

# STUDENT HANDBOOK

Enrolment, policies and procedures that govern REIQ Training



# LET'S GET STARTED

## WELCOME TO THE REIQ

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 profession.

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 training services. We hope that your training experience is a fulfilling and beneficial one.

The training 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, assessment and guidance.

*Training Services Manager*

### DISCLAIMER

The REIQ reserves the right to change or alter at any time, without notice, any of the information contained in the REIQ Student Information Handbook. While the information is current at the time of publication, we have no control of any information contained in this student information handbook once it is printed, distributed or accessed on the website. Please confirm any information with REIQ Training by emailing [training@reiq.com.au](mailto:training@reiq.com.au) or phone 1300 697 347. You can download the current version of this document from the REIQ website.

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## PURPOSE OF THIS HANDBOOK

The purpose of this Student Handbook is to provide Students with information in resolving any questions that they may arise during the course of study.

In this handbook Students will find information regarding:

- The structure and operations of REIQ
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Student services and the privacy of your information

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear and you require further clarification/direction or wish to view our full suite of policies and procedures please contact us on 1300 MY REIQ.

REIQ take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

## INTRODUCTION

**The Real Estate Institute of Queensland (REIQ) is the state's peak professional association for real estate practitioners since 1918.**

With more than 100 years' experience, the REIQ exists to support members and our students with information, industry-based training, products and resources that complement their business practices, which, in turn, ensures high calibre, professional services for the public.



The first REIQ premises at Spring Hill during the 1960's.

## ABOUT REIQ TRAINING

The REIQ is a registered training organisation in Queensland (National Provider Number 5420).

This status means that we are able to provide students with nationally recognised training and assessment in real estate related Units of Competencies (UoCs). Our scope of registration can be viewed on the national training website.

As an industry peak body and a nationally Registered Training Organisation, the REIQ is uniquely placed to provide the highest calibre industry-based training and assessment services, courses and programs.

REIQ delivers training programs throughout Queensland via its training centres, external venues and dedicated online learning and assessment portal.

## REIQ HEAD OFFICE CONTACT DETAILS

### BRISBANE

Level 1, 50 Southgate Avenue  
CANNON HILL QLD 4170

PO Box 3447  
TINGALPA DC QLD 4173

**Telephone:** 1300 MY REIQ

### Email contacts

For all course enquiries:

[ask@reiq.com.au](mailto:ask@reiq.com.au)

For all enrolled students' support and assistance:

[training@reiq.com.au](mailto:training@reiq.com.au)

For priority marking (optional paid service):

[prioritymarking@reiq.com.au](mailto:prioritymarking@reiq.com.au)

## THE REIQ TRAINING MISSION

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





REIQ training caters for a wide range of real estate occupations and profession.

## OVERVIEW OF REIQ COURSES AND TRAINING PROGRAMS

REIQ training caters for a wide range of real estate occupations and professions, such as:

- Agency administration
- Real estate sales
- Property management
- Licensed real estate agents
- Commercial and industrial sales, property management and leasing
- Resident letting agents
- Shopping centre managers
- Real estate auctioneers

We have courses and training programs to suit everyone at various stages of their career. Some are relevant for people looking to join the real estate industry. Others cater to experienced professionals looking to upskill or expand their real estate practices or licenses.

Full details of each course, delivery options, costs and other requirements, are contained in individual course outlines. These are available, with further enrolment information, via our [website](#).

To discuss any of our courses, or to understand which course or licence is most relevant for you and your career goals, please contact REIQ training on 1300 MY REIQ or email [ask@reiq.com.au](mailto:ask@reiq.com.au)

## LEGISLATIVE OBLIGATIONS FOR THE REAL ESTATE INDUSTRY IN QUEENSLAND

**You do not have to be employed in the real estate industry prior to undertaking many of the real estate courses.**

In fact, many people undertake the program to make themselves more employable in the industry. However, the real estate industry is a regulated industry and has specific licencing and legislative requirements and obligations.

