



STUDENT HANDBOOK

Policies and Procedures for Students

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Registered Training Organisation No: 32426

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22 May 2023	Updates to priority grading, course transfers, refunds, addition of Finance Fast Track Workshops	18.0
13 October 2023	Updates to complaints and appeals	19.0
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Table of Contents

<u>1.0 Rights and Responsibility</u>	5
<u>1.1 Students' Rights</u>	5
<u>1.2 Students' Responsibilities</u>	5
<u>1.3 Access and Equity</u>	6
<u>2.0 International Students</u>	6
<u>3.0 Training Guarantee</u>	7
<u>3.1 Training that meets your needs</u>	7
<u>3.2 Changes to Agreed Services</u>	7
<u>4.0 Unique Student Identifier (USI)</u>	7
<u>5.0 Coupon Codes</u>	8
<u>6.0 Course Transfers</u>	8
<u>6.1 Transfer to another person</u>	8
<u>6.2 Transfer to a difference course</u>	9
<u>7.0 Course Duration</u>	10
<u>7.1 Course Extensions</u>	11
<u>7.2 Re-Enrolment Fees</u>	12
<u>7.3 Bundle Courses</u>	12
<u>7.4 Fast Track Workshops</u>	13
<u>8.0 Equipment required to complete these courses.</u>	13
<u>9.0 Pre-Enrolment Assessment</u>	13
<u>9.1 Resources and Assessment</u>	14
<u>9.2 Live Role Play Sessions (Finance Courses)</u>	14
<u>10.0 Course completion and assessing times</u>	15
<u>10.1 Priority Grading</u>	16
<u>11.0 CPD</u>	17
<u>11.1 CPD Grading and Additional Statement of Attainment</u>	17
<u>11.2 CPD Course Extensions</u>	17
<u>12.0 Certificate & Statement of Attainment</u>	17
<u>13.0 Refund / Cancellation Policy</u>	18
<u>13.1 Administration Fees</u>	18
<u>14.0 Complaints Policy</u>	18
<u>15.0 Procedure</u>	19
<u>16.0 Appeals against Assessment Grades</u>	20
<u>17.0 Flexible Forms of Assessment</u>	20
<u>18.0 Access to Students Records and Participation</u>	20
<u>19.0 Fees in Advance</u>	21

<u>20.0 Credit for Prior Studies</u>	21
<u>21.0 Administrative Contacts</u>	21
<u>22.0 Change of Name/Address/Telephone Number</u>	22
<u>23.0 Assessment Results</u>	22
<u>24.0 Academic Misconduct and Plagiarism Policy</u>	22
<u>25.0 Student Disciplinary Policy</u>	23
<u>26.0 Procedure</u>	23
<u>27.0 Work Health and Safety Procedures</u>	23
<u>28.0 Legislation in relation to your study</u>	23
<u>29.0 VET Quality Framework</u>	24
<u>30.0 The VET Quality Framework comprises:</u>	24
<u>31.0 Standards for Registered Training Organisations 2015</u>	24
<u>31.1 Fit and Proper Person Requirements</u>	25
<u>31.2 Financial Viability Risk Assessment Requirements</u>	25
<u>31.3 Data Provision Requirements</u>	25
<u>31.4 Australian Qualifications Framework</u>	25

1.0 Rights and Responsibility

The adult learning environment within the RTO encourages and supports the participation of people from diverse backgrounds. The RTO's aim is for each student to have an equal opportunity to learn in a supportive environment.

1.1 Students' Rights

The RTO recognise that students have the right to:

- Expect the RTO to provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio- economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent, and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect the RTO to be ethical and open in their dealings, their communications, and their advertising.
- Expect the RTO to observe their duty of care to them.
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law

1.2 Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at the time of enrolment, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days.
- Paying of all fees and charges associated with their course.
- Signing in and out when attending training.
- Abiding by any dress code stipulated by the RTO.
- Not cheating or plagiarising in course work / assessments submitted for assessment.

- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke in designated areas.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the CEO.
- Respecting the RTO's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.
- Asking for assistance and / or support when needed.

