

Real Estate Institute of Tasmania Code of Practice for Training

Educational Standards

- We undertake to provide educational programmes of a high professional standard aimed at enhancing the personal and professional objectives and goals of the participants
- Educational standards and outcomes will be in compliance with educational, industry and business criteria
- We will ensure that each trainee is provided with the opportunity and resources necessary to achieve the agreed vocational education outcomes
- All trainers are required to adhere to the policies and management practises as determined by the Real Estate Institute of Tasmania in ensuring that professional standards in marketing and delivery of training courses are maintained
- Trainers and assessors will preferably have the qualification Certificate IV in Training and Assessment with a minimum of Plan and Organise Group Based Deliver, Plan and Organise Assessment, Assess Competence and Participate in Assessment Validation or the qualification Certificate IV in Assessment and Workplace Training, with a minimum of Train Small Groups *plus* Plan Conduct and Review Assessment (or equivalent); *plus* a level of expertise and knowledge significantly in excess of the level at which they are training and assessing.
- All trainers will continually review their own performance on the basis of self analysis, direct feedback from trainees and feedback from the REIT training department.

Marketing

- We will market our educational programmes with integrity, accuracy and professionalism and without ambiguity. No false or misleading comparisons will be made with any other providers or courses.

Trainee Information

- We undertake to provide all participants in qualifications with accurate up to date information prior to commencement of the course including at least the following:
 1. a copy of the Real Estate Institute of Tasmania's Code of Practice for Training
 2. admission procedures and criteria
 3. copy of refund policy
 4. example of certification to be issued to trainees on completion of the course
 5. competencies to be achieved by trainees
 6. assessment procedures
 7. arrangements for the recognition of prior learning
 8. grievance/appeal procedure
 9. facilities and equipment

Recruitment and Enrolments

- Recruitment, selection and enrolment will be undertaken in accordance with the stated course objectives, outcomes and pre requisites

- Recruitment will be conducted at all times in an ethical and responsible manner that is consistent with the principles of social justice. All decisions will comply with equal opportunity and any other relevant legislation.

Grievances/Appeals

If you are unhappy with the service you receive from REIT, we would like to know about it. WE have a document procedure which explains how complaints are handled by REIT.

- Grievances and complaints must be in writing and addressed to the Training Manager. Matters brought to the attention of the Training Department other than in writing will be considered matters raised for discussion only.
- If the grievance is unable to be resolved by negotiation and discussion, the following steps will be taken.
- Within 2 weeks of receipt of the written communication, the complainant will be invited to present their case in person to the Training Manager who may, at his/her discretion, invite other relevant personnel to be present. The complainant will be notified of this and invited to bring to the meeting a support person or advocate of whom the Training Manager must be notified no less than 24 hours before the commencement of the meeting.
- Notes will be made by the training department during this meeting and the complainant will be notified in writing of the outcome by letter, including reasons for the outcome decision, sent no more than 10 days after the meeting.
- Appeals on these decisions should be made to the Chief Executive Officer.
- The appeal will be heard by an independent person or panel
- Notes will be made at the appeal hearing and the appellant will be notified in writing of the outcome, by letter, including reasons for the outcome decision, sent no more than 10 days after the meeting.
- In the event that the complaint involves the Training Manager, the complainant may address their complaint directly to the Chief Executive Officer.
- In accordance with the National Complaints Code, complainants have the ultimate right of appeal to the Tasmanian Qualification Authority. You may also refer the complaint to the National Complaints Hotline.

Assessment Appeal Process

A student having any concerns or issues about the assessment process or in particular, disagreeing with an assessment) should first approach the trainer / assessor to discuss them. If the student is still dissatisfied after this, the student should be offered the formal appeal process as follows:

- Request and complete an “Appeal Application Form” (Annexure D) (*/Policies & Procedures/Appeal Application Form*) and submit it no later than 14 days after the discussions with the trainer / assessor.
- The REIT will then appoint another appropriately qualified assessor to review the assessment or otherwise resolve the issue.
- Recommendations from this third party should be made available in writing to the student within 3 weeks of receiving the application.
- The student will be advised, in writing, of the outcome of the appeal, including reasons for the decision
- The fee for submission of a formal appeal is \$30.

Note:

- Participants may use an advocate or support person during the appeal. It is the participant's responsibility to arrange and coordinate this process.
- All information relevant to the appeal will remain confidential.

Access & Equity

The Real Estate Institute is committed to access and equity principals and processes.

The REIT provides training and assessment services to all people who are eligible to participate, regardless of individual differences in respect of age, gender, country of birth, language, culture, race, religion, ability or disability.

We ensure that training and assessment is delivered in a flexible manner to ensure all clients are treated fairly and in accordance with all equal opportunity legislation.

The REIT in providing training services to clients will:

- provide equal and open access for all clients and participants to fair and equitable appeals and grievances procedures in the event they are dissatisfied, including against RTO staff. A Grievance/Complaints register will be used to record complaint numbers and outcomes.
- ensure training venues including equipment are selected that conform with equal opportunity legislation and that provide maximum possible accessibility to all participants, regardless of age, gender, country of birth, language, culture, race, religion, ability or disability.
- Provide varied and flexible teaching methods to cater for people with different learning needs within a group.

Any access and equity issues should be referred to the Training Manager.

Other Client Services

Any client identifying that assistance is needed with any support services, including language, numeracy and literacy problems, welfare and guidance or trainee disciplinary procedures should contact the training manager

Guarantee

The Real Estate Institute of Tasmania undertakes to honour all guarantees made to trainees, all guarantees made as a registered training provider, and all guarantees made as part of the Code of Practice for Training.