



# Property Training Australia

*Your pathway to success in Real Estate*

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## STUDENT HANDBOOK



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## INTRODUCTION

**Our courses will challenge, interest and skill you to work smart in the Real Estate Industry.**

PTA is a Registered Training Organisation (RTO No. 41241), delivering training to the Australian Property Industry. Our mission is to provide relevant and affordable training through innovative and flexible approaches to learning.

PTA meet the standards for Registered Training Organisations (RTOs) 2015 and all other relevant legislation. We do not sub-contract any of our services to 3rd Party delivery organisations and you can be assured your course will be delivered by only accredited trainers who currently also work in the industry and provide you with the latest trends and information. You will learn in a relevant meaningful way with realistic and useful learning resources.

Property Training Australia's website contains useful and important information regarding courses, durations, timetabling, any entry requirements and your Student Handbook. Your handbook contains important information about services provided, your rights and responsibilities, fees and refunds, complaints and appeals. It is a requirement that you read and understand this information before enrolling. If you have any concerns about your ability to undertake and complete a course, we encourage you to call our Head Office where our experienced team will offer you sound advice on how you can be supported through your course

By enrolling into a course with PTA, you hereby agree to all PTA's Policies and Procedures.

If you have any questions about any information provided in this document, please contact PTA before finalising your enrolment.

Property Training Australia is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students of any changes to the services. This will be by a range of methods depending on the circumstance, including an announcement on the College website, College noticeboard and direct email to each current and future student.
- d) Advising students about the complaints and appeals procedure published on the College website in the Student Handbook.
- e) Advising students if the College, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be by an announcement on the College website and email.

## ACCESS AND EQUITY

The implementation of education and assessment processes within Property Training Australia is based on the principles of social justice, access, participation, equity and equality.

PTA has a client-focused approach to ensure processes and educational products and services meet students' specific needs:

- Provision of opportunities for students to participate in quality vocational education and training, and in associated decisions that impact on their learning;

- Promotion of processes that ensure the right of equality of opportunity without discrimination;
- Fair allocation of resources to ensure access and equity for all.

## LEARNERS' RIGHTS AND RESPONSIBILITIES

### Copyright

All material issued by PTA is covered by copyright. Written permission from PTA is required prior to photocopying materials for purposes other than individual educational purposes within PTA.

### Drugs, Alcohol and articles considered dangerous

PTA prohibits the consumption of alcohol, or being intoxicated, during the course, use of, or under the influence of, illegal drugs and the possession of prohibited or dangerous articles.

### Cheating or Plagiarising

Students found to be cheating or plagiarising in assessments will be marked 'Not Competent' line with misconduct.

### Misconduct

Misconduct of a student in a training context is any behaviour which:

- Disrupts the learning of others
- Prevents trainers from performing their duties
- Endangers the health and safety of our trainers, clients, guests or learners
- Interferes with the conduct of PTA Training operations

Examples of misconduct are, but not limited to:

- Verbally or physically abusing another trainer, guest or learner
- Stealing whilst on a course
- Defacing equipment or venues
- Non-payment of fees
- Failure to progress
- Cheating or plagiarising

Misconduct will be managed in line with the Disciplinary Policy.

## DISCIPLINARY POLICY

All learners of PTA are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during training and assessment.

Any misconduct or breach of discipline will result in the client being given a verbal warning and offer of support by the College (if required) in an endeavour to remedy the situation. Further breaches will result in the client receiving a written warning and having to 'show cause' in writing as to why they should not be excluded from further participation in the course. At this stage, the College will offer to arrange a face-to-face meeting with the student to discuss the matter and agree on any resolution strategies. Students will have twenty (20) working days to remedy the situation (apart from situations that place other learners, College staff or property in danger; which will result in immediate cancellation of enrolment). If after twenty (20) working days the issue has not been resolved the College may cancel or suspend the enrolment of the student without further notice.

## STUDENT SUPPORT NEEDS

Prior to enrolment and/or at commencement, whichever comes first, the College determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in the Training Package.

The primary mechanism for student support is through the CEO who is responsible for responding to requests for assistance from students.

Students requiring additional assistance will be referred to the appropriate College staff member or to an appropriate external support provider if this is considered appropriate.