Prior to enrolment, individuals are advised to check their eligibility for a licence or registration certificate with the governing body of their state. The RTO takes no responsibility for students' eligibility with their state government.

Suitability requirements address issues of age, criminal history, bankruptcy and previous cancellations of licenses or registrations held.

Individuals are also advised to determine if their planned employment arrangements are appropriate to the licence or registration category intended.

1.3 Access and Equity

Access and Equity policies are incorporated into operational procedures. The RTO prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The RTO encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

2.0 International Students

REAA is unable to accept any international students that hold a student visa to study in Australia. REAA requires all students to confirm they are NOT on an international student visa prior to enrolment, providing false information regarding this matter does not entitle the student to a refund of any course fees.

3.0 Training Guarantee

The RTO guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

3.1 Training that meets your needs

The RTO is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point throughout your course, you require any assistance or support please discuss these needs with the RTO staff and we will do our best to help. If you have any special needs, including Language, Literacy and Numeracy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. Should any additional support attract an additional cost this will be payable by the student. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

3.2 Changes to Agreed Services

Where there are any changes to agreed services, the RTO will advise the learner, in writing as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

4.0 Unique Student Identifier (USI)

From January 1st, 2015 – if you are undertaking nationally recognised training delivered by an RTO you will need to have a Unique Student Identifier (USI).

You will be required to provide your USI to REAA.

To obtain your USI before attending the course please see www.usi.gov.au and select create your USI. To create your USI you will need one form of ID from the following:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students • Birth Certificate (Australian)

Please note the following items of ID are not sufficient:

- Birth Certificate extract
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard.

5.0 Coupon Codes

Coupon codes for discounted prices must be entered at the time of purchase to receive the discount. Coupon codes cannot be retrospectively applied or redeemed for cash under any circumstances.

6.0 Course Transfers

There are two types of course transfers outlined in this section.

1. Existing students transfer their course to another person.
2. Existing student transfers existing course to another course

Course transfers are available on application only and allowed at the discretion of the RTO. These are dependent on any training package changes and course availability.

NOTE: All transfer requests MUST be made in writing via email to info@reaa.com.au

6.1 Transfer to another person

If a student wishes to transfer their course to another person, they can apply for this to be processed within the first 3 months of their enrolment date. Transfers are not guaranteed and are subject to REAA discretion.

The individual the student wishes to transfer the course to must:

- Confirm they accept the Student Handbook (terms and conditions) of enrolment
- Confirm they are NOT in Australia on an International Student Visa
- Confirm they are aware of the course completion date.

The costs of transferring a course to another student is:

CPP41419 Training Package

Course Name	Price
QLD Registration Course	\$199
QLD Upgrade to Full Licence Course	\$99
QLD Full Licence Course	\$199
QLD Residential Letting Agent Licence	\$199
QLD Certificate IV in Real Estate Practice	\$199
VIC Certificate IV in Real Estate Practice	\$199
NSW Assistant Agent Course	\$99
NSW Certificate IV in Real Estate Practice	\$199
NSW Upgrade Certificate IV in Real Estate Practice	\$199
WA Restricted Salesperson Registration	\$199
WA Restricted Property Management Registration	\$199
WA Unrestricted Real Estate Registration	\$199

CPP51122 Training Package

Course Name	Price
VIC CPP51122 Diploma of Property (Agency Management)	\$199

National Courses

Course Name	Price
BSB40520 Certificate IV in Leadership and Management	\$149
BSB40120 Certificate IV in Business	\$149
FNS40821 Certificate IV in Finance and Mortgage Broking	\$149
FNS50322 Diploma of Finance	\$199
Upgrade from FNS40821/FNS40821 to FNS405322 Diploma of Finance and Mortgage Broking Management	\$149

6.2 Transfer to a difference course

If an existing student requests to change from the course in which they have enrolled (**existing course**) into a different course (**new course**) the following applies.

If the course **has not** been started;

1. If the existing course is less expensive than the course which the student wishes to transfer into, the student pays the difference between the cost paid for the existing course and the price of the new course. The transfer fee will be waived in this instance.