Under the Queensland Property Occupations Act 2014 (POA), all salespeople and property managers in Queensland are required to obtain a registration certificate from the Queensland Office of Fair Trading. There are mandatory educational qualifications required for this and other applications and licences. For example, anyone wishing to open their own real

estate agency will need to comply with the requirements for a full real estate agents licence.

The Queensland Office of Fair Trading also has suitability requirements that 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.

While the REIQ aims to provide up to date information about licencing and suitability requirements, it is your responsibility to keep abreast of any changes to the registration and licencing requirements set by the Queensland Office of Fair Trading. It is important that you check these requirements regularly, as changes in VET training packages or other requirements may affect your successful application for certification, registration or obtaining a specific licence.

Details of the application process, prerequisites, other requirements and payments must be obtained from the [Queensland Office of Fair Trading](#).

## ENROLMENT PROCEDURES

**Before you enrol, please make sure you review the course details on our website, this Student Handbook and relevant policies and procedures and terms and conditions.**

These are all available via our [website](#). You are also advised to check your eligibility for a licence or registration certificate with the Queensland Office of Fair Trading and ensure your preferred course will meet your career objectives.

Please contact REIQ training team on [ask@reiq.com.au](mailto:ask@reiq.com.au) if you have any questions or need any advice.

The REIQ has an online enrolment process available via our website. Please ensure that all your personal details on the enrolment form are correct and that you provide your legal name as presented on your driver's license 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 profession.

Enrolments received without payment will not be confirmed until such payment is received. There are instances where a non-refundable administration fee will be applied for cancellations. Please see the Terms and Conditions for more information.

Upon successful enrolment you will receive written confirmation of your course details and any additional information relating to your enrolment. The enrolment confirmation includes the time, date and location of training, the resources you should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

## PREREQUISITES

**Some courses may have prerequisites that MUST be supplied prior to attending the course.**

This will be communicated on the website, in the booking confirmation, and on the phone if you call.

In the event a prerequisite is not received by 5pm Brisbane time on the business day prior to the course, the enrolment will be cancelled and entry to the course will be refused. If this occurs, the course fee will not be refunded, nor held in credit.

## LANGUAGE, LITERACY AND NUMERACY (LLN) SKILLS AND REQUIREMENTS

**All REIQ courses require LLN capabilities, such as a working knowledge of the English language and an understanding of various mathematical calculations.**

To ensure your ability to successfully complete our courses, you are required to demonstrate your LLN skills by completing a short LLN quiz as part of the enrolment process. If you would like to discuss your LLN support needs please contact the training team on [training@reiq.com.au](mailto:training@reiq.com.au) or phone 1300 MY REIQ.

## UNIQUE STUDENT IDENTIFIER (USI)

**All students studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI).**

A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account.

- A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification.
- The USI will be available online and at no cost to you.
- This USI will stay with you for life and be recorded with any nationally recognised VET course that is commenced or completed as of 1 January 2015.
- Students can access their USI accounts online from computers, tablets or their smart phones anytime.
- The process is the same for all students to obtain a USI.

While there are some limited exceptions, generally your enrolment cannot be confirmed, nor can any student be issued a statement of attainment, certificate or refund without a USI. In most situations, it is expected that you will be able to provide your USI on your enrolment form.

If you do not have a USI, access the USI [website](#).

## STUDENT VISA

**REIQ is not registered for CRICOS and cannot accept enrolments from students visiting Australia on a student visa.**

## PAYMENT OF FEES, REFUNDS AND CANCELLATION POLICIES AND PROCEDURES

**As mentioned previously, your enrolment in any REIQ courses can not be confirmed until payment has been received.**

The REIQ accepts a variety of payment options and these details are available on our [website](#). The REIQ has detailed terms and conditions and are to be reviewed prior to enrolling. These are available on our website and will depend on which course you are enrolled in and the delivery type. You are strongly advised to review the terms and conditions, as applicable to your course prior to finalising your enrolment and paying your fees.

All requests for cancellations must be made in writing. Depending on the time the request is submitted a financial penalty may apply. Students may also have their enrolment cancelled due to disciplinary matters.