To ensure fair and equitable access to educational opportunities so that no learner is at a disadvantage, Property Training Australia will aim to provide, based upon resources and organisational priorities, appropriate arrangements for students with:

- Language and Literacy requirements
- Hearing Impairment
- Visual Impairment
- Physical Impairment
- Intellectual Impairment
- Learning Disability
- Mental Health requirements

Although there is no charge for referral, the cost of any external organisation providing learning support to the student in any of the above areas will be at the expense of the student.

### Language, Literacy and Numeracy (LLN)

PTA aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's English requirements or any other special learning needs. In the event of LL&N becoming an issue, the College will contact the student to discuss their requirements.

Students must ensure that they have discussed any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties or any other issue, prior to enrolment and throughout their course with their trainer or CEO. PTA will respect and maintain privacy at all times and are able to offer to any student an LLN exercise to ascertain suitability for enrolment into a course.

PTA will make every effort to ensure that each participant is adequately supported to enable them to complete their training.

### Disagreements and misunderstandings

Disagreements and misunderstandings happen to all of us from time to time. Whether the situation is between students, or trainers, or between a student and a trainer, rarely is a situation so bad that it cannot be resolved to the satisfaction of all parties. Students can find out about all available actions by speaking with their trainer, administration staff or the CEO.

Confidential help and support will be provided at each step of the process. If you are unhappy with academic decisions or any issues directly related to the successful completion of your course, you may wish to discuss a problem, lodge a written complaint, or access independent mediation to resolve a dispute. The process for this is outlined in our Complaints and Appeals policy in this Handbook.

### Welfare and Guidance

PTA wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their trainer, or another member of the College staff.

Furthermore, students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see their trainer or CEO for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

We will also provide free support to access a qualified counsellor if requested by the student. Any costs are to be borne by the student for this service.

### Orientation Program - Classroom

An orientation session will be conducted by the College prior to any student commencing their course. The Training Manager will generally conduct the orientation session which will cover the following:

- Welcome and orientation
- Outline of course details
- Student rights and responsibilities
- Health, safety, security and privacy
- Student services and support needs
- Student ID's
- AVETMISS/USI/CT/RPL finalised

During orientation students will have the opportunity to ask questions and clarify any issues they may have. Orientation will also include a Campus tour.

### Orientation Program – Online

Orientation for online students is by way of a Welcome Letter with a link to the "Online Learner Guide" that will assist students through the log-in process which they must access and read before attempting their course. The Guide can be accessed at: [www.realestatetrainingonline.com.au/learner\\_guide/](http://www.realestatetrainingonline.com.au/learner_guide/)

After logging in for the first time, students will find under the heading of "Study Groups" 'Induction to Virtual Realty'. They need to click on this link, follow the instructions and complete the Tasks. Once they have completed these tasks successfully they will receive an email informing them that they have access to their course material. Students should allow 1 business day for this to happen.

### **Student support services**

Candidates may wish to contact the relevant organisation themselves from the following list:

|                              |   |   |
|------------------------------|---|---|
| Language & Literacy Services | <b>Phone: 3234 1666 or contact your nearest TAFE Institute</b>                      |   |
| Learning Disability          | <b>SPELD<br/>The Independent Living Centre<br/>Dyslexia Association of Brisbane</b> | Phone: 07 3391 7900<br>Phone: 1300 885 886<br>Email: <a href="mailto:dyslexia.association@gmail.com">dyslexia.association@gmail.com</a> |
| Deaf and Hearing Impaired    | <b>Deaf Services Queensland</b>   | Phone: 07 3892 8500   TTY: 07 3892 8501   |
| Vision Impairment            | <b>Queensland Blind Association</b>   | Phone: 3848 8888  |

|                            |   |   |
|----------------------------|---|---|
|                            | <b>Royal Blind Foundation</b>                 | Phone: 1300 847 466                       |
|                            | <b>Vision Queensland</b>                      | Phone: 1300 84 74 66 and ask for Brisbane |
| Physical Impairment        | <b>The Independent Living Centre</b>          | Phone: 1300 885 886                       |
|                            | <b>Headway Gold Coast Inc</b>                 | Phone: 07 5574 4311                       |
| Intellectual Impairment    | <b>The Independent Living Centre</b>          | Phone: 1300 885 886                       |
| Mental Health Requirements | <b>Queensland Health (Mental Health Unit)</b> | Phone: 13 43 25 84                        |

## ENROLMENT

Before you enrol, please make sure you have read the Pre-Enrolment Information located on our website and contact PTA if you have any questions.