For example:

The student has enrolled into NSW Assistant Agent Course \$345.00 and wishes to transfer into the NSW Class 2 Agent Course \$ 699.00.

They will pay the difference of \$354.00

2. If the existing course is more expensive than the course which the student wishes to transfer into, a 20% administration fee calculated on the existing course will apply and a refund for the remaining amount will be paid to the payee as per refunds terms and conditions in this document.

Example

NSW Class 2 Agent course \$699.00 transferring to NSW Assistant Agent course, the admin charge would be \$139.80

If the course **has** been started;

1. If the existing course is less expensive than the course which the student wishes to transfer into, the student pays the difference between the cost paid for the existing course and the price of the new course. The administration fee will be waived in this instance.

For example:

The student has enrolled into NSW Assistant Agent Course \$345.00 and wishes to transfer into the NSW Class 2 Agent Course \$ 699.00.

They will pay the difference of \$354.00

2. If the existing course is more expensive than the course which the student wishes to transfer into, no refunds are applicable as per the refunds policy in this document due to the course being commenced.

The following additional terms and conditions also apply;

- The existing course and new course MUST have units of competency in common for any completed course content to be credited towards the new course.
- Any work completed and partially graded in the existing course will need to be credited to the new course and a 20% administration fee calculated on course cost will apply.

Example

NSW Class 2 Agent course \$699.00 transferring to NSW Assistant Agent course, the admin charge would be \$139.80

- If any work completed in the existing course belongs to a unit of competency that is not in the new course, all completed work will be forfeited and will not be credited to the new course.
- If units of competency in the new course are different to those in the existing course, these units of competency will need to be completed in full in the new course and deemed Satisfactory to be awarded the unit of competency.

The timeframe to complete your course will remain unchanged if the existing course and new course share the same duration. In the event that the new course has a longer timeframe e.g. 12 months, the enrolment date will be used to calculate the expiry date for the new course.

If approval for course transfer is granted, the course will then be changed within 1-2 business days following payment of any applicable transfer/administration fees and the student will be notified by email that the change has been made.

7.0 Course Duration

Please note that the course start date is from when the student activates their login by accessing the student portal or the date that falls 3 months from their enrolment date, whichever comes first. The time required to complete all assessments will vary student to student, this will depend on individual experience and learning style. All courses must be completed within the timeframes below from the start date of the course.

CPP41419 Training Package

Course Name	Duration
QLD Registration Course	6 months
QLD Upgrade to Full Licence Course	6 months
QLD Full Licence Course	12 months
QLD Resident Letting Agent Licence	12 months
QLD Certificate IV in Real Estate Practice	12 months
QLD Real Estate Full Agent Licence + BSB40120 Certificate IV in Business bundle	12 months to complete the QLD full licence course and then a further 6 months for the Certificate IV in Business units
VIC Certificate IV Real Estate Practice	12 months
NSW Assistant Agent Course	6 months
NSW Certificate IV Real Estate Practice	12 months
NSW Upgrade to Certificate IV in Real Estate Practice	12 months
WA Restricted Salesperson Registration	6 months
WA Restricted Property Management Registration	6 months
WA Unrestricted Real Estate Registration	12 months

CPP5112 Training Package

Course Name	Duration
VIC CPP51122 Diploma of Property	12 months

National Courses

Course Name	Duration
BSB40520 Certificate IV Leadership and Management	6 months
FNS40821 Certificate IV Mortgage and Finance	6 months
BSB40120 Certificate IV Business	6 months
FNS50322 Diploma of Finance	12 months
Upgrade from FNS40821/FNS40821 to FNS405322 Diploma of Finance and Mortgage Broking Management	6 months
FNS40821 and FNS50322 Finance and Mortgage Broking Bundle **Access to the FNS50322 units will only be provided once all FNS40821 Certificate IV units have been submitted and completed in full	6 months to complete FNS40821 Certificate IV in Finance and Mortgage Broking and then a further 6 months to complete the FNS50322 – Diploma of Finance and Mortgage Broking Management.

