

Property Representative Course

Learner Handbook

REIT Training

LEARNER HANDBOOK

Please take the time to read this handbook carefully as it contains information you may need from time to time during your studies with REIT. The REIT will be responsible for the training and assessment.

If you have any questions regarding any of the information contained in this document, please contact:

Training Manager: Patricia Donnelly

Email: patricia.donnelly@reit.com.au

Office Address: 33 Melville Street
HOBART TAS 7000

Postal Address: GPO Box 868
HOBART TAS 7000

Phone: (03) 6223 4769

Fax: (03) 6223 7748

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INTRODUCTION

Welcome to The Real Estate Institute of Tasmania. This handbook contains important information about us, our approach to training, our responsibilities to our learners, your responsibilities as a learner and the procedures you should follow throughout your training experience.

This handbook should be read in conjunction with the following documents, which are available on the REIT website <https://reit.com.au/Training/Student-Information-Policies> , or alternatively contact us and we will send you a copy.

- **Fees and Refunds Policy**
- **Client Service Standards**
- **Code of Practice (Training)**
- **Privacy Policy**

WHAT IS THE REIT?

The Real Estate Institute of Tasmania is the Industry Body for the Real Estate Industry in Tasmania and is a Registered Training Organisation delivering relevant training for the Industry.

The training delivered by the REIT includes

- Certificate III in Real Estate Practice CPP31519
- Certificate IV in Real Estate Practice CPP41419
- Diploma of Property Services (Agency Management) CPP51119
- Property Representatives Course the entry level training for persons commencing in the industry
- Continuing professional development (CPD) in response to industry requirements.

We provide training to existing members of the Real Estate industry and to people looking to take their first steps into the industry.

REIT (The Real Estate Institute of Tasmania) is a Registered Training Organisation (RTO), with the national provider code of 0412. No third-party arrangements exist, meaning all enrolments are directly with REIT, and no other RTO's are contracted to provide training on REIT's behalf.

The REIT adheres to all relevant State and Federal legislation.

The REIT does not offer VET-Fee Help and does not offer courses of study to students on overseas study visas for the purposes of visa applications.

For further details on our registration, you can find us on the National Register website www.training.gov.au.

WHAT IS THE PROPERTY REPRESENTATIVES COURSE

To be a Property Representative in Tasmania requires registration with the Property Agents Board. To obtain your licence to work in real estate you are required to pass an exam with the Property Agents Board. The Property Representatives Course provides the underpinning knowledge to sit this exam.

Please see the REIT website for course information
<https://reit.com.au/Training/Property-Representatives-Course-First-step-to-the-industry>

LANGUAGE, LITERACY AND NUMERACY (LLN)

A language literacy and numeracy (LLN) quiz are available to learners if they wish to complete the quiz prior to enrolment. Learners are to request access to the quiz by contact the Training Department.

HOW WILL YOU COMPLETE YOUR TRAINING?

All course resources are accessed in the learner's REIT Training Hub account, that include:

- Manual
- Support materials, including forms and agreements, videos, and handouts
- Assessments

Property Representative Zoom Training Sessions

Learners have the option to enrol into the Property Representative Zoom Training Course, it is an interactive live training session. Sessions are scheduled over a 2-week period.

Online (eLearning)

Learners have the option to complete the course online via the REIT Training Hub, this option is entirely self-paced.

HOW WILL YOU BE ASSESSED?

As you complete each unit an optional assignment is offered to learners to complete to establish understanding of the unit.

Learners are considered competent when they have demonstrated an understanding of the course content.

Learners experience difficulties are advised to notify the trainer for zoom session and to contact the Training Department for online units.

Assessment

The assessment is presented in editable word documents, and learners submit the assessment component via the learning portal. Feedback is given on each submission.

Learners who fail to demonstrate satisfactory completion on initial submission will be required to resubmit their assessment after feedback provided by an assessor. Learners have 2 submission attempts before intervention occurs which may result in reasonable adjustment, that may include referral to a learning support trainer.

ASSIGNMENT PROCESS

HOW DO I ACCESS AND SUBMIT ASSIGNMENTS?