Please contact the REIQ training team if you have any questions or concerns about our cancellation or refund policy or procedures or if you are experiencing any difficulties.

## ETHICAL MARKETING AND ADVERTISING

**REIQ ensures that all marketing and advertising of Australian Qualifications Framework (AQF) qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation.**

All REIQ course information, outlines and schedules can be found on the REIQ [website](#).

## PROTECTION OF FEES

**Under the Standards for Registered Training Organisations 2015, REIQ protects student fees paid**

**in advance by holding an unconditional financial guarantee with our financial institution.**

This guarantee safeguards students' fees paid in excess of \$1500 if the REIQ is no longer able to deliver training and assessment services.

## TRAINING AND LEARNING RESOURCES AND PROCESSES

**The REIQ prides itself on providing up-to-date information, quality materials and comprehensive support to students undertaking their study with us.**

All REIQ training and assessment is developed by industry trainers in consultation with REIQ members and specialists in the subject area. All materials are regularly updated to ensure that REIQ's training is meeting the needs of an ever-changing profession.

Our trainers and assessors are selected for their real estate expertise and their ability to convey their skills and knowledge to students.

## COURSE DURATIONS

**At time of enrolment you will be advised of your enrolment period and when assessments are due.**

If you wish to continue your studies once your standard enrolment period has expired, we can extend your enrolment period on a monthly basis and fees will apply. The length of the extension will depend on the number of units outstanding.

## STUDENT RESOURCES, PROGRESS, SUPPORT AND ASSISTANCE

**REIQ students will receive a comprehensive suite of online resources upon confirmation of enrolment.**

The REIQ aims to provide accessible facilities wherever possible. Students are requested to contact the training team to ensure we are aware of any accessibility requirements prior to attendance at face to face sessions.

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 selected an 'in class' option. If you have not received a confirmation, please contact the training team by phone or email to find out what you need to do.

As an adult learner studying to become a real estate professional, the REIQ expects students to take responsibility for their own learning. Our trainers and staff are available, during business hours, to assist students with any difficulties, questions or learning issues that arise, during the course of their study. Students are encouraged to make contact with the REIQ training team by emailing [ask@reiq.com.au](mailto:ask@reiq.com.au).

Student progress reports will only be provided directly to the student or government agencies as required by law, in accordance with privacy legislation and the privacy information disclosure provided at the time of enrolment. In the case of disclosure to employers, progress reports will only be provided where the student has given written permission for the disclosure of progress to occur to named employers.

## ADDITIONAL RESOURCES

**At time of enrolment the required additional resources will be advised.**

Below are examples of some of the resources that may be required. This information will be disclosed to you in your enrolment confirmation.

**Your Study** – Access to the internet will be required to complete online assessments and conduct research whilst attending a course. Laptops are available for students attending blended programs if you don't have your own laptop to bring in class. This information is provided in our course information sheets and at time of enrolment.

**Internet access** - You will need access to the internet for research, submitting online assessment items, and email for communication purposes and tutor assistance.

## STUDENT CODE OF CONDUCT

**All REIQ students are required to abide by the Student Code of Conduct at all times as detailed below.**

The Student Code of Conduct is applicable to all environments and interactions. This includes but is not limited to face to face, online learning and communication portals, email and phone communications and any REIQ social media platforms.

- All students must observe acceptable and reasonable standards of behaviour in all interaction with fellow students, trainer and assessors and any other REIQ staff. Any form of discrimination, bullying, or harassment or any obscene, offensive or insulting



Access to the internet will be required to complete online assessments. Laptops are available to students attending blended programs.

language or behaviour will not be tolerated. Every person must be treated courteously and with consideration at all times

