



# REIT

REAL ESTATE INSTITUTE  
OF TASMANIA

# Learner Handbook

CERTIFICATE IV in Real Estate Practice – CPP41419

DIPLOMA of Property (Agency Management)  
- CPP51122



NATIONALLY RECOGNISED  
TRAINING

*The REIT acknowledge and pay respect to the Tasmanian Aboriginal people as the traditional and original owners, and continuing custodians of this land on which we gather and acknowledge Elders – past, present and Tasmanian Aboriginal people.*

## LEARNER HANDBOOK

Please take the time to read this handbook carefully as it forms part of your induction and contains information you may need from time to time during your studies with REIT. The REIT will be responsible for the training and assessment and for issuing the qualification or statement of attainment.

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

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HOBART TAS 7000  
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### Training & Assessment

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# Tameka Smith

## Head of Training

For over two decades, Tameka has dedicated her career to the Real Estate Industry.

Tameka has a passion for career development, empowering Property Representatives and Real Estate Agency Principals to discover their full potential. Tameka understands that Real Estate can be a high-pressure job, often seen as stressful and challenging.

Tameka firmly believes it can also be incredibly rewarding and offer a fulfilling long-term career with ample opportunities for growth and development.

That is the core reason behind Tameka's move to the REIT as Head of Training, to assist everyone in the Industry to fall in love with their careers and bring them new, exciting, relevant and challenging training opportunities.

If there is anything that you or your office would like to see as part of the training programs, Tameka would love to hear from you.



For all training enquiries, contact Tameka at [tameka.smith@reit.com.au](mailto:tameka.smith@reit.com.au)

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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.

- **Training and Assessment Strategies**
- **Fees and Refunds Policy**
- **Client Service Standards**
- **Code of Practice (Training)**
- **Privacy Policy**
- **Policy 3 Supervision under a training contract**

## 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 IV in Real Estate Practice CPP41419
- Diploma of Property (Agency Management) CPP51122
- 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](http://www.training.gov.au).

## WHAT IS THE CERTIFICATE IV?

The Certificate IV in Real Estate Practice is a nationally recognised qualification drawn from the Property Services Training Package (CPP). The qualification consists of 18 units (5 core and 13 electives). Typical duration of the qualification for most learners is 12-24 months.

The typical candidate for the Certificate IV is an employee who is registered as a Property Representative and operating in a sales or property management role and seeking training relevant to their position.

More information on the Certificate IV and the CPP Training Package can be found here:

Training Package:

<https://training.gov.au/Training/Details/CPP>

Certificate IV in Real Estate Practice:

<https://training.gov.au/Training/Details/CPP41419>

## WHAT IS THE DIPLOMA?

The Diploma of Property (Agency Management) is a nationally recognised qualification drawn from the Property Services Training Package (CPP). The qualification consists of 12 units (7 cores and 5 electives). The typical duration of the qualification for most learners is 24 months.

The Diploma of Property is required by the Property Agents Board to register as a Real Estate Agent or Property Manager. The typical candidate for the Diploma is an employee who is registered as a Property Representative seeking to attain the skills, knowledge and requisite qualification to operate as the principal of a real estate agency.

More information on the Diploma and the CPP Training Package can be found here:

Training Package:

<https://training.gov.au/Training/Details/CPP>

Diploma of Property:

<https://training.gov.au/Training/Details/CPP51122>

## TRAINEESHIPS WITH THE REIT

Traineeships allow the learner to learn a set of skills on the job whilst receiving an income. Traineeships combine practical experience at work with structured on-the-job and off-the-job training and require a signed training agreement between the employer and the trainee through an Apprenticeship Centre which is registered with Skills Tasmania.

### Enrolment eligibility

Some conditions do apply. Contact an Australian Apprenticeship Centre for information.

### Roles and responsibilities with the traineeship

#### The REIT

REIT issues Nationally Recognised Qualifications and Statements of Attainment and is responsible for ensuring that the trainee is trained and assessed in a manner consistent with National Standards of Competency and Performance.