Step 1

- Login to the REIT website
- Click on the training hub tab
- Select the cluster
- Click "launch" button for assignment section

Step 2

- Scroll down to submissions
- Type in a subject line that includes your name, for example, 'Jenny Smith – Assessment' ***Please note you must include a subject line for your post to be accepted and for your files to upload successfully.***
- Select files – upload assignments and documentation. Please note they must be in word version and with your signature inserted into the document not typed
- Click post
- Scroll to the top of the screen and click **submit assignment**
- Process complete

must be uploaded in word version. PDF format will only be accepted for evidence that form part of the assessment and/or additional documentation uploads requested in the assessment.

- Repeat step 4 for all the files you need to upload.
- Click post
- Scroll up the page and select **'Submit Assignment'** the green button to submit your work.

Assignment File(s)

- workplace situation skills legislation and trust v3 february 2020.docx
- assessment legislation and trust v4 february 2020.docx
- learning activity workbook legislation and trust v4 february 2020.docx
- manual legislation and trust v4 february 2020.pdf

Submissions

Patricia Donnelly - Legislation and Trust Cluster

Select files... Done

| | | |
|--------------------------------------|------|---|
| assessment legislation and trust v2 | 100% | x |
| learning activity workbook legislati | 100% | x |
| workplace situation skills legislati | 100% | x |

Post Cancel

Assignment Submission: Legislation and Trust Cluster Assignment

Submit Assignment

Status ● Not Submitted

Assignment Instructions

How to complete the Cluster Assessment:

- Read the manual (attached below).
- Complete the assessment, learning activity workbook, workplace skills situation and any required documentation associated with the cluster. **You must answer each question in the assessment activities and show that you have understood the information that you have read.**
- Once you have completed all the reading and completed all of the assessment tasks, upload the assessment, learning activity workbook, workplace skills situation and any associated documentation to your learner portal (see uploading instructions below). Please note ALL assessment tasks and workbooks must be completed and uploaded for your work to be allocated to an REIT assessor.
- An assessor will review your submission and make a time to contact you to discuss your workplace situation answers. Feedback will be provided to confirm your understanding of the learning materials.

Uploading Instructions

To upload your assessment work:

- Scroll down the page and select the **'Submit Assignment'** box below.
- Type in a subject line that includes your name, for example, 'Jenny Smith – Assessment'.
- Include a message for the marker if you'd like.
- Select **'Select files'** to add a file and browse for the file on your computer. **Please note your assessment documents must be uploaded in word version.** PDF format will only be accepted for editable PDF's that form part of the assessment and/or additional documentation uploads requested in the assessment.
- Repeat step 4 for all the files you need to upload.
- Click post
- Scroll up the page and select **'Submit Assignment'** the green button to submit your work.

Assignment File(s)

- workplace situation skills legislation and trust v3 february 2020.docx

I'VE RECEIVED AN EMAIL THAT MY ASSIGNMENT NEEDS TO BE RESUBMITTED, HOW DO I ACCESS THE ASSESSORS FEEDBACK?

Step 1

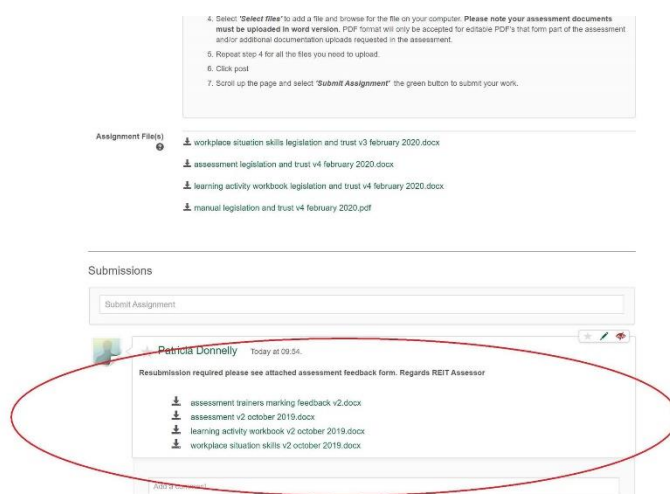
- Login to the REIT website
- Click on the training hub tab

Step 2

- Click on the cluster icon that includes the cluster to be resubmitted
- Click "launch" button for assignment section
- You will see the status has changed to **resubmission required**
- Scroll down, download the feedback and marked up assignment that the assessor has loaded into the system

Step 3

- Update the assignment as per the assessors feedback
- Reload the updated assignment by following the above **submit assignment** instructions



I'VE RECEIVED AN EMAIL NOTIFYING ME THAT MY ASSIGNMENT HAS BEEN MARKED AS PASS, HOW DO I ACCESS THE ASSESSORS FEEDBACK?

