



training agents

Student Handbook

Address 503/77 Dunning Avenue Rosebery 2018

Phone 1800 808 163

Email training@trainingagents.com.au

Website www.trainingagents.com.au

RTO 21687

Welcome

Dear Student,

This document signals your start in what we hope will be a highly valuable learning experience.

Training Agents is registered with the Australian Skills Quality Authority (ASQA) to provide national competencies and is a company dedicated to providing high quality of service to its clients. As a specialist-training provider working across Australia, Training Agents offers its students the highest quality training and education possible.

The Training Agents team members are highly qualified, experienced and passionate about what they do. As a student, you will have the opportunity to learn from the best and gain a real life insight into working in Real Estate.

Selecting a training provider is an important decision. This handbook outlines all that you as a student need to know about our organisation, what we expect of you, and also what you can expect of the Training Agents team. It also contains information about the delivery and assessment arrangements and your obligations and rights as a student. We require that students read this handbook before they confirm their enrolment in any Training Agents accredited course. If you have any questions or concerns, please give us a call. We want you to be able to make a clear and informed decision.

On behalf of the team at Training Agents, I welcome you and trust that your time with us will be an enjoyable and quality learning experience. We look forward to working with you during what we hope will be your unique window of opportunity to an exciting and rewarding career in Real Estate.



Matthew Shalhoub
CEO/Principal

Contact Us

Head Office and Training Facility

503/77 Dunning Avenue Rosebery NSW 2018

Hours of Operation

9:00am – 5:00pm (Monday to Friday)

Student Services and Admissions

Nina Rodgers 1800 808 163
Training Coordinator training@trainingagents.com.au

Jessica Yazigi 1800 808 163
Accounts accounts@underthehammer.net.au

Website

www.trainingagents.com.au

Courses, Enrolment Process, Fees and Refunds

Training Agents offers courses in Real Estate to students at all levels. Entry level courses include units which allow you to apply for your Certificate of Registration in New South Wales or your Agents Representative in Victoria. We also offer the Certificate IV in Property Services (Real Estate) which allows you to apply for your Real Estate Licence in New South Wales and Victoria.

Other, more specialised courses include the Auctioneers Accreditation, Real Estate Mentoring and Coaching and Business Coaching. Training Agents also offers NSW and ACT Continuing Professional Development (CPD) Courses for those who hold a Real Estate Certificate or Licence.

For details pertaining to our full scope of registration please see <https://training.gov.au/Organisation/Details/21687>

How to enrol

Complete the enrolment available at www.trainingagents.com.au or request a form directly. Enrolment applications cannot be processed until full course fee for courses under \$1500 or deposit for courses exceeding \$1500 has been made. For information on course fees or deposit amounts, consult your trainer or individual course brochure.

In order to formally enrol, you will need to complete a Language, Literacy and Numeracy (LLN) assessment to determine whether you will need any additional support during your training and that you have the required skills to participate in your chosen course.

Course Brochures

Course brochures contain information regarding course fees, deposits, the course structure, and enrolment requirements.

Fees and Charges

Minimum deposit for course fees is payable prior to commencement. In exceptional circumstances, a payment plan may be negotiated.

Training Agents is not authorised to receive more than \$1500 up front from a student commencing a course. Should the course cost exceed \$1500, an initial payment of \$1500 is payable at enrolment and the remainder paid once enrolment has been confirmed.

Certificate/Statement of Attainment Reprint Charges

An administrative cost of \$50 applies for reprinting qualifications and statement of attainment documents. If you have lost or damaged your original copy, you will need to complete a Reprint Application Form and submit this with full payment before we can process your reprint.

Making Payments

Enrolments must be accompanied by the required deposit (see appropriate course brochure). Remaining course fees are due and payable prior to the commencement of the course. Please note, accredited training does not attract GST.