#### The trainee

- To ensure the terms of the Training Agreement are maintained
- To advise REIT of any employment changes i.e. the trainee leaves the program or the employment
- To follow the agreed training plan and complete the tasks related to the qualification
- To meet regularly with the workplace supervisor to:
  - Review progress
  - Seek Feedback
  - Show evidence of competence
  - Set goals
- To inform REIT as soon as practicable of any changes to personal details such as contact number, email address or name change.

#### The employer

- Ultimately responsible for compliance with policy 3 (please see information above in introduction) as a signatory to the training contract.

#### The workplace supervisor

- Supports a safe and supportive workplace
- Integrates learning tasks into work activities based on the Training Plan
- Manages safety and production risks while training

- Acts as a role model
- Meets with the Registered Training Organisation (RTO) regularly (a minimum of twice per year) to ensure effective training delivery and assessment practices, and to review progress through the Training Plan
- Promotes independence and self-direction in learning
- Manages the apprentice or trainee's training needs and motivation
- Provides regular feedback and encouragement
- Maintains records of progress, for example regular reporting of progress against the Training Plan; and
- Helps the apprentice or trainee develop problem solving and general employability skills.

### **Traineeship training plan**

A training plan is a requirement under Skills Tasmania. It is a contract between the trainee, the employer and REIT which describes the training to be undertaken, the provider of the training and the assessment process and how, when and where this will occur. It identifies the qualification, units of competency and the proposed training and assessment strategies, the employer and REIT, will undertake to achieve a successful outcome for the trainee. REIT has established a strong reputation for the high quality of its education and training for the property industry and its individuals within.

The Training Plan will include both learning and assessment strategies as well as details of support services for those identified trainees.

All trainees and employers will have input into the development of the training plan and will be provided with a copy.

### **Trainee workplace learning environment**

Trainees must be provided with “hands on work”, appropriate facilities and training at work to acquire the knowledge and skills they need to complete the traineeship.

Trainees must be allowed a minimum of 3 hours per week of paid work time to undertake their formal training with the partnered training organisation.

This may involve classroom attendance, formal training in the workplace and self-paced learning.

## **Trainee progress checkups**

Trainees will receive a minimum of three (3) progress checkups annually to provide support and monitor the progress of the trainee.

The training department will arrange these with the trainee and workplace supervisor. They will be done in person or online (online will be recorded and saved on the students file). The trainee, supervisor and/or employer can request office visits for all progress checks.

## **CHANGE OF EMPLOYMENT POLICY - TRAINEESHIP**

Please be advised that if your employment ends with the business that enrolls you into the traineeship, your traineeship and training contact will be cancelled.

If you wish to continue with the traineeship at a new place of employment you will be required to re-enrol into the relevant course. Any completed units will be transferred, and costs will be apportioned.

## **LANGUAGE, LITERACY AND NUMERACY (LLN)**

All learners are required to complete the REIT LLN quiz as part of the enrolment process. The LLN quiz assess candidates at Level 3/4 for the Certificate IV and Diploma qualifications.

## **HOW WILL YOU COMPLETE YOUR TRAINING?**

Units of competency are delivered holistically in clusters that align like concepts and skills into a logical and sequential format. For each cluster resources will be available online via the Axcelerate training platform that include:

- E Learning units
- Support materials, including forms and agreements, PowerPoint, videos, webpage links and handouts.
- Assessments
- Work place assessments

## Classroom Training

Classroom training sessions will be offered for Property Representative Course, Certificate IV and Diploma clusters. The sessions are delivered in a classroom training session with a qualified trainer.

The delivery of clusters are offered through classroom training sessions, structured learning and self-directed learning done before the commencement of the classroom session.

## Online

Structured learning done online is delivered through the aXcelerate student portal. All students are required to complete the e-learning module before access to the assessment is unlocked. A workplace situation will be completed in a student's workplace by an REIT Trainer.

## HOW WILL YOU BE ASSESSED?

As you complete each unit or cluster of units of competency a series of assessment tools will be collected to establish competency.

Learners are considered competent when they can consistently apply their knowledge and skills to the standard of performance required in the workplace. Both workplace and off the job training and assessment aim to ensure that individuals participating in the training have the competence to undertake their work role to the standard expected in a range of employment situations.