7.1 Course Extensions

If you are unable to complete your course in the timeframe allocated, you can apply for an extension to REAA for additional time. Please see below details regarding extension fees. Extensions are provided in 6 month increments. Extension requests MUST be made in writing to info@reaa.com.au prior to your allocated completion time lapsing, are not guaranteed and are subject to REAA discretion and course availability. Course extensions can only be arranged within 2 months following the course expiry date, beyond this, a course extension will not be available. Course extension fees are non-refundable.

If an extension is not available, the student will need to re-enrol in the course, at which time a re-enrolment fee would be applicable. Please see below re-enrolment fee details.

Following the end of the 2 month grace period, the students account will be deleted and only units of competency that have been completed in full will be credited should the student re-enroll into the course at a future date. Assessment that has been submitted and partially graded will not be retained indefinitely and access to previously completed work cannot be guaranteed beyond the required retention periods.

Course Extension fees

CPP41419 Training Package

Course Name	Price
QLD Registration Course	\$249
QLD Upgrade to Full Licence Course	\$149
QLD Full Licence Course	\$299
QLD Residential Letting Agent Licence	\$249
QLD Certificate IV in Real Estate Practice	\$299
VIC Certificate IV in Real Estate Practice	\$299
NSW Assistant Agent Course	\$149
NSW Certificate IV in Real Estate Practice	\$299
NSW Upgrade Certificate IV in Real Estate Practice	\$249
WA Restricted Salesperson Registration	\$249
WA Restricted Property Management Registration	\$249
WA Unrestricted Real Estate Registration	\$299

CPP51122 Training Package

Course Name	Price
VIC CPP51122 Diploma of Property (Agency Management)	\$249

National Courses

Course Name	Price
BSB40520 Certificate IV in Leadership and Management	\$249
BSB40120 Certificate IV in Business	\$249
FNS40821 Certificate IV in Finance and Mortgage Broking	\$249
FNS50322 Diploma of Finance	\$249
Upgrade from FNS40821/FNS40821 to FNS405322 Diploma of Finance and Mortgage Broking Management	\$149

7.2 Re-Enrolment Fees

The re-enrolment fee is 100% of the total advertised course fee.

E.g. If the total course fee is currently \$645, to re-enrol to complete this course, the fee applicable would be \$645

7.3 Bundle Courses

Course bundles have been created to deliver courses with features additional to just the basic course. These bundles offer cost savings to the student when paying on enrolment in comparison to choosing these options later as an add on to the course. The different types of course bundles offered and their relevant terms and conditions have been defined in our [Guide to Bundle Courses](#).

7.4 Fast Track Workshops

These are face to face trainer-led online workshop programs designed to get your qualification issued faster. These are offered periodically and advertised on our website with available dates/times.

Terms and conditions associated with the Fast Track Workshops are as following;

- Express Grading is included, this means your assessment will be graded within 3 business days of you notifying your trainer that you have submitted your assessment.
- Refunds are not applicable once we have confirmed your place in the workshop. If you are unable due to extenuating circumstances, we will endeavor to offer you a place at the next available workshop. Subject to availability. If we are unable to offer you a place in a subsequent workshop, 50% of your enrolment fee will be refunded.
- Credit transfer. If you have completed any of the units of competency part of the workshop you may be eligible for a credit transfer. Please contact enrolments@reaa.com.au to assess your eligibility for any applicable credit transfers.
- Students must ensure they have an operational webcam and microphone to participate effectively. Students must test their equipment prior to attending. The trainer will not spend time managing students' individual equipment issues.
- As this is a fast paced workshop, it is highly recommended that students read through the learner guides and case studies to familiarise themselves with content prior to attending the scheduled workshop and make the most of the workshop sessions.

8.0 Equipment required to complete these courses.

You will need the following to complete the courses.