- Any breaking of any state or federal law (e.g. stealing, damaging property, assault etc.) will be reported to the relevant authority
- Students are expected to behave with honesty and integrity at all times. Lying, cheating or fraudulent behaviour will not be tolerated
- All students must comply with all reasonable requests and requirements made by REIQ staff
- Students are expected to adhere to a smart casual dress standard
- Disruptive behaviour is unacceptable and will not be tolerated
- Students should not attend any class while under the influence of alcohol or any drugs
- Any REIQ staff member who identifies any unacceptable conduct in a classroom or REIQ facility or within the REIQ online portal, has the right to address such concerns with the student
- The REIQ reserves the right to ask any student to leave the classroom or other REIQ premises or facilities,



including the online portal, should they act in a manner that is distracting or disturbing to other students or fail to conform to an acceptable standard of behaviour

## BREACHES OF THE STUDENT CODE OF CONDUCT

**For minor breaches of the Student Code of Conduct, students will receive a warning asking them to rectify their behaviour.**

This may be a verbal reminder of the expected behaviour or an official written warning.

Termination of enrolment may also be enforced by the REIQ for breaches of the Student Code of Conduct. Students may not be eligible for any course fee refund in these circumstances.

The REIQ encourages students to contact the training team for clarification on any aspect of this Student Code of Conduct or if they believe the Student Code of Conduct has been breached by another student.

## DISCIPLINE

**REIQ staff are expected to maintain a professional and ethical working relationship with all other staff members, management and Students.**

Breaches of the disciplinary standards will result in discussion between the relevant trainer/assessor and REIQ management and appropriate action will be taken.

**In summary, REIQ will provide:**

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual Students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students, so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format

# ASSESSMENT PRACTICES AND PROCESSES

**Assessments are a way for students to demonstrate the skills and knowledge required for competency in their selected units of study.**

A range of assessment methods and evidence gathering techniques are used to determine competency.

The REIQ utilises a structured and consistent assessment process for units of competency contained in its courses as applicable to its scope of registration.

## RECOGNITION PROCESSES

**REIQ offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.**

These are detailed below:

### Credit Transfer (CT)

In accordance with the AQF and the Standards for RTOs 2015, REIQ recognises all statements of attainment and qualifications that have been issued by other RTOs. Where a student has gained competency previously, they will be eligible for CT. The student must provide certified copies of their Statement of Attainment or transcript for credit transfer to be provided, or authenticated transcripts from the USI Registrar.

### Recognition of Prior Learning (RPL)

RPL is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment.

RPL is different from CT. 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 performance criteria and learning outcomes of a particular unit. You will need to provide evidence, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge





A range of assessment methods and evidence gathering techniques are used to determine competency.

and skills i.e. from the present or the very-recent past

- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course.

The REIQ has developed an application form for this process and is accessible on REIQ's [website](#).

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 and have suitable evidence to demonstrate their competency.

Once the application form has been completed you will be sent documentation to complete for each unit you have enrolled for RPL. You will be expected to complete this documentation using your previous experience and knowledge in the industry.

Full information on RPL and the guide to completing an RPL application as well as RPL application fees is available by contacting the REIQ training team.

Students gaining a competency through RPL will be provided with 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.

## ELECTRONIC SUBMISSION OF ASSESSMENTS

**Assessments are accessed and submitted by students electronically through the student portal.**

All students will receive their login and password details at the commencement of their course. If a student wishes to complete paper (handwritten) assessment, they may do so by emailing [ask@reiq.com.au](mailto:ask@reiq.com.au)

Students will be able to see the results of their written assessment submission when they login to the student portal, along with individual marks on each question so that they know which responses were assessed as meeting requirements. The trainer/assessor will also make comments where relevant against each assessment task, and request students to resubmit sections where necessary.

Students are advised to ensure their assessments are submitted in line with the time frame requirements of their enrolled course.



REIQ's assessment support is there at every stage to help you successfully navigate the process.

## ASSESSMENT SUPPORT, MARKING AND RESUBMITS

**Your assessments are an important part of the training and learning process, and they allow REIQ to make sure that you are prepared for your new role in real estate.**

REIQ's assessment support is there at every stage to help you successfully navigate the process.