The evidence gathered is formative, summative and supplementary, will use a range of techniques to ensure assessments are valid, reliable, fair, authentic, sufficient and current. Foundation skills are embedded in all assessment events.

Assessment Tools		Purpose
1	E-Learning Module	Introduction to unit and underpinning knowledge of unit
2	Assessment Short Answer Questions	Task skills and knowledge eg: understanding of practice, research skills
	Extended Answer Questions	Task management skills and knowledge eg: practical

		application, research and analysis skills, interpretation information
	Workplace Practical Activities / Projects	Task Contingency Management Skills eg: decision making, analytical skills, planning and organising, documentation
3	Workplace Skills Assessment	Communication, negotiation, conflict resolution skills

As a result of the three-part process you may find that you will need to answer similar questions more than once.

**Formative Assessment** – E-Learning Module

**Summative Assessment** – Assessment that includes multiple choice, short and extended answer questions, workplace skills activities and completion of documents to create a portfolio of evidence.

**Supplementary Assessment** – In workplace assessment.

Cluster assessments for the Certificate IV qualification (clusters) are made up of the e-learning, assessment, and the workplace skills situation.

The e-learning is the first part of the assignment. Once completed a student will be able to access and complete the assessment

All components of the assignment must be marked with a pass to receive a competent result for the cluster.

Below is an overview of the assessment components:

### E-Learning Module

The e-learning module has been designed to enable learners to gain an understanding of the application of the learning they are undertaking.

Each activity is linked to the information contained in the Learner Guide and is a foundation for the questions in the assessment.

The activities are a reflection of a learners understanding of the course content and will be done in their own time.

The e-learning module forms part of the overall assessment of the unit(s).

## **Assessment**

The assessment is online and students will submit their assessment via the aXcelerate student portal. Progression through the assessment events are done sequentially and 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 or the learner re-attending a component of the course.

Satisfactory completion of all assessments is required before a learner will be deemed Competent in all units of competencies within the cluster.

## **Workplace Skills Situation**

The workplace skills situation will be conducted in the students workplace. Learners enrolled into the Certificate IV and Diploma clusters are required as part of their assessment to complete the workplace skills situation. The assessment is designed to assess a learner's ability in the workplace. This section requires an REIT assessor to complete an in-person discussion, the answers and to determine if further training is required or if the learner can be deemed competent.

## **Student Expectations**

When participating in a Certificate IV or Diploma Training Course, it is imperative to adhere to the submission deadlines outlined. Your learning activity workbook must be submitted within 14 days of the classroom session. Following submission, allow 14 days for the workbook to undergo marking. Subsequently, you will have an additional 14 days to finalise and submit your assessment along with your workplace situation documents. Please allocate another 14 days for assessment completion. Upon successful evaluation of your assessment as competent, the REIT will then have 14 days to conduct your workplace situation assessment in person. Please note that failure to submit your work by the specified deadlines may result in a late fee of \$100 per classroom session.

## **Policy for Plagiarised Works**

The REIT will not tolerate "plagiarised" "AI" works being submitted, any works that are found not to be the individuals work will result in a first and final warning, this will result in a meeting with the head of training and the workplace supervisor. If this happens again it will be reported to the Property Agents Board and the qualification will be cancelled with the REIT.

## Recognition of Prior Learning (RPL)

RPL assessment requires the learner to provide evidence that adequately meets the requirement of the unit(s) of competency and the following rules of evidence:

- Sufficiency
- Currency
- Validity
- Authenticity

Learners who believe they already have some of the competencies in the qualification from formal or informal training and/or education or work/life experience may apply for RPL.

An assessor will make a judgement of learner's capability against the units of competency as set out in the qualification using documentary evidence, interviews and practical demonstration. If evidence is insufficient, the learner will be advised of the training needed to fill the gap and a learning plan will be developed.

**RPL replaces all other assessment modes**, if you believe you may be eligible for RPL in any units, please view the RPL Handbook available on the REIT Website <https://reit.com.au/Training/Student-Information-Policies> and contact the Training Team.