Paying by Bank Deposit/EFT

Account Name: Training Agents
 BSB: 062 000
 Account No.: 1618 1674
 Reference: Your Full Name

Paying by Cheque

Make the cheque out to: Training Agents
 Hand deliver or post to: 503/77 Dunning Avenue Rosebery NSW 2018

Refund Policy

Requests for refund of fees must be in writing and in line with the Training Agents Refund Policy. Training Agents will make a full refund of all fees paid should a course be discontinued by the organisation. In the event that the student then wishes to re-enrol in an alternative course with Training Agents, fees will be fully transferable to that course.

Where a student cancels an enrolment, the following refund policies applies:

- No refunds or transfers are given for cancellations or discontinuations that occur after course commencement* or after exclusion for unsatisfactory attendance or behaviour, except where extenuating circumstances** prevail
- All requests for cancellation or refunds must be made in writing using the Refund Request form, and be accompanied with supporting documentation where necessary
- If approved, refund requests are processed within four weeks
- Refunds will be paid within one week of the claim being agreed
- Confidentiality of student information will be ensured

* Once enrolment and Language, Literacy and Numeracy Induction have been processed, course has commenced

** Extenuating circumstances are when a student needs to withdraw or cancel their enrolment for legitimate reasons such as sickness or exceptional family circumstances. Under these conditions, a pro-rata refund may apply less the deposit

General Information

Unique Student Identifier (USI)

The USI is an Australian Government initiative which allows individuals to keep track of their education and training in one central location without the need to contact past training providers. The USI is a reference number comprised of 10 numbers and letters which enables you to logon to the dedicated portal. The service is free and easy to use from anywhere. All training undertaken within Australia from the 1st of January 2015 should be accessible if you had a verified USI.

According to the Australian Government, if you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. Therefore, to study a vocational course with Training Agents, all students must have a verified Unique Student Identifier or USI as we are bound by Government regulations that state an RTO cannot issue your qualification without record of your USI. If you do not have a USI upon enrolment, you will need to apply for one.

For more information on USIs visit <https://www.usi.gov.au/students>

Formal Qualification or Statement of Attainment

Training Agents is a nationally recognised Registered Training Organisation (RTO) and are responsible for delivering quality training and assessment meeting the national standards for RTOs. Formal qualifications issued are recognised within the Australian Qualifications Framework (AQF) displaying the Nationally Recognised Training logo. They include but are not limited to Certificate IV and Diploma. Formal qualifications must be issued to the student within 30 days from the date full competency has been awarded. A Statement of Attainment is granted for individually completed unit(s) which do not collectively form a full certificate or higher level qualification.

Our Team of Trainers/Assessors and Staff

All Training Agents staff members are friendly and supportive. Our Trainers/Assessors meet the national quality standards (VET Quality Framework). It is a requirement that Trainer/Assessors hold the Certificate IV in Training and Assessment or higher level qualification, and the qualification or higher level for which they are conducting training in, and with several years of relevant industry experience. Our Trainer/Assessors also work tirelessly to further their own professional development which ensures all students gain the very best training.

Recognition of Prior Learning (RPL) Applications

Recognition of Prior Learning (RPL) is the formal assessment of experience, knowledge and/or skills which an individual may possess, however no formal recognition has been awarded. Evidence must be provided and assessed against the relevant Training Package requirements, with gap analysis conducted to determine any gaps in competency. The student may be awarded full or partial RPL. Where gaps exist, the student must undertake the requisite study to fill the gap(s) in order to be awarded for that unit.

RPL Application Process

Candidates must formally apply for RPL. An RPL information kit is provided to all applicants which includes information on qualifications, units of competency, performance criteria and the RPL process. Once received, RPL applications are assessed by a qualified Trainer/Assessor. A mapping exercise is undertaken to determine whether direct credit or partial RPL can be granted. Where partial RPL is granted, gaps exist in the level of required competency. The student must then fill these gaps by undertaking additional training/assessment.

