



Welcome to the REIQ

Thank you for your enrolment. The REIQ is committed to providing all new real estate entrants and existing real estate professionals with quality training that meets the needs of individuals and our industry.

This handbook has been designed to answer questions that you may have regarding your enrolment and the policies and procedures that govern our training activities. Please use the handbook as a reference to assist you to understand how best to utilise our professional development services. We hope that your training experience, whether as a contact student or through distance education, is a fulfilling and beneficial one.

The Professional Development team are well equipped to deal with your enquiries and concerns – please do not hesitate to make contact with them if you have any questions relating to your studies.

We thank you for selecting the REIQ as your registered training provider and look forward to working with you to achieve your real estate goals through the provision of quality training and guidance.



Anna MacMaster
TRAINING SERVICES MANAGER

INTRODUCTION

About REIQ Training

The REIQ is a registered training organisation with the State Training Authority in Queensland. This status means that we are able to provide students training and assessment in those nationally accredited units that we hold registration for. The REIQ is currently registered to run all the real estate units contained in the following curriculum/training packages:

CPP40307 Certificate IV in Property Services (Real Estate)

PRD40101 Certificate IV in Property (Real Estate)

PRD50101 Diploma of Property (Real Estate)

REIQ has training centres throughout the State of Queensland. Training Centres are located in Brisbane, the Gold Coast, Sunshine Coast, Toowoomba and Cairns. Training is also delivered in other regional centres on a regular basis and these areas include Townsville, Hervey Bay, Bundaberg, Rockhampton and Mackay.

Your guarantee of Quality Service

All training and assessment undertaken by the REIQ is regulated under the Vocational Education, Training and Employment Act 2000. In addition, we are also bound by the standards contained in the Australian Quality Training Framework (AQTF) that is the nationally agreed quality framework for the Australian vocational education and training (VET) system. The REIQ is audited against these standards that provide the basis of quality in the administration and delivery of training for all students.

What you can expect from REIQ Training

The REIQ prides itself on providing up-to-date information and quality materials to students undertaking their study with us. All REIQ training materials are developed by industry trainers in consultation with industry consultants and specialists in the subject area. The materials are regularly updated to ensure that the material is meeting the needs of an ever-changing industry.

Tutors are selected for their industry expertise and ability to convey this information to students. All tutors comply with the Human Resource Standard for qualifications laid down by the AQTF.

What resources are you provided as a Student?

As a student of the REIQ you are provided an extensive set of resources designed to meet the learning outcomes of any unit that you undertake with us. This will include a dedicated manual for each unit or group of units. The REIQ manuals are written in an easy to understand way and include information on the learning outcomes for that unit. Any additional resources that you may require to meet the learning outcomes are provided to students in the form of handouts or supplementary books where necessary. There is no additional charge for these learning resources.

All students will also be provided with a written assessment for each unit. These assessments have been written to provide us an accurate gauge of how well you have understood and can apply the learning outcomes of the individual units. You can find out more about the assessment process by referring to the section in this handbook on Assessments, Practices and Processes.

The REIQ Training Mission

The REIQ is committed to providing the best real estate training for our industry. Real estate is our core activity and the provision of training to a high standard assists us to raise the level of professionalism in the industry. As the peak industry association we are in an ideal position to ensure that students are provided the most up to date and relevant information specific to their preferred real estate occupation.

THE REIQ RANGE OF TRAINING PROGRAMS

The following occupational categories are catered for by the REIQ training:

- Agency administration
- Real estate sales
- Property management
- Licensed real estate agents
- Commercial and industrial sales, property management and leasing
- Resident letting agents
- Property developers
- Shopping centre managers
- Auctioneers
- Business brokers
- Trainees in sales, property management, licensing, business broking and commercial

Information sheets are available on related course options by visiting the REIQ website on www.reiq.com.au or by contacting your nearest REIQ training centre. Contact details for all our training centres are provided at the end of this booklet

In addition to the above, the REIQ also runs real estate management and special interest programs. Details of upcoming courses can be found on the REIQ Memberlink publication, REIQ Journal as well as from the regional REIQ course calendars available from all REIQ training centres or from the REIQ website at www.reiq.com.au

Course Calendars

The course calendars for all regions can be accessed through the REIQ website on www.reiq.com.au. Alternatively, regional course calendars are also available from any REIQ training centre. The contact details for these centres are located under Contact Details in this booklet. Course Calendars are published in advance to assist students to forward plan for any study program.