The cost for submitting RPL is \$350.00 per unit.

## Credit Transfers

REIT accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- authenticated AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

If you have completed a previous qualification (s) or units of competency, please email your certified statement of attainment to the Training Department [training@reit.com.au](mailto:training@reit.com.au)

The Training Department will be in contact with further information regarding if your able to receive a credit transfer.

Note that providing credit for previous studies is not recognition of prior learning. RPL is an assessment-only pathway of determining the competence of a person,

while providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully.

Please contact the Training Department for further information.

## UNIQUE STUDENT IDENTIFIER (USI)

All learners studying nationally recognised training in Australia from 1 January 2015 are required to have a Unique Student Identifier (USI), unless granted an exemption. A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results through their online USI account. No student will be issued a statement of attainment, certificate or refund without a USI.

Students wishing to apply for an exemption from having a USI can apply via the following link: <https://www.usi.gov.au/exemptions>. You will need to provide the reasons you are applying for an exemption and accept the listed consequences of not having a USI.

Visit the Australian Government website for further information  
<https://www.usi.gov.au/>

## WHERE TO GO FOR HELP?

REIT staff can assist learners that are having difficulty answering questions in the assignment. The staff member will provide the learner with direction to assist the learner with answering the question.

To seek assistance with a question, learners are required to email the following information to [tameka.smith@reit.com.au](mailto:tameka.smith@reit.com.au)

- The cluster name
- Why you are unable to answer the question
- Copy and paste the question into the email

Please allow up to 2 business days for a reply.

## 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.

Students enrolled into a Certificate IV or Diploma qualification will have access to **one hour** of free tutoring for each online unit/cluster. Additional tutoring costs outside of the hour will be at the learner or employers expense.

If a student attends classroom training they are not eligible for free tutoring. A fee of \$100.00 per hour will be charged.

## NON-TRAINEE PROGRESS REVIEWS

Learners completing a qualification outside a traineeship will receive progress reviews annually to provide support and monitor the progress of the learner.

These progress reviews will be conducted through Zoom.

## TRAINING RECORDS

The REIT maintains training records and will issue you with a certificate upon successful demonstration of competence in all the units of your qualification. REIT can provide a statement of results to any student; just contact a member of the training department.

## CERTIFICATES

Upon successful completion of all units of competency in the enrolled course, students are issued with a Statement of Attainment, Record of Results or Certificate (depending on which course of study is undertaken). Certificates and Record of Results are issued for the completion of a Certificate IV or Diploma. A Statement of Attainment is issued for partial completion of units (including the Property Representatives Course if all assessments are completed).

## COURSE COST

The cost of the course will vary from student to student depending on chosen electives and delivery methods. Approximate cost for each qualification is as follows:

Certificate IV \$5500

Diploma \$6500

PRC \$950 online

Opportunities for state and federal funding exist which may reduce this amount considerably; prior to enrolling we encourage prospective students or their employer to contact an Australian Apprenticeship Centre for further information.

Information on Australian Apprenticeship Centre's can be found here:

<https://www.australianapprenticeships.gov.au/>

There are non-refundable administration fees for all courses at REIT. Please ensure you read the Fee and Refund Policy for information on the fees that apply to the course you are enrolling in via:

<https://reit.com.au/Training/Student-Information-Policies>

Under the Standards for Registered Training Organisations 2015, REIT does not collect student fees in excess of \$1500.

## HOW TO ENROL

Visit the REIT website to enrol in the Certificate IV or Diploma qualifications [Real Estate Institute of Tasmania > Training \(reit.com.au\)](https://reit.com.au/Real-Estate-Institute-of-Tasmania/Training)

## WHO WILL BE DELIVERING AND ASSESSING THE TRAINING?

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

## PATHWAYS TO FURTHER EDUCATION

### Certificate IV in Real Estate Practice

Successful completion of the qualification will allow learners to:

- Perform the functions of a Property Representative
- Progress to the CPP51122 Diploma of Property

### Diploma

Successful completion of the qualification will allow learners to:

- Apply for a Real Estate Agent licence with the industry regulator
- Apply for a Property Manager licence with the industry regulator
- Perform the function of a real estate agency licensee in charge