Step 1

- Login to the REIT website
- Click on the training hub tab

Step 2

- Click on the relevant icon that includes the cluster marked pass
- Click "launch" button for assignment section
- You will see the status has changed to **pass**
- Scroll down, download the files under learner feedback files to view the marked up assignments that the assessor has loaded into the system
- The unit/cluster is complete

Payment Transactions
Report APIs
Session Enrolments
Recently Viewed

3. Once you have completed all the reading and completed all of the assessment tasks, upload the assessment, learning activity workbook, workplace skills situation and any associated documentation to your learner portal (see uploading instructions below). Please note ALL assessment tasks and workbooks must be completed and uploaded for your work to be allocated to an REIT assessor.

4. An assessor will review your submission and make a time to contact you to discuss your workplace situation answers. Feedback will be provided to confirm your understanding of the learning materials.

Uploading instructions

To upload your assessment work:

1. Scroll down the page and select the 'Submit Assignment' box below.
2. Type in a subject line that includes your name, for example, 'Janey Smith – Assessment'.
3. Include a message for the marker if you'd like.
4. Select 'Select files' to add a file and browse for the file on your computer. Please note your assessment documents must be uploaded in word version. PDF format will only be accepted for editable PDF's that form part of the assessment and/or additional documentation uploads requested in the assessment.
5. Repeat step 4 for all the files you need to upload.
6. Click post
7. Scroll up the page and select 'Submit Assignment' the green button to submit your work.

Assignment File(s)

- learning activity workbook professional practice v5 march 2020.docx
- assessment professional practice cluster certificate iv v4 february 2020.docx
- workplace situation skills professional practice v4 february 2020.docx
- manual professional practice v5 march 2020.pdf

Learner Feedback File(s)

- Assessment Trainers Marking Feedback V2.docx
- workplace situation skills v2 october 2019.docx
- learning activity workbook v2 october 2019.docx
- assessment v2 october 2019.docx

Submissions

WHERE TO GO FOR HELP?

If you are having difficulty with the assessment activities, REIT staff will attempt to assist either by explaining assessment processes and objectives or arranging for an assessor to contact you.

Tutoring

Tutoring is available for all students; this may take place over email, telephone, zoom, in person, or whatever method is convenient for trainers and students. Please be aware there is a fee associated with tutoring, this is detailed in the REIT Fees and refunds policy.

PROGRESS

The distance learning version of the course is entirely self-paced, and that it is the candidate's responsibility to ensure that all course requirements are completed within the four-month time frame. The Zoom version of this course must be completed within three months from the date of the first session.

Learners are responsible for their own learning; it is the learners responsibility to complete the course within the required timeframe.

The REIT does not monitor and provide warnings to learner's when their enrolment is about to expire.

COURSE COST & REFUNDS?

Please see the REIT Website for course fees

<https://reit.com.au/Training/Property-Representatives-Course-First-step-to-the-industry>

Please also see the Fees & Refunds Policy for the refund policy

<https://reit.com.au/Portals/24/resources/info/Fees-refunds-Policy.pdf>

HOW TO ENROL?

Visit the REIT website to enrol into the Property Representatives Course

<https://reit.com.au/Training/Property-Representatives-Course-First-step-to-the-industry>

WHO WILL BE DELIVERING AND ASSESSING THE TRAINING?

Qualified trainers and assessors are drawn from the industry, with current industry skills and knowledge.

REIT CLOSING STATEMENT

The Real Estate Institute of Tasmania is responsible for complying with all components of the Vocational Education and Training (VET) Quality Framework and the issuance of the AQF certification documentation. Please refer to the Code of Practice for more details and for information on REIT's complaints and appeals process.

Should any changes occur to the agreed services provided by the REIT, we will advise you as soon as practicable by email.

The REIT strives to set a new benchmark for quality systems and procedures. If you have identified an opportunity for improvement please contact us on (03) 6223-4769 so that we can address the problem.

Students are encouraged to provide feedback at the end of each training session, at the completion of a unit completed online and at the completion of the qualification. Participating in these surveys will assist the REIT to improve our services.

At all times REIT is here to assist learners in achieving competence, and we encourage you to make contact with any of the REIT Training team as you work your way through your course if we can assist in any way.

We hope you enjoy your training experience with the REIT.