ENROLMENT PROCEDURES

The REIQ has enrolment forms for all courses and distance education units. Enrolment forms must be completed in full and forwarded to the training centre where you wish to undertake your training together with payment. Enrolments received without payment will not be confirmed until such payment is received. Payment can be via cash, cheque, Australia Post money order, credit card, direct deposit or office account if applicable. Where an office account is stipulated, the enrolment form must be signed by the authorised account signatory.

Instalment payments will be accepted for students enrolling in the Full Licensing program. These are in three instalments with the first payment occurring at the time of enrolment.

Please ensure that all your personal details on the enrolment form are correct and that you include your email address as this will be the preferred method of communicating with you from the REIQ.

Employer details are only relevant if you are working in the industry.

All enrolment forms must be signed by the student.

Please note that the refund policy and privacy statements are included on the bottom of your enrolment forms. For further clarification on refund policies please see the relevant section in this handbook.

If you need any assistance in completing your form, please contact your local training centre or Professional Development at the REIQ in Coorparoo.

Prior to enrolment, individuals are advised to check their eligibility for a licence or registration certificate with the Office of Fair Trading (OFT). The OFT's suitability requirements address issues of age, criminal history, bankruptcy and previous cancellations of licenses or registrations held. Furthermore, individuals are advised to determine if their planned employment arrangements are appropriate to the licence or registration category intended. Students should seek their own employment advice prior to entering the industry.

Student Profile Form

All students will be provided a Student Profile Form to complete. For Contact Students this will be handed out on their first day of training and for DE students, this will be posted out with their first package of DE materials.

The Student Profile Form allows the REIQ to ascertain if any student has special needs that we need to be aware of in order to administer training and assessment effectively. It also asks for emergency contact details (in the case of Contact Students) should it become necessary for us to contact anyone on your behalf in the case of an accident or illness whilst you are in class. The Student Profile form also asks students for a password and security question to help you remember the password. This is necessary for you to quote should you wish to obtain information on your progress, assessments or any other enrolment details on the phone. Please be careful to fill this out

as soon as you have been given it and return it to your tutor immediately. No other participant should sight your profile form. The REIQ will keep these forms confidential on your personal file.

CONTACT TRAINING

Training start and finish times may differ slightly from region to region. You will be informed of when and where you need to be in your letter of confirmation. In the event that you have enrolled at the last minute, this information will normally be given to you over the phone.

Training will not be confirmed until payment is received.

Your confirmation will also list any items that you should bring along to your class. If you have not received a confirmation, please contact your local REIQ training centre (See Contacts) to find out what you need to do.

Students are expected to abide by a Code of Conduct during their time at the REIQ for the benefit of themselves and other students. The REIQ reserves the right to ask any student to leave the classroom should they act in a manner that is distracting or disturbing to other students. Please refer to the Student Code of Conduct contained in this handbook for more detailed information.

All Contact Students will be provided their manuals, resources and assessments on the day of training. The REIQ facilities are well equipped and provide for PowerPoint presentations.

In all instances where materials need to be re-issued to any student, a \$50 per unit fee will apply.

Each student must sign the class register every day of class attendance.

Failure to notify the REIQ of your inability to attend a competency of training at least seven (7) days prior to the scheduled date will result in a fee of \$50 for each competency that needs to be rescheduled or have a changed delivery mode. However, students who wish to transfer an entire course will have the option of transferring to the next available course by paying a \$100 administration fee.

Wheelchair Access

The following REIQ Training Centres have Wheelchair Access:

- Brisbane
- Sunshine Coast
- Gold Coast
- Toowoomba

If you require assistance with this, please let the administration staff know when making your course booking.

STUDYING BY DISTANCE EDUCATION

Students who study through distance education are

asked to read the information sheet in the rear of this handbook 'Registration by Distance Education - A study resource guide for students' and 'How to use your REIQ Flexible Delivery CD'. These information sheets are a resource guide on how best to approach your distance education studies. It is important that you read this sheet carefully and follow the advice provided.