The tertiary pathway available to learners who complete a Diploma is the Bachelor in Business (Property) through the University of South Australia. Credit arrangements provide a student who has completed their Diploma with some credit towards their

degree. Further details available at:  
<http://creditassessor.unisa.edu.au/public/creditassessor/>

**WELLBEING AND SUPPORT SERVICES**

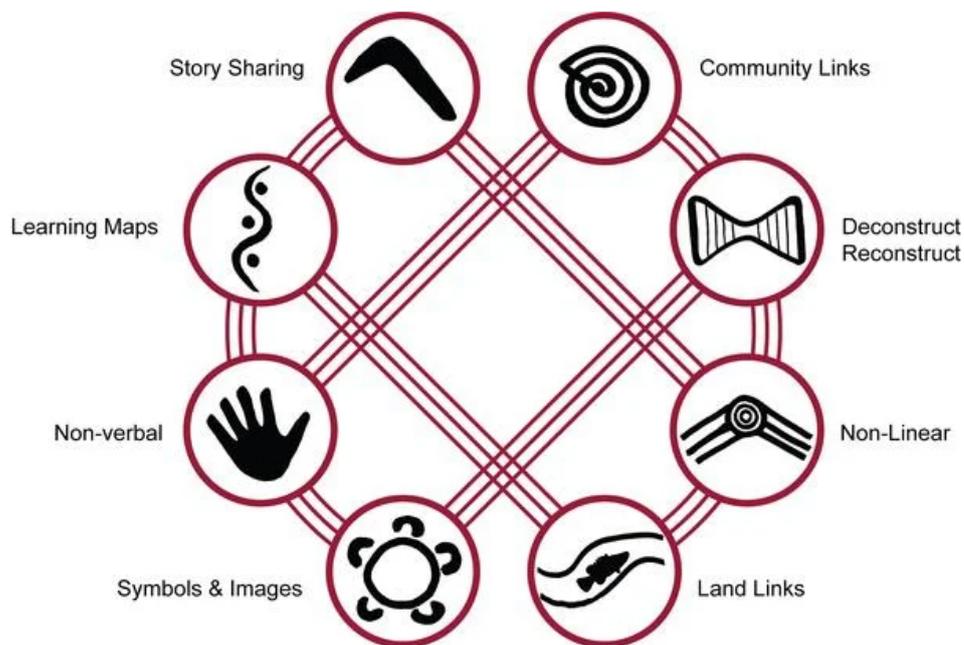
At times, personal, emotional or financial challenges can affect your ability to focus, engage, or succeed in your studies. We want you to know that you're not alone — and that support is available.

If you're experiencing stress, facing financial hardship, or simply need someone to talk to, we can help connect you with services that are confidential, respectful and tailored to your needs.

Your wellbeing matters — and seeking support is a positive step toward staying on track and feeling empowered; please see the attached the Support Services Resource Document.

We are an inclusive, safe and respectful organisation which celebrates diversity and actively supports young people and adults from LGBTQIA+ communities, people with disabilities, people from diverse cultural and linguistic backgrounds and people with diverse religious beliefs or affiliations.

## 8 Aboriginal Ways of Learning



## Disclaimer

The wellbeing support services listed in this document are provided for general information only. While every effort has been made to ensure the accuracy and relevance of this information, REIT does not endorse or guarantee the services of any external organisations. Students should contact the providers directly to confirm service availability and suitability. This document is not a substitute for professional advice or personalised support planning.

International students may have access to additional support through dedicated international student services. Please refer to your enrolment information or speak with RTO support staff for further guidance.

For crisis or emergency assistance, contact Emergency Services on 000.

## STUDENTS UNDER 18

The REIT ensure that all students under the age of 18 are protected by the Tasmanian Child safeguarding policy.

All trainers and assessors have current WWVP registrations and have completed the DECYP Child Safeguarding course.

Trainers or assessors will not work one on one with any students under the age of 18. Any students under the age of 18 **MUST** have an adult present at any progress check meetings, tutoring sessions or class-based learning.