Prior to a learner enrolling in any course, PTA will ensure the learner has been provided access to information about the course/s they are enquiring about and any relevant PTA Policies & Procedures. The information provided will contain, as a minimum, the following:

1. The course title including a list of all units of competency (Code and Title) included in the course
2. Course duration
3. Course delivery location/s
4. Mode of delivery e.g. face-to-face, on-line
5. Course pre-requisites (if applicable)
6. Course entry requirements (if applicable)
7. Course Fee
8. Any work placement arrangements (if applicable)
9. PTA's training, assessment and certificate issuance obligations

The above information will usually be provided to a learner on the PTA website directly and in the form of a confirmation email.

Where the services provided to learners enrolled in courses by PTA change, PTA will advise learners as soon as practical.

## UNIQUE STUDENT IDENTIFIER (USI)

The USI is issued by the Australian Government and must be kept private. It is linked on a national database to the qualifications students complete while studying in Australia so that they will always have a record of what qualifications they have completed.

All students must apply for a Unique Student Identified (USI) when they commence training in Australia.

PTA cannot issue a Certification to any student unless they hold a USI. This includes Recognition of Prior Learning (RPL). Refer [www.usi.gov.au](http://www.usi.gov.au). Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire nationally recognised training record commencing with records collected in 2015.

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;

- Give their training organisation view access to their transcript;
- View and update their details in their USI account;
- View online and download their training records and results in the form of a transcript;
- Control access to their transcript.

Training organisations should record a USI for their students at the time of enrolment. However, they must ensure that they have recorded a valid USI for each student when they report on training activities or issue an AQF certification document, such as a qualification, statement of attainment or testamur. Training Organisations need only create or verify a student's USI once.

The "Student USI Fact Sheet" may be provided to students to assist them when creating their USI numbers. This is located at [www.usi.gov.au](http://www.usi.gov.au).

Any USI Consent Forms must be kept in student files.

No USI or Student ID numbers are to be included on the Certifications. To meet the legal requirement for the USI to be used only for the purpose for which it was intended, the USI should not be on the Testamur or on Student ID Cards.

The USI application is to be completed by the student prior to or at orientation.

For information on privacy and your Unique Student Identifier, refer to the Privacy Policy in this Handbook.

## FEES

### Course Fees

All course fees, including Recognition of Prior Learning fees, are required to be paid upon enrolment and prior to the start of a course (whichever date is the earliest).

Enrolment fees are payable through our online enrolment process by Credit Card (1.5% surcharge applies), and/or by EFT.

Most Property Training Australia course fees are \$1,500 or below. Where Property Training Australia offers a course which has a fee greater than \$1,500 the learner will be required to pay a deposit of \$1,500 upon enrolment and prior to the start of the course (whichever date is the earliest), with the learner invoiced the balance after 50% of the course has been conducted.

Property Training Australia's refund policy and the availability of the Complaints and Appeals process, does not remove the students' right to take action under the Australian's consumer protection laws.

### Other Fees

Other Fees that Property Training Australia may charge include:

- Certificate reprint fee = \$25 per certificate
- Cancellation Fee (as per conditions in Refund Policy) = \$75
- Classroom unit re-scheduling fee = \$50 per unit (non-refundable)
- Online extension = \$50 per month (non-refundable)
- Transfer from online to classroom based course = \$100 (non-refundable) + course fees
- Private Tuition = quote provided upon request and dependent upon total time of private tuition required/conducted

## REFUNDS

Property Training Australia has a refund process that is fair and equitable for all.

If Property Training Australia fails to deliver the agreed services, has to cancel a course prior to commencement or terminate a course early (with no provision for re-scheduling), learners will be notified and will be entitled to a full refund.

If a learner fails to accept a re-scheduled placement (if offered) a refund of unspent course fees will be offered.

## Classroom Training

Fees paid in advance for classroom-based courses are refunded, less a \$75.00 Cancellation Fee, provided a minimum of 24 hours' notice is given before the commencement date.

Once a course has begun there are no refunds available.

## Online Training

Fees paid in advance for online courses are refunded, less a \$75.00 Cancellation Fee, provided students have not logged on to the website and/or commenced using the learning materials.

Once a student has logged on there are no refunds available.

Students who have not logged into the course within one (1) month of enrolment and/or who have not submitted any material or assessment within one (1) month of the initial logon, will be contacted by their assessor to determine if they require any additional support to ensure progression through their course and to agree on a timetable for progression.