For each unit studied, the distance education student will also be provided with a tutor who they are encouraged to make contact with in the event that they experience any difficulties with the subject material. Please note that it is not our intention for the tutors to provide students with answers to specific assessment questions, but rather to guide them in their studies so that they can work out the answers for themselves.

Distance education takes additional motivation and all students are encouraged to take responsibility for their own learning. We acknowledge that not all students are studying for a qualification outcome and that students using distance education are all working to different timeframes. As a result, the REIQ does not chase students who study in this way to submit assessments. However, if any student is experiencing difficulty using this mode of delivery, then they are urged to contact us so that we can discuss alternative study methods, and where applicable book students into contact training.

Distance education is not suited to everyone – if you elect to do your studies by distance, but then find you have problems with motivation and self-discipline, please remember that you can change your enrolment to attend contact training at no cost impediment.

In all instances where materials need to be re-issued to any student, a \$50 per unit fee will apply. Overseas students will incur additional postage costs of between \$50 and \$300 dependent upon location.

CODE OF CONDUCT FOR STUDENTS

The REIQ requests that all students attending contact training abide by a Student Code of Conduct. This Student Code of Conduct has been developed to ensure that all students of the REIQ have an enjoyable and productive training experience.

- All students will be punctual and be mindful of disrupting the class by late entrances or early exits.
- Students will observe an acceptable dress standard. Smart casual attire is acceptable and students should also take note to be comfortable so as not to distract them from the learning experience. We suggest that all students bring along something warm to put on as the air conditioning can become cold during long periods of physical inactivity.
- Students should be mindful of our anti-discrimination policy and adhere to it.
- No-one should try to dominate or intimidate others in class discussions. Everybody is to be given a fair

and reasonable chance of participation.

- No student is permitted to use a mobile phone during a contact class. All phones are to be turned off or made silent during class times.
- Students should refrain from making comments or using language that others may find unacceptable or disturbing.

Should a tutor identify any unacceptable conduct in the classroom, we reserve the right to address these concerns with a student. In the event that the student does not take notice of the tutors request to conform to an acceptable standard of behavior, then the student may be requested to leave the class.

Students will not be eligible for any course fee refund in these circumstances.

ASSESSMENT PRACTICES AND PROCESSES

The REIQ utilises written assessments for each of the units/competencies contained in the qualifications within our scope of registration. The assessments are compiled by the author of each of the manuals used for the tuition of the subject and are linked to the learning outcomes for each unit/competency. The same assessment is provided to distance education students as well as to contact class students to ensure equity and consistency.

Assessors are required to mark the assessment papers using a marking guide and their own professional judgment. In all cases, assessors are required to make a judgment about the student's capacity to understand and put into practice the learning outcomes of the subject matter. This is done through gauging knowledge of the subject matter using multiple choice and short answer questions as well as scenario based questions that require the student to contextualise the material into a work situation.

In all instances where a student has not grasped the concept of the question or who has answered something incorrectly – the assessor will mark the paper accordingly. This is done by completing an assessment cover sheet and outlining which of the questions the student has answered incorrectly and which parts of the assessment need to be re-submitted.

All students are given the opportunity of re-submitting assessments if they have not met the competency standards required. The student receives a new assessment with their original submitted assessment that outlines the questions they need to re-do. In all cases, students are encouraged to contact their assessors/tutors so that they can clarify and seek advice if they experience any problems when undertaking their assessment. Students are given two chances at re-submitting. Further re-submits are charged for at \$30 per re-submit.

Students who receive a 'Not yet Competent' for the same unit more than 3 times (1 original and 3 resubmits) may be required to re-enrol in the unit. The individual unit fee will apply in these circumstances.

Where the student exhibits difficulty with written assessments, whether due to problems with the written word or using English if it is not their first language, the REIQ, will, where it is applicable, consider other methods of assessment. In the past, these alternative methods have included verbal questioning, observation of skills in the workplace and the perusal of documented evidence supplied by the student and/or employer.

Using written assessments is an applicable methodology in our industry sector that relies heavily on written communication, contracts, forms and administrative paperwork.

Distance Education Assessments

Where the mode of delivery is by way of distance education, all students are provided manuals, copies of all relevant material used in contact training (i.e. hand-outs, copies of legislation etc) on CD, and a written assessment for each unit. Students may choose to receive hard copy materials for an additional fee. Please contact REIQ's Distance Education team for more information.