All trainers and assessors hold the relevant qualifications required to perform their tasks. In addition, all REIQ trainers will be selected on the basis of their industry knowledge and credibility. The training environment will reflect the professionalism of our industry and will at all times meet the standards required of registered training organisations. The principles of adult learning will be applied and all materials will be regularly reviewed to ensure they reflect current and correct information.

Assessments are completed and submitted electronically and will require students to have access to a computer, laptop or device able to edit and save documents. Where students do not have access to these devices, they are to contact REIQ to discuss alternative requirements (fees may apply). The REIQ aims to ensure all assessments are marked and returned within a reasonable timeframe, normally within 10 working days.

Students will be provided with feedback on assessment tasks and assessed as either satisfactory or not satisfactory. All students are given the opportunity of re-submitting assessments if they receive a not satisfactory result. Where a student has reached 3 not satisfactory results the Assessor will make contact to discuss options.

Students are encouraged to contact their assessor to discuss any issues or questions they have with respect to assessment tasks, requirements or timelines. Students are also encouraged to make use of the learning support services provided by REIQ and to make contact with the training team if they need additional assistance.

## FAILURE TO PROGRESS

**Where students have had multiple attempts to demonstrate competency and it has been identified that the level of competency may not be reached, the Training Manager will evaluate with the Trainer and Assessor.**

During this evaluation assessments will be reviewed by an independent assessor to reach a decision of continuation or withdrawal.

Where students have not attempted to submit or complete assessment tasks during the enrolment period, the Training Manager may review these situations and discuss a plan of withdrawal with the student.

## PRIORITY MARKING

Priority marking is available when students want a faster turnaround on their assessment marking. This service ensures your assessments are marked within 2 business days from submission.

For enquiries and fees email [prioritymarking@reiq.com.au](mailto:prioritymarking@reiq.com.au) for more information.

## REASONABLE ADJUSTMENT

REIQ recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting.

With some minor adjustments to teaching and assessment methods, a Student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of REIQ respect these differences among students and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of Students. For example, the inability to complete a written or online assessment will not be interpreted as a sign of incompetence, provided the Student can verbally demonstrate competency (where this does not conflict with the requirements of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained.

Reasonable adjustments to accommodate requirements may include:

- Writing material in plain English
- Providing audio-taped material for Students who cannot read
- Reading written material to Students
- Providing a writer for Students who cannot write
- Providing an interpreter or provide documentation that has been translated (where very limited English can be applied, assessor to judge whether the limited English will affect the integrity of the unit of competency)
- Using signs, pictures and graphics
- Video recordings or Student demonstrating skills and verbally answering responses
- Interviewing the employer/supervisor about their work
- Asking Students to demonstrate their skills on-the-job

Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the Student and the assessor.

REIQ staff will pursue any reasonable means within their ability to assist Students in achieving the required competency standards. In the event that a Student's needs exceed the capacity of the support services that REIQ can offer, they will be referred onto an appropriate external agency.

In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

## PLAGIARISM AND REFERENCING

**All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own.**

It is a form of cheating and is taken seriously by the REIQ. To help you understand, the following are examples that constitute plagiarism:

- Deliberately copying another person's assessment
- Purchasing any form of assessment or paying someone else to complete assessments on your behalf and then presenting them as your own work
- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Students are given warning that if they copy another student's written assessment or engage in any other form of plagiarism, 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. Plagiarism is also seen as a breach of the student code of conduct and can result in disciplinary action.

When it comes to properly acknowledging where information has come from, students should be aware of and be able to properly use referencing protocols. Your trainer will advise you on the expectations for referencing for each course.

## APPEALS

**Students have the right to lodge an appeal if they disagree with a decision regarding an assessment outcome.**

Students are strongly encouraged to first discuss all assessment outcomes with their assessor, so they are aware of the reasons behind the assessment decision.

If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. For more information, see the section on complaints and appeals later in this handbook and/or contact the training team by phone or email.



## COURSE COMPLETION AND CERTIFICATION DOCUMENTS

**The REIQ will issue an electronic statement of attainment for all units successfully completed as part of our nationally recognised courses.**

Where a whole qualification has been undertaken, the REIQ will issue a qualification certificate showing the nationally recognised qualification code and name with a transcript of results for all the units contained in the qualification.