If the student still does not commence or submit work within the agreed timeframe, they will be deemed to be inactive and will have their enrolment terminated without refund in accordance with our Disciplinary policy.

Students who do not complete the course they have enrolled in within the allotted time may apply in writing for an extension. Extensions will be granted in one (1) month blocks at a cost of \$50 per month and cannot be for a period greater than three (3) months. This fee is payable before the extension is granted and is non-refundable.

## Recognition of Prior Learning (RPL)

RPL fees are quoted in the RPL Application Form. Once a candidate completes this form and pays the applicable fees, there are no refunds available.

## General Information Regarding Refunds and Course Fees

Registration and course fees may be transferred to another person provided he/she meets the course entry requirements. Alternatively, registration and course fees can be transferred to a future course.

A written application for a refund of all or part of prepaid fees must be submitted to the CEO in writing. The CEO will be the sole arbiter in all such decisions. All approved refund amounts will be paid within five (5) working days.

## Instalments

You may request to pay by instalments by telephoning the College. The following conditions apply:

1. Students (excluding those applying for Recognition of Prior Learning) are eligible to apply for payment by instalments.

2. Subject to verbal and written confirmation, and an assessment of the student's ability to pay, the CEO may approve and initiate a "Payment by Instalments" plan for the student.
3. In approved, students must submit a signed application for enrolment and pay a minimum initial deposit of \$200.
4. The balance of fees must be paid in equal monthly instalments over the following three months. Fees are payable in advance on an instalment basis.
5. Students paying by instalments may not apply for further courses while there is an outstanding balance.
6. Failure by a student to remit payment of an instalment on time may result in withdrawal from that course until the outstanding payment is made and will be liable for the full outstanding balance.
7. No results, qualifications or statements of attainment will be issued to a student while there is an outstanding balance of fees due to Property Training Australia.

## COURSE INFORMATION

Course details, locations, durations and times are all located on our website. You will also receive a confirmation by email informing you of these details. In the unlikely event that there are any changes to your course information, PTA will inform you immediately in writing.

All learners are individuals and may progress at a different pace. This will also depend on your previous employment experience, personal experiences, prior learning, learning style and any real estate or related experience you have had. PTA will support you to ensure you maintain course progress and complete your studies within the times allowed.

### Classroom

Each student attending classes will sign an attendance sheet. If you are unable to attend your scheduled class you must advise Head Office (by email) prior to the commencement of training to discuss re-scheduling. This may require you to pay an additional fee of \$50 for each unit that needs to be rescheduled. Refer to 'Fees' section in your Student Handbook.

### Online

Each student studying online will have access to experienced trainers and assessors in the event you experience any difficulties or have any questions.

To study online requires self-discipline, good time management and motivation. Please discuss this option with PTA if you have any concerns about your ability to successfully complete your training through this method. Online students are expected to progress through their course and complete assessments in a timely manner. Refer to the Assessment section of this Handbook for details. Our Learning Management System will flag students who are not progressing and if so, PTA will contact you directly to discuss your options.

You may transfer to a classroom-based course at any time, and all tuition fees paid will be transferred. You will be required however to pay a non-refundable \$100 administration fee for this transfer. All transfers are subject to course availability. Refer to 'Fees' section in your Student Handbook.

Prior to enrolling please discuss your employment prospects and aspirations with our staff to ensure the course you enrol in is best suited to you. PTA do not guarantee any employment outcomes.

Also, if you are requiring a license check your eligibility and suitability with Queensland Office of Fair Trading, Tel: 137468. Qld OFT eligibility criteria mandates units of competency to be held and also addresses age, criminal history, bankruptcy and any previous license or registration cancellations that may apply to you.

## ASSESSMENT

Assessment of skills and knowledge is an integral part of each training course delivered by Property Training Australia. Assessment is undertaken to determine whether a student is competent in all the requirements of each particular unit of competency within a training course. Assessment may be carried out in a variety of ways: written tests; written assignments and projects; completion of forms; role plays; group discussions; short answers questions; and multiple-choice questions.

Where students undertake classroom-based training, some assessment may occur during training sessions. Students are also supplied with assessment tasks which are to be completed in specified time frames and returned to the College.

Assessment in an online course is conducted via computer-based tasks which are uploaded into the learning system when completed. These tasks are then accessed online by PTA's assessors. Students will be supplied with assessment tasks which are to be completed in specified time frames and submitted online.