Distance education students have an allocated tutor/ assessor for each unit. Students are provided contact details of their tutor/assessor and are encouraged to liaise with them throughout their studies.

The distance education assessments are received by the REIQ head office in Brisbane and forwarded to the relevant tutor/assessor (usually one from the area where the student resides/works). DE assessments may be used by the REIQ to ensure moderation of marking from all of our assessors.

If a student has difficulty with an assessment, they are offered the opportunity of attending a contact training class at no additional cost. As with contact students, distance education students are able to re-submit an assessment twice. Any subsequent re-submits will be charged out at \$30 per assessment.

In all instances where materials need to be re-issued to any student a \$50 per unit fee will apply.

Moderation Strategy (Assessments)

Random samples of marked distance education assessments (covering the full range of assessments and all of the REIQ assessors) are taken for verification and comment. A selected assessment moderator for each course has the responsibility of ensuring that assessments provided to them for this purpose are assessed fairly, to the industry standard and in accordance with the REIQ assessor guides. Moderators are required to report back on any discrepancies or concerns with these assessments. Over the course of a calendar year, all assessors will have assessments scrutinised for selected units that they assess.

All assessments are produced from a central office. These are updated at each manual review or when a legislative change occurs. Copies of assessments are version controlled. All manuals and assessments are produced for all regions from our central printing department which ensures consistency and currency of material. Regions are required to order stock on an 'as

needs' basis that negates the risk of out-of-date material being on hand.

Assessment Recording Processes

The REIQ has a documented system that allows for the tracking and retention of assessment records.

1. Assessments are received by the REIQ training centre whether contact training or distance education enrolment occurred.
2. The assessments are recorded as being received on our database.
3. Assessments are dispatched to the relevant tutor/ assessor for marking. Information on the date of dispatch and the allocated assessor is recorded on the tracker system.
4. The assessor is required to mark the assessment within 10 working days and return them to the training centre.
5. The assessment result is recorded on the database as well as the tracking system and where applicable, a transcript, statement of attainment or certificate of qualification is produced and provided to the student.
6. The assessment is returned to the student showing trainer's comments and notations.
7. In the case of a re-submit, the assessment is returned to the student together with instruction on what needs to be remedied along with a new assessment sheet to complete. The return of re-submitted assessments occurs as with any other assessment. Re-submitted assessments are marked within the same time frame as all other assessments.
8. Student results are maintained on the database and back-ups are done on a daily basis. These records are archived and kept indefinitely.
9. Ongoing students are provided access to their results through request. These requests must be made in writing or by phone using the student's individual password as it appears on their Student Profile form.

Assessment Results Appeal Process

Where a student does not agree with an assessment decision, they may make this known by contacting the Professional Development Department of the REIQ. The REIQ will request that the student return the assessment in question and will, in the first instance, provide the original tutor the opportunity of re-marking and re-evaluating the assessment result. Where the tutor believes their original assessment result should hold firm, the student will be informed of this decision. The student will then have the opportunity to have the paper marked by a second party for adjudication. The decision of this second tutor will be final. Students will be provided reasons for the assessment decision and provided an opportunity of re-submitting their assessment if required. Results of this process are recorded on the students database record. Students have 28 days from

the date of mailing of an assessment in which to lodge a complaint.

Copying of Assessments

Students are given warning that if they copy another student's assessment paper and this is made known to or suspected by the REIQ, then the REIQ reserves the right to provide a further assessment to any student. This further assessment may take the form of an oral interview or another written assessment. Students are reminded that all work submitted should be their own work. Copying of other students assessments is not permitted.

TIMELINES FOR COMPLETION OF COURSES

Contact and distance education students have 6 months to submit all their assessment for individual units or short courses and 12 months to submit all assessments for the full licensing program. Assessments submitted after this timeframe will incur a late marking fee of \$30 per assessment (this includes resubmitted assessments). In the event of the content of the unit has been amended due to legislative, documentation or regulatory changes, students will be provided a new manual and assessment to complete at a cost of \$50 per unit.

ISSUING OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

The REIQ will issue a transcript and Statements of Attainment for all units completed as part of a qualification. Where a whole qualification has been undertaken, the REIQ will issue a Certificate showing the qualification name and nationally recognised code together with a transcript of results for all the units contained in the qualification.