- Computer or laptop (Mac or Windows based)
- Internet access
- Your Unique Student Identifier (USI)
- Adobe Acrobat Reader (Free version)
- Microsoft Word
- PowerPoint
- Video recording device i.e. Phone/ laptop web camera (Video Role Play)

9.0 Pre-Enrolment Assessment

The purpose of the pre-enrolment assessment is to determine a potential student's eligibility to complete their qualification and incorporates assessment for Language, Literacy and Numeracy such as working knowledge of the English language and an understanding of various mathematical calculations.

This is a compulsory assessment, and all students must complete this and receive a minimum 75% pass score to receive access to their course content and assessment. Should a student receive a grade lower than 75% the trainers will assess the outcome on a case-by-case basis to determine if the course is suitable for the student to begin.

9.1 Resources and Assessment

Learner material is provided in the online student portal to support learning and assist with completing assessment. Students will also be required to conduct their own research using materials such as books, internet, magazines, workplace documentation etc. to assist in gaining the knowledge required to answer questions and complete assessment. Assessment is self-paced and open book, so students can use whatever resources they would like to assist with completing assessment.

9.2 Live Role Play Sessions (Finance Courses)

Live role play group session is a platform used in Finance courses offered by REAA where you work face-to-face via video and audio with other students under the supervision of a trained staff member to fulfil the practical requirements associated with the unit of competency.

To learn more about this aspect and the terms and conditions associated with these sessions, please read [A Guide to Live Role Play/Tutorial Sessions](#).

10.0 Course completion and assessing times

Once the student has completed and submitted all the course assessments, students are required to activate their grading, this is done through the training portal and instructions for this are within the portal.

Once the grading is activated, students will be notified that the grading has begun. Please see below grading times for each course.

CPP41419 Training Package

Course Name	Assessing times
QLD Registration Course	10 business days
QLD Upgrade to Full Licence Course	7 business days
QLD Full Licence Course	12 business days
QLD Resident Letting Agent Licence	10 business days
QLD Certificate IV in Real Estate Practice	12 business days
VIC Certificate IV in Real Estate Practice	12 business days
NSW Assistant Agent Course	7 business days
NSW Certificate IV in Real Estate Practice	12 business days
NSW Upgrade Certificate IV in Real Estate Practice	10 business days
WA Restricted Salesperson Registration	10 business days
WA Restricted Property Management Registration	10 business days
WA Unrestricted Real Estate Registration	12 business days

National Courses

Course Name	Assessing times
BSB40520 Certificate IV in Leadership and Management	10 business days
BSB40821 Certificate IV in Finance and Mortgage Broking	10 business days
BSB40120 Certificate IV in Business (Business Operations)	10 business days
FNS50322 Diploma of Finance	10 business days
Upgrade from FNS40820/FNS40821 to FNS50322 Diploma of Finance and Mortgage Broking Management	10 business days

10.1 Priority Grading

NOTE: This applies **ONLY** to a fully completed and submitted course. It **does not** apply for individual assessment tasks or assignments you submit.

Once the student has completed and submitted **all** their assessments associated with the course in which they are enrolled, priority grading is available to students that want to get their course graded quicker than the above assessing times. Students wishing to do this can purchase priority grading through the REAA website www.reaa.com.au once this has been purchased students are required to activate their grading and notify their assessor that they have paid for priority grading, this is done through the training portal and instructions for this are within the portal. Priority grading is non-refundable.

Students that have purchased priority grading as an inclusion in their course, must activate priority grading once they have completed all assessment associated with the course. This is done by using the trainer/assessor assistance block in the course. The assessor will also prioritise the assessment submitted by students with priority grading during their rotational grading until the student completes the course in full.

Once the grading is activated, students will be notified that the grading has begun. Please see below priority grading times for each course. Please see the REAA website for Priority Grading costs.