## USE OF INFORMATION

This policy outlines the conditions under which student testimonials and assessment examples may be used by the REIT, ensuring compliance with the *Privacy Act 1988*, the *Standards for RTOs 2025* and ethical marketing practices.

The REIT is committed to protecting the privacy and dignity of learners. Student testimonials and assessment examples will only be used with informed consent and in a manner that upholds transparency, accuracy, and respect.

### Informed Consent

- Written consent must be obtained from the student before using any testimonial, quote, image, video or assessment example.
- Consent forms must clearly state the intended use, audience and duration of use.

- Students have the right to withdraw consent at any time.

### **Privacy and De-identification**

- Assessment examples used for training or moderation purposes must be de-identified unless explicit permission is granted to use the student's name or other identifying details.
- Testimonials may include first names and general course information only, unless full identification is approved by the student.

### **Ethical Use in Marketing**

- Testimonials must reflect genuine student experiences and must not be misleading or manipulated.
- Assessment examples must not be used to imply guaranteed outcomes or success.

### **Educational Use**

- De-identified assessment examples may be used for internal training, validation, or moderation activities to support continuous improvement.
- Examples must be relevant, current and aligned with the unit of competency or training product.

### **Storage and Access**

- All materials must be stored securely and only accessed by authorised personnel.
- Consent records must be retained in accordance with the RTO's recordkeeping obligations.

### **Compliance**

This policy supports compliance with:

- *Standard 5 of the Standards for RTOs 2025* – providing accurate and ethical marketing and enrolment information.
- *Standard 8* – ensuring the RTO cooperates with regulatory authorities and maintains effective governance.
- The *Privacy Act 1988* – protecting personal information and ensuring lawful handling of data.

## **APPEALS**

If you disagree with an assessment decision or believe that there has been bias, discrimination, lack of opportunity or unfairness in the outcome, you can request an appeal. Appeals will be managed promptly, fairly and communication provided to all parties in writing. Students can lodge their appeal in writing to the Head of Training within 20 days of the original assessment decision. The appeal will be acknowledged and resolved within 25 days after this. If resolution cannot be agreed upon, an independent review will be arranged.

## WITHDRAWALS

If you withdraw from your training this must be completed in writing to the REIT. If you are on a traineeship and leave or change employment, the training contract will automatically come to an end and the withdrawal process will commence. The REIT will issue a statement of attainment to your learner portal. There are no refunds applicable for training completed, however in the event that training costs have been paid in advance, you will be reimbursed for the difference.

## WHAT HAPPENS IF THE RTO CLOSES?

In the event that the RTO ceases to operate, whether due to closure, merger, or cessation of trading, the following provisions will apply to protect the interests of enrolled learners:

- **Notification and Communication:** Learners will be notified in writing as soon as practicable, outlining the nature of the closure and any implications for their training and assessment.
- **Record Transfer:** All learner records, including Statements of Attainment and Qualifications, will be securely transferred to the relevant regulatory authority or another approved RTO to ensure continuity and access.
- **Training Continuity:** Where possible, arrangements will be made to transfer learners to an alternative RTO offering equivalent training and assessment services. Learners will be provided with guidance and support during this transition.
- **Refunds and Financial Matters:** Learners who have prepaid fees for training not yet delivered will be entitled to a refund in accordance with the RTO's Refund Policy and relevant legislative requirements.
- **Regulatory Oversight:** The RTO will comply with all obligations under the Standards for RTOs 2015 and liaise with the Australian Skills Quality Authority (ASQA) or other relevant bodies to ensure learners are not disadvantaged or hindered during this process.

## 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, or if you feel that REIT does not comply with the Vet Quality Framework, 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.

The RTO is committed to reviewing and actioning feedback regularly as a part of continuous improvement processes.

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.

## LIST OF SUPPORT AGENCIES FOR STUDENTS

### Disclaimer

The wellbeing support services listed in this document are provided for general information only. While every effort has been made to ensure the accuracy and relevance of this information, REIT does not endorse or guarantee the services of any external organisations. Students should contact the providers directly to confirm service availability and suitability. This document is not a substitute for professional advice or personalised support planning.