### Reasonable Adjustment

PTA takes all steps to ensure student needs are identified and supported throughout their training. If a student requires an alternative form of assessment due to any problem they may have with literacy or physical constraints, our trainers and assessors are able to identify this and discuss alternatives with you.

### Classroom based courses

Students undertaking training in all courses are permitted sixty (60) calendar days from the end of the course to submit all assessment.

### Online courses

Students studying online have six (6) months from the date of enrolment to complete their course.

Students who have not logged into the course within one (1) month of enrolment and/or who have not submitted any material or assessment within one (1) month of the initial login, will be contacted by their assessor to determine if they require any additional support to ensure progression through their course and to agree on a timetable for progression.

Clients may apply for an extension the course is not completed within the nominated time frames. An application for an extension must be made in writing and cannot be for a period greater than 3 months. Refer to our Refund Policy for details.

### Re-Assessment

Two (2) re-submissions are permitted for each assessment task and this procedure applies to all courses. Following the issuing of a resubmission request, a student has 10 working days in which to present work for further appraisal, at the discretion of the individual trainer. If a student is still Not Competent after exhausting their assessment re-submissions they are required to re-enrol in the unit(s) and pay all applicable fees.

Students are advised they have the right to appeal any assessment decision given.

### New Training package

A new real estate training package ([CPP41419 – Certificate IV in Real Estate Practice](#)) was released in March 2019 and a 12-month transition period is in place. The qualification units delivered by PTA fulfil the current requirements for real estate licensing in Queensland. After March 18<sup>th</sup> 2020 no RTO, including us, can enrol, train or issue qualifications in units superseded by this new training package.

## CREDIT TRANSFER

Where a unit of competency issued to a learner is the same Code and Title as that offered by PTA, the College will provide a Credit Transfer. This will include superseded equivalent units, provided that currency can be established. Verified or certified transcripts must be provided, which will be authenticated by the College.

## RECOGNITION OF PRIOR LEARNING (RPL) & RECOGNITION OF CURRENT COMPETENCE (RCC)

### Recognition of Prior Learning (RPL)

RPL is the process by which individuals can have their prior qualifications, formal and informal learning recognised formally through assessment without the learner having to complete training in that particular area, unless identified through the RPL process.

### Recognition of Current Competence (RCC)

Recognition of current competency applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required, (e.g. by a licensing authority) to be reassessed to ensure that the competence is being maintained (currency). In this case no extra skill or competencies are nationally recognised.

### RPL Process

The recognition of prior learning process (RPL) process acknowledges skills and knowledge gained through:

- formal training conducted by industry or educational agencies in Australia or overseas;
- work experience (informal training) and/or
- life experience

An assessor with industry experience will be available to provide guidance and support to clients seeking RPL.

### Stages of the RPL Process

The RPL process will include the following stages:

1. Inquiry
2. Information
3. Initial support and counselling
4. Application
5. Learner support
6. Assessment
7. Post-assessment guidance
8. Certification

## COMPLAINTS/APPEAL

Students have the right to express complaints, concerns or dissatisfaction with any element of Property Training Australia's operations including administration, training and assessment, and other students' behaviour, without adverse consequence. The College is committed to providing a fair and equitable process for dealing with student complaints/appeals. In the event that complaints or appeals cannot be resolved internally, Property Training Australia will advise students of the appropriate authorities where further assistance can be obtained.

To access either the Complaints or Appeals process students will complete the Complaints / Appeals Form located on the Property Training Australia website.

The College will advise students in writing if it considers more than 60 calendar days are required to process and finalise any complaint or appeal, including the reasons why; and provide regular updates to the student.

## Complaints Process

**Informal Complaint:** A student should firstly attempt to resolve the problem with the individual staff member responsible for the issue.

**Formal Complaint Process:** If the complaint is not resolved informally, the complainant must lodge a formal complaint using the Complaints / Appeals Form located on Property Training Australia's website. This will result in a meeting being arranged in an attempt to resolve the issue within five (5) working days of notification of the complaint. Students are welcome to bring a representative to this meeting, should they wish to do so.

Whilst this conciliatory procedure is being followed, the student will continue to participate in the educational services offered by the College and, if necessary, a student will be given alternative means to continue such participation to ensure that he/she is not unduly disadvantaged.

Following the outcome of a formal complaint, the College must immediately implement the decision, convey the outcome to the student in writing, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.