If a student attends a specialist course that is not part of a qualification and is not an accredited unit, a Statement of Attendance will be issued.

If you require a re-issuance of your Statement of Attainment or Certificate a \$25 fee will apply.

YOUR LEGISLATIVE OBLIGATIONS WHEN ENTERING THE REAL ESTATE INDUSTRY IN QUEENSLAND

Under the Property Agents and Motor Dealers Act (PAMD Act) 2000, all sales people and property managers in Queensland are required to obtain a registration certificate from the Office of Fair Trading. There is a

mandatory educational qualification required for this application.

For sales people and property managers, the required units of competencies are:

CPPDSM4080A Work in the real estate sector
CPPDSM4009A Interpret legislation to complete work

CPPDSM4008A Identify legal and ethical requirements of property sales

CPPDSM4012A List property for sale

CPPDSM4022A Sell and finalise the sale of property by private treaty

CPPDSM4010A Lease property

CPPDSM4015A Minimise agency and consumer risk

If you have previously undertaken PRDRE units, these are still accepted for licensing purposes by the Office of Fair Trading.

There is no necessity to be employed in the industry prior to undertaking the course. In fact, many people undertake the programme to make themselves more employable in the industry. You will however need to be employed, or have a firm job offer from a licenced real estate agent before you make your application to the Office of Fair Trading. Details of the process and payment required can be obtained from the Office of Fair Trading's website on www.fairtrading.qld.gov.au. All registration applications are made on the PAMD Form 3.

Anyone wishing to open their own real estate agency will need to comply with the requirements for a full real estate agent's licence. Details of the pre-requisites for this application are contained within the PAMD form 1.1 and associated notes.

It is the responsibility of the student, once your course of study has been completed or has extended past the allowed time frame, to keep abreast of any changes to the registration and licensing requirements set by the Office of Fair Trading.

CONFIDENTIALITY AND PRIVACY – ACCESSING PERSONAL INFORMATION FROM THE REIQ

The REIQ is bound to protect students' individual and personal information. To ensure that we do not provide personal information on students and their assessment results to unauthorised persons, we ask that all students supply us with a password to access information from us over the phone. All students will need to quote this password when requesting information on results. The password will be supplied by students on the Student Profile form that is provided to you on the first day of contact training, or, in the case of distance education students, when you receive your first package of materials.

In addition, the REIQ has a privacy policy as per the Federal Privacy Amendment (Private Sector) Act 2000

– a statement of which is included at the back of this handbook or it can be viewed on the REIQ website on www.reiq.com.au.

CODE OF PRACTICE & RELATED POLICIES

The REIQ is committed to operate within the Principles and Standards of the Australian Quality Training Framework (AQTF). This means that all students using the services of the REIQ as their registered training organisation can be guaranteed a high level of service and training standards.

Please refer to the rear of this handbook for a copy of the REIQ's Code of Practice for Professional Development.

As part of our quality focus, the REIQ has adopted policies for the following legislative requirements:

- Anti-discrimination
- Access & Equity
- Australian Qualifications Framework
- Privacy
- Workplace Health & Safety
- Sexual Harassment

In addition, we also have policies that govern our conduct in relation to:

- Cross Credit and Recognition of Prior Learning
- Refunds
- Complaints and Appeals
- Quality Management
- Client Service
- External Review
- Administration
- Marketing
- Learning and Assessment

Access & Equity

The REIQ has a policy of Access and Equity for all trainees and students of the REIQ. This policy covers issues such as course admissions and dealing with students who experience difficulties with meeting the competency standards of their training. All REIQ Professional Development personnel are expected to deal with students with respect and consideration. The REIQ is a non-discriminatory workplace and no-one is permitted to make discriminatory judgments about a person's eligibility to undertake study with the REIQ.

Anti-discrimination

The REIQ is an Equal Employment Opportunity Employer and abides by the provisions of the Anti-Discrimination Act 1991 (Qld).

Our policy is fairness and equal access for customers and staff regardless of sex, marital status, pregnancy and breastfeeding, parental status, age, race, impairment, religion, political belief or activity, trade union activity,

sexual orientation, ethnic or national origins.