Assessing RPL Evidence

All RPL applications are processed in a suitable timeframe with feedback and/or further information on the outcome provided in writing. Evidence may consist of anything which can demonstrate current skills and knowledge:

- Evidence can be collected from a range of formal or informal education/training, work experience or life experiences (e.g., third party evidence reports, reference letters, portfolios, and informal/formal courses transcripts/certificates)
- Comprehensive resume and job position descriptions

- Statement of Attainment from other formal study with full syllabus Evidence of training and skills, including work experience or other relevant documents (e.g., Certificates/Diplomas, personal or work references and licenses) must be submitted to support the claim of skills and knowledge acquisition. Documents must be in English (or translated*) and must be signed and sealed by the appropriate organisation/company representative (e.g. CEO, Director, Manager or Training/HR Manager).

* If original documentation submitted for RPL consideration is in a language other than English, then a certified English translation compiled by a registered translation service or professional is required.

Credit Transfer (CT)

A credit transfer is different from the RPL process. Credit transfer applies to students who have completed part of their course or a similar course through another RTO.

The Australian Recognition Framework Principles for National Recognition state that a RTO must accept and recognise the decisions and outcomes of any other RTO issuing body or the VET Registrar. We do so, as long as the currency of the award is clearly established.

Training Agents will contact the RTO that issued the award to establish its authenticity.

Learner Support

Support is available for any student, additional support is available for all students with a disability or language, literacy and/or numeracy barrier. During the enrolment phase, all applicants are required to complete an LLN assessment which determines whether they possess the requisite LLN level for that particular course of study. If you cannot demonstrate proficiency at the required level, we will advise you of your options. You may consider undertaking a foundation level course in order to boost your LLN capacity before progressing on to the Certificate III or higher level qualifications.

In cases where you meet the minimum LLN criteria, however, with the need for additional support, we can tailor a training strategy specifically to address your individual needs. This means the trainer will offer you additional support inside and outside of the classroom depending on your needs. In some cases, reasonable adjustment may be applied to your formal assessments. For example, if you have difficulty writing an assessment piece but are able to verbally demonstrate your competence through oral questioning given by the trainer, then the trainer may opt to scribe your responses on your behalf.

Assessments

Learners are advised of the assessment requirements by the trainer (face-to-face), or as outlined in the learner workbooks. Assessment is structured throughout the course. If learners do not achieve competency on the first attempt, time will be allocated for sufficient revision with up to two additional submissions available per assessment. If competency is not achieved within a total of three attempts, the student has access to retraining, mentoring and coaching services. Reasonable adjustment to the assessment may be applicable.

Other Support

Where appropriate and with your permission, Training Agents will provide referrals for students to service providers such as language, literacy and numeracy services, other training providers, welfare and guidance services. For a list of local social support service providers, see the Social Support table at the end of this Handbook.

Course Changes

Course dates, times, content and fees are subject to occasional change. Fees are fixed for enrolled applicants who have paid the required deposit. Should the need for changes occur, we make every effort to inform students prior to the commencement of training in order to reduce any potential impact.

If in the event of any major changes occurring (e.g. change in services offered, change in RTO ownership or engagement in third party arrangements), we endeavour to advise all students as soon as practicable. Should Training Agents cease to offer training and assessment services, we will assist all students to find alternative providers delivering the same or similar courses. In the event that we cannot find a suitable provider, a full refund for any outstanding training will be issued.

Where the nationally recognised competency standards or qualifications are reviewed and changed (superseded), a transitional phase of 12 months applies called a 'teach-out' period, which gives current students the opportunity to complete their course. Students who are less than three quarters of the way through a course when a course is superseded will be given the option of upgrading their enrolment to the current course version (ensuring students attain the most current qualification) with no additional fees or charges applied.

Appeals and Complaints

As a consumer, you have the right to complain if you feel you have not received the product as it was advertised. You are also able to appeal an assessment decision if you are not satisfied with the outcome. Appeal of assessment outcomes must be lodged within 10 working days of being advised of the assessment decision. Appeals are not investigated unless you have submitted all required assessment criteria and first sought an explanation/counselling or further guidance from your trainer on how to achieve competency.