International students may have access to additional support through dedicated international student services. Please refer to your enrolment information or speak with RTO support staff for further guidance.

For crisis or emergency assistance, contact Emergency Services on 000.

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## **Mental Health and Crisis Support**

### **Lifeline Australia**

24/7 crisis support and suicide prevention

13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

### **Beyond Blue**

Support for anxiety, depression, and mental wellbeing

1300 22 4636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

### **Headspace**

Mental health and wellbeing services for young people aged 12–25

03 9027 0100

[www.headspace.org.au](http://www.headspace.org.au)

### **Suicide Callback Service**

24/7 support for people at risk of suicide

1300 659 467

[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

### **1800RESPECT**

National sexual assault, domestic and family violence service

1800 737 732

[www.1800respect.org.au](http://www.1800respect.org.au)

### **MindSpot**

Free digital mental health assessments and online treatment courses

1800 61 44 34

[www.mindspot.org.au](http://www.mindspot.org.au)

### **SANE Australia**

Support for complex mental health issues and carers

1800 187 263

[www.sane.org](http://www.sane.org)

### **R U OK?**

Promotes mental health awareness through meaningful conversations, especially in regional and remote areas

(No phone number listed)

[www.ruok.org.au](http://www.ruok.org.au)

### **Momentum**

A free online self-help platform for children and adolescents aged 7 to 17, addressing issues like anxiety, depression, and sleep difficulties

(No phone number listed)

[www.momentumhub.org.au](http://www.momentumhub.org.au)

### **Kids Helpline**

24/7 free, private, and confidential phone and online counselling service for young people aged 5 to 25

1800 55 1800

[www.kidshelpline.com.au](http://www.kidshelpline.com.au) [Health and Aged Care Australia](#)

### **MensLine Australia**

Free professional support for men, available 24/7 across Australia

1300 789 978

[www.mensline.org.au](http://www.mensline.org.au)

### **ReachOut Australia**

Online mental health support for young people aged 14–25

(No phone number listed)

[www.reachout.com](http://www.reachout.com)

### **Butterfly Foundation**

National eating-disorder helpline providing phone, email & webchat support

1800 33 4673

[www.butterfly.org.au](http://www.butterfly.org.au)

### **Blue Knot Foundation**

Counselling & advocacy for adult survivors of complex trauma

1300 657 380

[www.blueknot.org.au](http://www.blueknot.org.au)

### **GriefLine**

Free grief-and-loss telephone counselling

1300 845 745

[www.griefline.org.au](http://www.griefline.org.au)

## **General Health and Wellbeing**

### **Healthdirect**

Government-funded health advice and information

1800 022 222

[www.healthdirect.gov.au](http://www.healthdirect.gov.au)

### **QLife**

National LGBTI peer support and referral service

1800 184 527

[www qlife.org.au](http://www qlife.org.au)

### **Head to Health**

Digital mental health resources provided by the Australian Government

1800 022 222

[www.headtohealth.gov.au](http://www.headtohealth.gov.au)

### **Student Wellbeing hub**

Provides age-appropriate information and resources to support student wellbeing and safety

(No phone number listed)

<https://studentwellbeinghub.edu.au>

### **ASK Wellbeing**

Offers student wellbeing services through the National Student Wellbeing Program in NSW and QLD

1300 513 088

<https://askwellbeing.au>

### **Alcohol and Drug Support**

#### **Alcohol and Drug Foundation**

Education and support services for substance use

1800 250 015

[www.adf.org.au](http://www.adf.org.au)

#### **National Alcohol and Other Drug Hotline**

Confidential support for alcohol and other drug issues

1800 250 015

<https://adf.org.au>

#### **Counselling Online**

Free and confidential online service providing support for people affected by alcohol or drug use across Australia.

(No phone number listed)

<https://www.counsellingonline.org.au>

#### **Family Drug Support**

Offers support for families dealing with drug and alcohol issues, including a 24/7 support line.

1300 368 186

<https://www.fds.org.au>

### **Youth Support and Advocacy Service (YSAS)**

Provides youth-specific alcohol and other drug treatment services across Victoria.