If you require a re-issuance of your Statement of Attainment or qualification certificate, re-issuance fees may apply. Please refer to REIQ terms and conditions for more information.

## GOVERNANCE AND LEGISLATIVE FRAMEWORKS

**The Australian Skills Quality Authority (ASQA) standards and their elements specify the key requirements to be met by each RTO.**

The Standards for NVR Registered Training Organisations do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. REIQ is able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each Standard.

This includes compliance with:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualification Framework
- Directives (and guidance) issued by the Australian Skills Quality Authority

Additionally, the REIQ also abides by a range of other legal requirements at a Queensland and Commonwealth level around areas including, but not limited to:

- The real estate industry
- Anti-discrimination
- Copyright
- Employment and Workplace Relations including Equal Opportunity
- Fair Workplace
- Privacy and Personal Information Protection
- Workplace Health and Safety

**Student protection through governance arrangements**  
For your protection as a Student, REIQ maintains

governance arrangements across all of its operations, within its scope of operation.

The CEO ensures that REIQ complies with the VET Quality Framework and any national guidelines approved by ASQA and the AQF.

This means that you are receiving training that complies with the regulated standards and that REIQ will continue to improve our training products and systems to maintain our registration as a reputable RTO. In addition, REIQ ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from Students and other stakeholders.

## QUALITY MANAGEMENT AND EXTERNAL REVIEW

**To ensure a consistently high level and compliant service is provided to all clients of our training services, the REIQ has a quality management system that involves the development, publishing and review of a range of policies and procedures that underpin our RTO operations.**

In addition, the REIQ recognises the right of ASQA to conduct audits on our training and assessment processes and services. These audits are supported by the REIQ and every assistance is provided to ASQA during this process.

As part of our quality focus, the REIQ has adopted procedures and policies to ensure compliance with the following legislative requirements and in line with our values and mission.

- Access and Equity, Anti-discrimination, Equal employment opportunity and diversity
- Confidentiality and Privacy
- Complaints, Appeals and Client service feedback
- A healthy and safe work and learning environment

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.

## ACCESS AND EQUITY, ANTI-DISCRIMINATION, EQUAL EMPLOYMENT OPPORTUNITY AND DIVERSITY

**The REIQ has a policy of Access and Equity for all 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.



We are duty-bound to protect staff and students' individual and personal information.

All REIQ training 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.

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

Our policy provides 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. The REIQ embraces the benefits of diversity in our student cohorts and our staff.

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, Training Services Manager, in the first instance. All complaints of this nature will be fully investigated and dealt with in accordance with this policy.

## **CONFIDENTIALITY AND PRIVACY**

**The REIQ is bound by the provisions of the Australian Privacy Principles and guidelines contained and associated with relevant legislation.**

This means we are duty-bound to protect staff and students' individual and personal information.

A full privacy statement can be viewed on the REIQ [website](#)

# COMPLAINTS, APPEALS AND CLIENT SERVICE FEEDBACK

**REIQ is committed to delivering the highest level of client and student services.**

Part of this commitment is ensuring we provide a fair complaints and appeals process that respects the right of stakeholders to lodge complaints and requests for appeals about decisions. The principles of natural justice and procedural fairness will be adopted at each stage of the complaint and appeal process and all people involved will be treated with courtesy and respect.

The lodgement of a complaint or a request for an appeal will not disadvantage any stakeholder in their dealings with REIQ. The full policy and procedures are publicly available on the REIQ website.