Discrimination in the workplace is illegal and a violation of State and Federal Human Rights legislation.

The REIQ does not tolerate discrimination nor does it tolerate victimisation or reprisals against employees or customers who make a complaint. Employees who violate this policy shall be subject to disciplinary action, which may include termination. Any Manager or Team Leader who receives a complaint of discrimination and fails to investigate, notify the appropriate level of management or take corrective action pursuant to this policy may also be subject to disciplinary action, including termination. All employees shall receive a copy of this policy on the commencement of employment.

The REIQ's employees will not unfairly discriminate against each other or others on the basis of the attributes listed above.

Students who feel they are being discriminated against during the course of their dealings with the REIQ are requested to make their complaint in writing to the Manager, Professional Development, REIQ, P.O. Box 1555, Coorparoo DC QLD 4151 in the first instance. All complaints of this nature will be fully investigated and dealt with in accordance with this policy.

Australian Qualifications Framework (AQF)

Under the AQF the REIQ acknowledges the requirement to accept certificates of qualification and statements of attainment from any other registered training organisation in Australia and New Zealand. In some cases where the qualification is older than 5 years old, particularly in units that have undergone substantial legislative changes, the REIQ may advise that a student should redo these particular units to ensure that they gain current competencies. The REIQ reserves the right to assess these students where the competencies gained are older than 5 years old.

Privacy

The REIQ is bound by the provisions of the National Privacy Principles contained within the Privacy Amendment (Private Sector) Act 2000. A full Privacy statement is included in the back of this handbook and is also available on the REIQ website at www.reiq.com.au.

To ensure that we do not inadvertently provide personal information on a student, we require that all students complete a Student Profile questionnaire at the commencement of their course of study that will ask for a password. This password will need to be quoted every time a student accesses information about their course and/or results. In addition, the REIQ is not able to provide information on course progression and assessment details to employers unless students have provided this authority in writing (as per the confidential student profile form).

Workplace Health & Safety legislative requirements

The Regulations under the Workplace Health and Safety

Act 1995 (Queensland) state that any events such as:

- A serious bodily injury
- A work caused illness
- A dangerous event

are to be reported by the company. It is therefore imperative that if any of the above incidences occur that this be reported to the REIQ tutor in the first instance who will report it to the REIQ Workplace Health and Safety Officer. This will ensure that the correct reporting to government can occur.

The Workplace Health and Safety Act places a legal obligation on all employees and students to act responsibly and perform their work duties and studies in accordance with laid down safety standards.

Fire Evacuation Procedure

In the event of a fire your tutor will escort you to the specified Assembly area:

In Brisbane, the Assembly area is the park area between the line of trees and the creek on the west side of the building.

Fires and emergencies do happen causing in some cases not only large scale damage to property but loss of life. Caution must be used to guard against them.

It is important that all students appreciate the dangers of fire and help reduce the risks that might cause a fire.

Fire fighting equipment and fire extinguishers are placed around the premises and must not be tampered with. The REIQ has designated fire wardens and safety officers who will use this equipment as the need arises.

You should also know the location of the emergency exits and follow the established emergency procedure in the event of fire, or any other emergency.

In case of fire, evacuate the building in accordance with the established fire drill plan as detailed below. This emergency procedure is posted on all noticeboards.

In the event of a fire or emergency, students must remain at the designated assembly point to ensure that everyone is accounted for. You must remain at this assembly point until advised by your tutor that you can leave.

In the case of fire or emergency, the following emergency procedure is to be followed:

Emergency Procedure

1. Raise the alarm - Advise your tutor and Advise other students and staff members.
2. Have the Switchboard Operator inform the Fire Brigade (000) and Chief Fire Warden.
3. Attempt to extinguish the fire, provided this can be done without danger and provided that you have the appropriate training for this.
4. Evacuate the immediate area closing (but, not locking) doors etc where possible.
5. The Floor Warden will order the evacuation of the floor unless the fire has been brought under control.

NOTE: Evacuation is always to be the primary consideration.

Sexual Harassment

Sexual Harassment is prohibited in Australia by the Federal Sex Discrimination Act 1984 and anti-discrimination laws in all States and Territories. In Queensland this is the Anti-Discrimination Act 1991 (QLD).

