

## REIT 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 are required to meet the qualification and vocational experience requirements under the (VET) Quality Framework
- 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.

### PLAGIARISM

Plagiarism refers to the practice of presenting the words of another author (it may be a text writer or another student) as your own. This is not permitted. At times you will be asked to learn about and discuss the views or theories of others. This should be done with appropriate acknowledgement of source material.

In general:

- Always express your own ideas in your own words. When drawing from the work of other authors cite the source and show the quotation in inverted commas.*
- Do not incorporate the words used by text writers, your trainer or other students in your answer unless you attribute those words to their author.*
- Never hand in an assignment which is the same as, or closely similar to, another student's assignment. When two or more substantially similar assignments are received, the candidates concerned are likely to both be asked to resubmit*
- Do not provide, as evidence of your own competence, documentation or other work that has been completed by another person*

All cases plagiarism WILL be brought to the attention of the Training Manager. Any Candidates involved will be asked to show cause as to why they should not be removed from the Training Course.

Students will be;

1. Required at their own expense to have another assignment written by the trainer and re submit that assignment
2. If this is the second such incident, then the student may be removed from the training course at the discretion of the Training and Business Development Manager and Chief Executive Officer.

### **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. competencies to be achieved by trainees
  5. assessment procedures
  6. arrangements for the recognition of prior learning
  7. grievance/appeal procedure
  8. 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**

On occasion, an individual or group may feel the need to make a formal complaint. All complaints will be treated confidentially and administered in accordance with the relevant legislative guidelines and policies and procedures.

Complaints may be in relation, but not limited to:

- enrolment process
- administrative errors
- access and equity
- assessment process quality and outcomes
- learners
- course content quality, accessibility and usability
- the quality of course delivery
- teaching facilities and learning resources,
- Trainers & assessors
- REIT Staff,
- Academic and behavioral misconduct
- Privacy

- Workplace Health & Safety including safety, bullying, discrimination; harassment.

We have a document procedure which explains how complaints are handled by REIT.

- Grievances and complaints should 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 Executive Officer.
- Clients can also lodge a complaint with the REIT training regulator ASQA, for more information visit [www.asqa.gov.au](http://www.asqa.gov.au)

### 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 documented in the REIT Fees and Charges Policy, if the appeal is in the favour of the student this fee will be refunded

#### 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 POLICY

REIT is committed to providing access and equity in all aspects of training. REIT will not discriminate unlawfully against any person in the processes of skill development opportunities. At REIT we understand that some students have different needs, and as a result we may be able to offer a range of different study options to cater for these various needs and extenuating circumstances.

REIT undertakes to:

- Promote access to training for all people regardless of gender, socio economic background, disability, ethnic origin, sexual orientation, age or race
- Ensure training services are delivered in a non discriminatory, open and respectful manner
- Train all staff members so that they are appropriately skilled in access and equity issues
- Conduct student selection in a manner that includes and reflects the diverse student population
- Actively encourage the participation of students from traditionally disadvantaged groups
- Provide varied and flexible teaching methods to cater for people with different learning needs within a group

### **Anti Discrimination, Human Rights and Equal Opportunity**

REIT takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on REITs premises complies with the Anti Discrimination Act. Discrimination means treating someone unfairly because they belong in a particular group of people. Harassment is unwelcome, unsolicited and non reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical.

As in any area of human interaction, the boundaries of what constitutes harassment victimisation and bullying may vary from person to person. Employees and students of REIT will recognise and respect the boundaries set by others.

If you believe you are experiencing harassment or discrimination refer the matter to the CEO.

All people associated with REIT may expect the same rights:

- The right to learn, teach or carry out their duties
- The right to be treated fairly and with respect
- The right to be safe in the workplace
- The right to have all reports of harassment to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it

Students have the responsibility to:

- Allow others to learn
- Make REIT a safe place to study by not threatening, bullying, or hurting others in any way
- Make the classroom safe by obeying instructions; and
- Not steal, damage or destroy the belongings of others

It is expected that all staff will:

- When acting in the course of their employment, comply with all applicable Australian laws
- Maintain appropriate confidentiality

- Disclose, and take reasonable steps to avoid any conflict of interest in connection with their employment
- Not use status, power or authority, in order to gain, or seek to gain a benefit or advantage for the employee or for any other person.

Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint will be victimised.

Harassment should not be confused with legitimate comment and advice which may include feedback given appropriately by management or trainers and assessors.

#### Sexual Harassment

A person sexually harasses another person if:

- The person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed or
- Engages in other unwelcome conduct of a sexual nature in relation to the person harassed

Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing. This kind of behavior will not be tolerated. If you believe you are experiencing harassment refer the matter management immediately.

#### Discrimination

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people at work and in education from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination.

Under the Fair Work Act 2009, discrimination is disadvantaging someone in the workplace or education because of their:

- race and/or colour
- sex
- sexual preference
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion

Students are encouraged to inform the REIT of any additional services they require. The REIT enrolment form identifies the following student needs:

Disability

Language, Literacy, Numeracy

Previous Work Experience

Education History

Cultural differences

Where a student identifies additional services they require this will be managed by the REIT Training Manager on a case by case basis, in discussion with the student and where appropriate their employer.

If an individual trainee, an employer or a trainer / assessor for a trainee identifies that the trainee may have problems with **language, literacy and numeracy**, the Training Manager should discuss the available options with the employer and where necessary instigate appropriate assessment and remedial action. TasTafe currently is contracted by Skills Tasmania to provide assessment and remedial services to trainees on a training agreement. Contact the Adult Literacy unit at the TasTafe.

Any student requiring any **other support, welfare or guidance** services should be referred to the Training Manager, where a service need is identified, a suitable solution will developed and adopted in accordance with access and equity principals.

A Grievance/Complaints register will be used to record complaint numbers and outcomes.

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

## ACCESS TO RECORDS

An individual participant has the right of access to his or her personal records only. The request should be submitted in writing to the Training Department of the REIT, which will arrange a suitable time and place for the records to be viewed while accompanied by a Training Department staff member.

Inquiries by phone as to participation in and outcomes of courses may be answered by Training Department staff provided it is directly to the participant.

An employer may have access to records of enrolment, attendance, assessment and outcomes for participants in their employ. These records will be available to the principal of the agency, and, in the case of trainees, the nominated supervisor of the trainee.

Any person having concerns about access by any of these people to their records of enrolment, attendance, assessment and outcomes should contact 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.