CPP41419 Training Package

Course Name	Assessing times
QLD Registration Course	5 business days
QLD Upgrade to Full Licence Course	3 business days
QLD Full Licence Course	6 business days
QLD Residential Letting Agent Licence	5 business days
QLD Certificate IV in Real Estate Practice	6 business days
VIC Certificate IV in Real Estate Practice	6 business days
NSW Assistant Agent Course	3 business days
NSW Certificate IV in Real Estate Practice	6 business days
NSW Upgrade Certificate IV in Real Estate Practice	5 business days
WA Restricted Salesperson Registration	5 business days
WA Restricted Property Management Registration	5 business days
WA Unrestricted Real Estate Registration	6 business days

National Courses

Course Name	Assessing times
BSB40520 Certificate IV in Leadership and Management	5 business days
BSB40821 Certificate IV in Finance and Mortgage Broking	5 business days
BSB40120 Certificate IV in Business (Business Operations)	5 business days
FNS50322 Diploma of Finance	5 business days
Upgrade from FNS40820/FNS40821 to FNS50322 Diploma of Finance and Mortgage Broking Management	5 business days

11.0 CPD

If the student is enrolled in any of the following courses: CPP41419 Upgrade from NSW Assistant Agent to Certificate IV course, or the CPP41419 NSW Certificate IV in Real Estate Practice course and is completing this course with the intention of completing this for CPD purposes, the below will be applicable in regards to purchasing additional statements of attainment and course extensions.

11.1 CPD Grading and Additional Statement of Attainment

Please see the following information regarding the separate grading of CPD Units. If the units you require for CPD have already been graded as part of the assessor rotational grading, you will simply need to request an additional Statement of Attainment. If the units you require have not yet been graded and require separate grading to meet your deadline, then CPD Grading will be required.

Number of Units	Additional Fee
Additional statement of attainment only	\$52.50
CPD Grading (1 unit)	\$73.50
CPD Grading (2 units)	\$94.50
CPD Grading (3 units)	\$115.50

11.2 CPD Course Extensions

If you are completing this course for CPD purposes and require an extension, the below will be applicable to you. CPD Course extensions requests MUST be made in writing to info@reaa.com.au prior to your allocated completion time lapsing, are not guaranteed and are subject to REAA discretion and course availability.

CPP41419 Training Package

Course Name	Price	Additional Time Frame Provided
NSW Certificate IV in Real Estate Practice	\$99	12 months
NSW Upgrade from NSW Assistant Agent to Certificate IV in Real Estate Practice	\$99	12 months

12.0 Certificate & Statement of Attainment

When your course is completed in full, you are deemed 'Satisfactory' in all assessments, 'Competent' in all units of competency and your USI has been verified you will be issued your Qualification / Certificate or Statement of Attainment.

Should you require this to be re-issued at any time, for any reason, there is a cost of \$52.50. Additionally, if you require an additional Statement of Attainment for your course for any reason, the \$52.50 charge will be applicable.

13.0 Refund / Cancellation Policy

NOTE: All refund requests MUST be made in writing via email to info@reaa.com.au

- Cancellation requests for any online course enrolment must be made in writing via email. No refunds will be issued once the course content has been accessed under any circumstances.
- If the course content has never been accessed and the student determines that the online course is not suitable for them to complete, an administration fee will be applicable for the course cancellation. Administration fees outlined below.
- If the course content has not been accessed and REAA determines that the online course is deemed not suitable for the student, the course will be cancelled, and full fees refunded.
- No refunds will be issued once the course content has been accessed under any circumstances.
- Refunds are not applicable for change of mind or change of circumstances
- No refunds will be issued once the pre-enrolment assessment has been successfully completed
- Refunds are not applicable under any circumstance once the course time frame has lapsed and the course is expired
- All refund requests need to be submitted within the first 90 days from enrolment, beyond this time, refunds will not be applicable.

All refund requests will be reviewed within 10 business days from the date the written request has been received unless otherwise advised. Refunds will be processed by the accounts department within 5 business days following the review in the case of an approved refund or partial refund.

13.1 Administration Fees

The Administration Fee is 20% of the course fees paid.

eg: Course fee paid \$499 amount to be refunded less 20% would be \$399.20 refunded.

14.0 Complaints Policy

This policy and procedures are to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice.

The Complaints Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO.

The RTO acknowledges that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

The RTO will manage all complaints and appeals fairly, equitably and efficiently as possible.

The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the RTO and is available in the Student Handbook. The information will also contain details of external authorities that they may approach.