Below is a summary of that information:

- A complaint is an expression of dissatisfaction with a specific action or service of REIQ or an allegation involving the conduct of any REIQ staff, other students or a third party providing services on the RTO's behalf
- An appeal is a request for a review of a decision made by REIQ (or a third party providing services on the RTO's behalf), including decisions about assessment.
- REIQ values complaints and requests for appeals as opportunities to identify operational improvements to quickly and appropriately respond to changes in the marketplace or stakeholder expectations.
- The REIQ encourages options to informally raise and resolve issues however it also provides processes for formal complaints and appeals to be addressed.
- Details on such processes and access to associated forms are freely and publicly available on the REIQ website
- Complaints and requests for appeals will be investigated by a person or persons who was not/were not involved in the event, circumstance or decision that is the subject of the complaint or request for an appeal using a variety of methods such as interviews and review of relevant documentation
- Details of complaints and requests for appeals will only be made known by those directly concerned.
- A complainant or appellant will be supported during the process and may be accompanied by and/or assisted by a support person at any time.
- If the complaints and appeals process fails to resolve a complaint or appeal, the complainant or appellant may request a review by a party independent of themselves and REIQ.
- The subject of complaints and requests for appeals and outcomes are recorded in a register to allow an analysis of matters over time and ensure that such

causes and opportunities are captured in the RTO's continuous improvement records and procedures for monitoring compliance and continuous improvement

## **Student/client service feedback**

To assist us to provide a quality service, all students are asked for feedback on their training, enrolment and assessment experiences. Surveys are provided to all students to assist us to determine where improvements can be made to our services.

The training manager will ensure that all student / client feedback received is systematically reviewed and suggestions for improvement are noted and will form part of the REIQ's continuous improvement process.

## **A HEALTHY AND SAFE WORK AND LEARNING ENVIRONMENT**

**The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards.**

The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements REIQ has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to health and safety.

The purpose of this section is to present a strategic overview of the REIQ WHS system and to provide guidance for meeting the requirements of occupational health and safety on the REIQ premises, ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all REIQ employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO. REIQ management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for Training Students, employees, management and stakeholders



- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

Below is an outline of general guidelines you are to follow, with respect to any emergency, including fire, that may occur in any REIQ facility or location while you are undertaking your studies.

- Immediately notify your trainer, assessor or other REIQ staff member if you become aware of any emergency situation or you feel unsafe.
- Do not attempt to take any action that you are not trained or qualified to perform. For example, do not attempt to extinguish a fire or confront a hostile person unless you have the skills and abilities to do so. Remember your own safety is your first priority.
- Remain calm and follow the directions of your trainer, assessor, other REIQ staff member or emergency personnel.
- Be prepared to leave all personal property and under no circumstances attempt to re-enter any building once you have been evacuated.
- Do not leave any evacuation point until you have been instructed to do so. This ensures that everyone is accounted for and prevents emergency services personnel searching for people who have already left the area.
- Under no circumstances tamper or touch any firefighting equipment if you have not been specifically instructed to do so. Also, ensure that all exits remain clear and accessible during training sessions.

The REIQ also aims to provide a healthy and emotionally safe learning and work environment. Bullying, harassment (sexual or otherwise) or intimidation of others will not be tolerated. Every person must be treated courteously and with consideration at all times.

The health, wellbeing and safety of every member of staff and student are of paramount importance to the REIQ. Please feel free to discuss any situations or concerns, including feeling very stressed or emotional, with your trainer or other REIQ staff. If you need additional support or access to other services, REIQ will help facilitate your connections to such services or organisations.



The REIQ also aims to provide a healthy and emotionally safe learning and work environment.

*Thank you again for choosing REIQ to be your training service. We look forward to working with you to achieve your professional and personal goals.*



# STUDENT HANDBOOK

Enrolment, policies and procedures that govern REIQ Training

## REIQ HEAD OFFICE CONTACT DETAILS

### BRISBANE

Level 1, 50 Southgate Avenue, CANNON HILL QLD 4170

PO Box 3447, TINGALPA DC QLD 4173

**Telephone:** 1300 MY REIQ

### Email contacts

For all course enquiries: [ask@reiq.com.au](mailto:ask@reiq.com.au)

For all enrolled students' support and assistance: [training@reiq.com.au](mailto:training@reiq.com.au)

For priority marking (optional paid service): [prioritymarking@reiq.com.au](mailto:prioritymarking@reiq.com.au)