The REIQ is committed to ensuring that the workplace is free from sexual harassment. Sexual harassment will not be tolerated under any circumstances and disciplinary action will be taken against any employee or student who breaches our code of conduct.

Our objectives in formulating this policy are to:

1. Create a working environment that is free from sexual harassment and where all members of staff and our customers are treated with dignity, courtesy and respect.
2. Implement training and awareness raising strategies to ensure that all employees know their rights and responsibilities.
3. Provide an effective procedure for complaints based on the principles of natural justice.
4. Treat all complaints in a sensitive, fair, timely and confidential manner.
5. Guarantee protection from any victimisation or reprisals.
6. Encourage the reporting of behaviour that breaches the sexual harassment policy.
7. Promote appropriate standards of conduct at all times.

CROSS CREDIT/CREDIT TRANSFER

Any student who has undertaken real estate training in any state or territory in Australia is eligible to apply for cross credit of those units providing they have achieved competency and have a statement of attainment from a registered training provider to verify this. In circumstances where the student has gained competency in another state other than Queensland, credit transfers will not be granted for those units that are specific to Queensland Legislation unless the student can provide current competency (by having applied their knowledge of the subject under current legislative requirements). If the competency was gained 5 years or more prior, then the student may be required to apply under RPL to demonstrate current competency. In circumstances where the student can demonstrate practical application during this period, this requirement may be waived. The onus is on the student to provide the REIQ with clear copies of the educational transcripts from another training organisation – the REIQ cannot request transcripts of course information from another provider on behalf of a student. Where the competencies were gained from the

REIQ, the REIQ will be able to verify any prior learning from its own records.

RECOGNITION OF PRIOR LEARNING

The REIQ has a policy of providing all students the right and opportunity of applying for Recognition of Prior Learning (RPL). RPL is different to Cross Credits or Credit Transfer. RPL provides recognition of someone's knowledge and skill no matter how this was developed and gained. It cannot be granted on the basis of different or higher qualifications alone without an assessment process that identifies whether the applicant has the current knowledge and skill to apply the learning outcomes of a particular unit. The REIQ has developed an application form for this process that provides students guidance on how to complete the form and hints on what sort of evidence they can provide to show competency.

The RPL process starts with self-evaluation. Students are asked to consider the learning outcomes of each of the units for which they seek RPL, and then make a decision on whether they believe they can meet those learning outcomes.

Once the application form has been completed, a qualified workplace assessor will evaluate the application and determine if further information is required. If it is, this could be provided in a telephone or face-to-face interview, or, in some cases, further evidence will be requested.

Full information on RPL and the guide to completing an RPL application is available from all of the REIQ training centres. An application fee applies for RPL.

If a student is deemed 'Not Yet Competent' and they wish to dispute this, they are advised to refer to the section of this manual that deals with the Grievance and Appeals Process.

Students gaining a competency through RPL will be provided a transcript of results that identifies this. The REIQ will retain a copy of all supporting evidence and RPL documentation on file as per our administrative and record keeping requirements.

REFUND POLICY

The REIQ refund policy is to be found on all enrolment forms.

For Contact students

Cancellations or transfers of course enrolments must be made in writing (letter/fax or email) at least 7 days prior to commencement of training. In all cases a \$100 administration fee will be retained. Failure to give notice will result in the full course fee being charged, however students will have the option of transferring to the next available course by paying the \$100 administration fee. Please note that should a student who has transferred under these conditions subsequently cancel their course,

no refund will be made. Refunds will not be made once a student has attended all or part of a course.

For Distance Education students

Cancellations for distance education course enrolments must be made in writing (letter/fax or email) prior to dispatch of material. In these cases, a \$100 Administration fee will be retained and the balance of fees paid will be refunded. Where distance education materials have been dispatched, no refund will be made on units.

For Full Licence students

Whilst the standard refund policies as stated above apply, in the case of Full Licence students, where the course is cancelled after commencement, a pro-rata refund will be made based on the individual unit price. In other words, the cost of individual units scheduled prior to cancellation or attended by contact class will be deducted from the amount paid, and the balance, if any, refunded less a \$100 administration fee. No refund applies for Distance Education Full Licence enrolments once the materials have been dispatched.