Appeals and complaints are taken seriously. If you wish to lodge an appeal or complaint you will be required to submit the Complaints and Appeals Statement Form. Upon lodgement of this form, we investigate the claim thoroughly providing the applicant with a written response within 10 working days.

Confidentiality and Privacy

Personal information provided to Training Agents is protected. We respect your privacy and only supply your personal information to authorised agencies with your consent. As an RTO, we are required to periodically report to Government agencies for research, audit, validation/moderation and for review purposes. Students are able to access copies of their personal information at any time by contacting the RTO Administrators.

Discrimination and Harassment

Training Agents aims to provide an environment free from discrimination and harassment for both students and staff. Discrimination and harassment come in many forms and may relate to gender, age, race, religion, sexual preference or disability. If you feel that you have been the subject of discrimination or harassment, contact your trainer or any member of Training Agents staff who can either refer you appropriately or provide you with confidential support.

Conduct and Discipline

Students are expected to behave in a manner which is courteous, safe and not disruptive to others. Serious misconduct may result in students being suspended or expelled from a course.

We do not tolerate the following behaviour or actions:

- Misuse of any Training Agents property
- Unsafe or illegal practice or activity
- Being under the influence of, or the possession of alcohol or prohibited drugs
- Dishonesty in training and assessment activities
- Plagiarism
- Disorderly, disruptive or harassing behaviour
- Discrimination

Occupational Health & Safety/Accidents and Incidents

The Work Health and Safety Act 2011 apply to all staff, Trainers/Assessors and students enrolled with the RTO. All employees, Trainers/Assessors and students, have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/students and others in the workplace or public, and to report any observed potential hazards to the RTO. Should an accident or incident occur on any Training Agents site, details of the incident must immediately be reported to your Trainer/Assessor who will direct you to complete an Accident Report Form. An internal OH&S investigation will then ensue.

Equality

The Management, Trainers/Assessors and staff of Training Agents are responsible for ensuring equality for all students. All students are treated equally and fairly and have equal access to participation in training. We believe that all individuals have the right to access education and training in a comfortable discrimination and harassment free environment where everyone is equally respected.

Student Responsibilities

As a student of Training Agents, you must agree to:

- Arrive on time for all sessions and be ready to start at the appropriate time
- Come to class suitably dressed (including enclosed footwear)
- Contact the RTO if you are going to be late, absent or sick
- Switch off all mobile phones during course sessions
- Do not bring food into the training rooms unless authorised
- No smoking in any Training Agents building or within 10 meters of any entrance or doorway
- Observe all work health and safety guidelines and follow instructions
- Fulfil all assessments, assignments and study requirements and agree to perform honestly in all examinations, all assessments are to be completed by you
- It is your responsibility to ensure that Training Agents is advised of any changes to your contact details
- You will be given a class attendance date as discussed and agreed between you and Training Agents

Support Referral Guide

In the event that a student or potential student is identified with learning support, language, literacy or numeracy concerns and assessed as unsuitable to undertake the level of study for which they are attempting, the student or potential student will be referred to appropriate services. Assistance to the student, and liaison with the service provider will be provided, where applicable, to identify the specific support requirements.

Disability Support

When a learner identifies themselves with a disability, Trainer/Assessors liaise with the individual, and the relevant disability support agencies/workers to address the delivery and assessment requirements resulting in a customised programme. If the support services provider is unable to accommodate the needs of the student, Training Agents will endeavour to identify and refer the learner to an alternative Registered Training Organisation delivering the same competencies, who are better equipped to accommodate the specific needs of the individual.

Learner Questionnaire

On completion of the nationally recognised course, learners are issued with the Learner Questionnaire Feedback Form. All students are required to complete the form returning it to the trainer before the final class is dismissed.

Social Support

In the event that you require support, assistance or formal counselling services, see the below list of providers:

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| • Centrelink | 132 490 |
| • Mental Health Association | 1300 729 686 |
| • Women's Domestic and Family Violence | 1800 811 811 |
| • Life Line | 13 11 14 |
| • Alcoholics Anonymous | 1300 222 222 |