(03) 9415 8881

[www.ysas.org.au](http://www.ysas.org.au) [Meli+3YSAS+3Salvation Army Australia+3](#)

### **Digital Wellbeing Tools for Students**

#### **MindSpot**

Free online courses and assessments for anxiety, depression, and stress

1800 61 44 34

[www.mindspot.org.au](http://www.mindspot.org.au)

#### **This Way Up**

Evidence-based online mental health programs (free for students with GP referral)

02 8382 1437

[www.thiswayup.org.au](http://www.thiswayup.org.au)

### **Culturally Inclusive Support**

#### **13YARN**

24/7 crisis support by Aboriginal and Torres Strait Islander people for Indigenous Australians

13 92 76

<https://www.13yarn.org.au>

#### **The Healing Foundation**

Support for individual involved in education, focusing on Stolen Generation survivors, their descendants, families, and communities.

(No phone number listed)

[Resources | Healing, Education and Support | The Healing Foundation](#)

#### **QLife**

Support for LGBTQIA+ students, including peer support via phone and webchat

1800 184 527

[www qlife.org.au](http://www qlife.org.au)

### **Multicultural Australia**

Supports culturally and linguistically diverse communities through culturally safe, respectful, and inclusive services.

07 3337 5400

<https://www.multiculturalaustralia.org.au>

### **Embrace Multicultural Mental Health**

Provides a national platform for Australian mental health services and multicultural communities to access resources and services.

131 450

<https://embracementalhealth.org.au>

### **Youth Off The Streets – First Nations Cultural Support Services**

Offers culturally appropriate referrals and support services for First Nations young people.

02 9330 3500

<https://youthoffthestreets.com.au/get-support/cultural-support>

## **Study and Career Support**

### **Study Australia Support Hub**

Central hub for international students with information on living, studying, working, and support services

(No phone number listed)

[www.studyaustralia.gov.au](http://www.studyaustralia.gov.au)

### **JobAccess**

Support for students with disability, including workplace adjustments and services

1800 464 800

[www.jobaccess.gov.au](http://www.jobaccess.gov.au)

### **StudyAssist**

Information on financial assistance for VET students

(No phone number listed)

[www.studyassist.gov.au](http://www.studyassist.gov.au)

### **SYC – Success and Wellbeing Services**

Provides one-on-one support services for individuals facing challenges with their studies.

(No phone number listed)

### **Year13**

Helps young Australians navigate life after school with resources on careers, study options, gap years, apprenticeships, and financial literacy.

(No phone number listed)

[www.year13.com.au](http://www.year13.com.au)

### **MTC Australia – Youth Employment and Education Programs**

Offers programs to help young people gain skills for education, employment, and entrepreneurship

1300 232 663

[www.mtcaustralia.com.au/youth](http://www.mtcaustralia.com.au/youth)

### **myfuture**

Australia's national online career-information service

(No phone number listed)

[www.myfuture.edu.au](http://www.myfuture.edu.au)

## **International Student Support**

### **Fair Work Ombudsman – International Students**

Information on workplace rights and protections for international students

13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

### **Overseas Students Ombudsman**

Independent complaint handling for international students

1300 362 072

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

### **Australian Federation of International Students (AFIS)**

Provides support and advocacy for international students in Australia.

13 22 62

<https://www.acnc.gov.au/charity/charities/64bc4d61-3aaf-e811-a963-000d3ad244fd>

### **International Student Help Organisation Australia (ISHOA)**

A non-profit organisation run by volunteers to support international students facing

hardships.  
(No phone number listed)  
<https://www.ishoa.com.au>

## Employment and Skills Support

### **headspace – Work and Study Support**

Provides work and study support for young people, helping them achieve their goals and build skills.

03 9027 0100

<https://headspace.org.au>

### **Students Employment Services Pty Ltd**

Offers job search assistance and career advice for students and graduates.

(No phone number listed)

<https://studentemploymentservices.com.au>

### **Sonder – Employment Support for Young People**

Provides guidance and support for young people seeking employment or study opportunities.

08 8209 0700

<https://sonder.net.au>