## Appeals Process (including Assessment Appeals)

Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the College. The appellant must lodge a formal appeal using the Complaints / Appeals Form which can be located on Property Training Australia's website. The appeal resolution phase will commence within five (5) working days of the internal appeal being lodged and finalised within ten (10) working days of commencement of proceedings.

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

**Internal Appeals Process:** Internal appeals (except assessment appeals) will be heard by an independent Appeals Panel. No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.

**Internal Assessment Appeals Process:** A student has a maximum period of ten (10) working days from date of assessment in which he/she can appeal against results. Students appealing an assessment decision (including RPL) will be given the opportunity to have their assessment evidence validated by a 2xperson independent Assessment Appeals Panel. Costs of reassessment subject to an appeal will be met by the College. Only one (1) assessment appeal will be allowed per assessment.

**External Appeals Process:** If the resolution of any Internal Appeal fails, then the matter can be taken up with an independent mediation and conciliation service, arranged by the College, that will seek a meeting of all parties. The agreements reached at this meeting will be faithfully adhered to by Property Training Australia. The College will pay for costs of mediation.

If, at this phase an outcome cannot be achieved then the student will be asked to contact the Queensland Training Ombudsman [www.trainingombudsman.qld.gov.au](http://www.trainingombudsman.qld.gov.au) Freecall: 1800 773 048; the Resolution Institute <https://www.resolution.institute> Freecall: 1800 651 650 or other recognised external body of the student's choice.

Following the receipt of the outcome of an internal or external appeal the College must immediately implement the decision, convey the outcome to the student in writing, place a copy of the documentation on the student file and undertake any improvement actions arising from the appeal.

## CERTIFICATE ISSUANCE POLICY

All AQF certification documentation issued by PTA will comply with AQF requirements and Standards for Registered Training Organisations (RTOs) 2015 – Schedule 5.

Before issuing a nationally recognised testamur or statement of attainment to a student, PTA will confirm the following has been met:

- Student has completed all assessment activities successfully associated with the course and been deemed competent in all units of competency being issued
- Student has paid all associated course fees in full
- Student has supplied a USI and PTA have confirmed the validity of the USI with the Registrar

PTA will endeavour to issue the student with the appropriate certification within 10 days, and a maximum of 30 calendar days, after PTA has confirmed all the above criteria has been met.

## RECORDS AND PRIVACY

Students may apply to the CEO to gain access to their individual records. A copy may be held or given out on a student's request subject to the student's authorisation. Students must view their records at Property Training Australia's campus and cannot take records away from the College.

Students, by enrolling in a course with Property Training Australia, hereby authorise the College to provide information about the students' enrolment, and course completion for the strict purposes of external reporting required to comply as an RTO within the Australian Government VET Quality Framework. In addition, students hereby authorise Property Training Australia to confirm a student's USI with the Registrar. In all other cases, Property Training Australia will seek authorisation from students to provide information to a 3rd Party, except as required by law.

PTA operates in compliance with Privacy Act 1988 and the Guidelines to the National Privacy Principles 2001. The Privacy Act regulates how personal information is collected, stored, used and disclosed. In 2001, the Commonwealth Privacy Act 1988 was amended and Australians now have specific rights in relation to how their personal information is handled by many private sector organisations. Privacy rights come in the form of ten (10) National Privacy Principles, (NPPPS), listed below. These set the standards organisations are required to be observed in collecting, storing, using, disclosing, protecting and transferring personal information. All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your right to privacy.

The RTO abides by the ten (10) national privacy principles as they appear below in the handling of personal information of participants / employees:

1. Collection - We will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

## USI Privacy Notice

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

## LEGISLATION

All staff and students are required to comply with and accept the following State Laws and Commonwealth or State legislation. In general terms relevant legislation and regulation refers to:

- Work Health and Safety Act 2011



- Industrial Relations Act 1999
- Copyright Act 1968
- Privacy Act 1988
- Antidiscrimination Act 1991
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Act 2006
- Fair Work Act 2009 and supplementary Fair Work Regulations 2009
- Freedom of information Act 1982
- Education (Work Experience) Act 1996
- Racial Discrimination Act 1975
- National Vocational Education and Training Regulator Act 2011

To view these relevant Commonwealth and State legislative and regulatory requirements go to the following web page and follow the links. [www.comlaw.gov.au](http://www.comlaw.gov.au).