UPGRADING TO THE NEXT LEVEL OF TRAINING

Please refer to the upgrade price sheet at the rear of this handbook for information on discounts for students who articulate from one level of training to another within a specified time frame.

MEMBERSHIP DISCOUNTS

Membership discounts are available to individual members and to students employed by REIQ Accredited Agencies.

COMPLAINTS AND APPEALS

Any student who believes they have been wronged in an assessment process, or who has any complaint or concern regarding any aspect of the training and assessment services provided by the REIQ has the right to have their concerns addressed and resolved. In the first instance they will be requested to address these issues with their tutor or regional training co-ordinator. Contact details can be found in this handbook under Contacts Details.

If the matter is not resolved, or if the student chooses not to address the issue at this level, then the matter can be referred in writing to the Training Services Manager. The matter will be recorded, investigated, and hopefully resolved. Dependent on the nature of the complaint, should the matter not be resolved at this level, the matter will be referred onto more senior management or an external mediator for resolution.

If the complaint relates to assessment results – please see the section on 'Assessment Practices and Processes'

in this handbook for more detailed information.

QUALITY MANAGEMENT AND CLIENT SERVICE

The REIQ abides by the AQTF guidelines already referred to in this booklet to ensure consistency and high level service is provided to all clients of our training services

To assist us to provide a quality service, all students are asked for feedback on their training, enrolment and assessment experiences. Training Evaluation sheets are provided to all students attending contact training classes. These evaluation sheets ask students a series of questions to assist us to determine where improvements can be made to our services. Distance Education students are also provided a Feedback Questionnaire on completion of their training.

From time to time the REIQ may develop other questionnaires seeking information from students about their perceptions of our service and ideas for improvement and future development.

All REIQ staff are trained in-house on the importance of customer service and the REIQ policies and procedures to ensure that we provide a consistently high level service throughout all of our regional training centres. Workshops and seminars are held annually with all key Professional Development staff to keep their knowledge of procedures, processes, policies and latest industry developments updated.

EXTERNAL REVIEW

The REIQ recognises the right of the Department of Education and Training to conduct audits on our training and assessment processes and services. These audits are supported by the REIQ and every assistance is provided to the Department during this process.

ADMINISTRATION

The REIQ has set procedures and policies that govern all aspects of our administrative tasks associated with training and assessment and the record keeping thereof. Student, training and assessment records are kept in accordance with AQTF guidelines.

The REIQ operates a version control system for all manuals, assessments and promotional material.

Record-keeping and distribution of training and assessment resources and materials is centralised through the head office in Brisbane.

CONTACT DETAILS – REIQ TRAINING CENTRES & STAFF

BRISBANE

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TOOWOOMBA

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Fax: (07) 4638 9899

Email: twba@reiq.com.au

OTHER USEFUL CONTACTS

OFFICE OF FAIR TRADING

BRISBANE	Address:	Queensland Government Service Centre Upper Plaza Terrace 33 Charlotte Street BRISBANE QLD 4000
	Postal address:	GPO Box 3111 BRISBANE QLD 4001
	Fax:	07 3008 5946
CAIRNS	Address:	Ground Floor Cairns Courthouse 5D Sheridan Street CAIRNS QLD 4870
	Postal address:	PO Box 2452 CAIRNS QLD 4870
	Fax:	07 4039 8933
HERVEY BAY	Address:	Ground Floor Brendan Hansen Building 54 Main Street PIALBA QLD 4655
	Postal address:	PO Box 3408 HERVEY BAY QLD 4655
	Fax:	07 4197 9805
MACKAY	Address:	Mackay Courthouse 12 Brisbane Street MACKAY QLD 4740
	Postal address:	PO Box 2022 MACKAY QLD 4740
	Fax:	07 4967 0988
MAROOCHYDORE	Address:	Cnr Baden Powell Street and Maroochydoore Road MAROOCHYDORE QLD 4558
	Postal address:	PO Box 870 MAROOCHYDORE QLD 4558
	Fax:	07 5430 8988
ROCKHAMPTON	Address:	Ground Floor 209 Bolsover Street ROCKHAMPTON QLD 4700
	Postal address:	PO Box 303 ROCKHAMPTON QLD 4700
	Fax:	07 4920 6688
SOUTHPORT	Address:	7 Short Street SOUTHPORT QLD 4215
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