Where complaints or appeals have been received, RTOs must keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

15.0 Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

- The student should discuss the issue / complaint with the person involved to try and resolve it verbally.
- If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
- If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing using the [Complaints or Appeals Form](#).
- A description of the complaint or appeal.
- State whether they wish to formally present their case.
- Steps taken thus far to deal with issue / complaint.
- What outcomes they would like to fix the problem & prevent it from happening again.
- If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
- If the person making the complaint is not a student, but a staff member or a member of the public, or if the complaint or appeal has not dealt with to the student's satisfaction within a seven (7) day period, they may bring it to the attention of the CEO.
- The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the person making the complaint. A response / acknowledgment must be presented within 7 days.
- The CEO / or Management Representative, must review the complaint and arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimisation.

Once all parties have had a chance to present their information, the CEO / Management Representative will provide a written response to all parties confirming the outcome of the complaint within the 14-day period.

Should the issue still not be resolved to the satisfaction of the person making the complaint, the RTO will make arrangements for an independent external person to resolve the issue.

All parties will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 days.

If any party is still not happy with external mediation, they may lodge a complaint via the National

Training Complaints Hotline on 13 38 73, or they may take their complaint to the Australian Skills Quality Authority (ASQA) or other relevant body such as the relevant state department of Fair Trading.

For more information refer to the following links:

- <http://www.education.gov.au/national-training-complaints-hotline-1>
- <http://www.asqa.gov.au/complaints/complaints.html>
- <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

All documentation relating to complaints or appeals will be securely archived either with the student file or in the RTO's document management system for audit purposes.

The RTO's CEO will be personally responsible for the implementation and maintenance of the policy.

16.0 Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal as outlined above

17.0 Flexible Forms of Assessment

The RTO has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

18.0 Access to Students Records and Participation

The RTO is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more the willing to help you.

19.0 Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,500.00 prepaid fees.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

20.0 Credit for Prior Studies

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence (e.g., Statement of Attainment) that they have successfully completed a unit or module at any RTO, the RTO will provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

The RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, the RTO will authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid). Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully. REAA does not offer RPL.

21.0 Administrative Contacts

Occasionally Students may need to consult the Trainers and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our Students, we suggest the student emails through to info@reaa.com.au. For questions regarding the course content or assessment, all students must use the provided 'send trainer message' function in their student portal to contact the trainers and assessors.

The trainer can often assist with any individual subject problems a student may encounter. The trainer can only comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or CEO.

22.0 Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO with the relevant information. The change must be advised in writing stating the previous address, the new address.

No responsibility will be accepted by the RTO for failure to follow the above procedure.

23.0 Assessment Results

Students are notified of assessment results of each unit within the student portal in their grading sheet. Assessment results will not be given to anybody other than the student, the trainer and or CEO without your prior permission. No assessment results are issued or discussed over the telephone.

24.0 Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source.
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source.
- Using ideas directly derived from an identifiable author without acknowledging the source.
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work.
- Copying from another student's and / or their work.
- Submitting someone else's work as their own.
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source.
- Taking statistics from another source and using them in a new table or figure without acknowledgement.
- Buying an essay from the Internet or another student and submitting it as their own work.
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Competent for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave to course with no refund.

25.0 Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

26.0 Procedure

The RTO seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behavior conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

- Initially, the trainer will contact the student about the behaviour in question and add a note to the students file.
- If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
- Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
- The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
- If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
- Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
- An official warning letter will be issued by the CEO, or their delegate.

NOTE: The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

27.0 Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of the RTO.

28.0 Legislation in relation to your study

As a student at the RTO you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

- A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary QLD V1.0.
- There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):
- Commonwealth Legislation:
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at www.austlii.edu.au

29.0 VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

30.0 The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

31.0 Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

Australian Qualifications Framework, as published on <http://www.aqf.edu.au> Training Packages, as published on <http://training.gov.au>

Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

31.1 Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Learn more: Frequently asked questions—Fit and Proper Person requirements

31.2 Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting your Financial Viability Requirements

31.3 Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

31.4 Australian Qualifications Framework

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF Second Edition January 2013 provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.