



REIT

REAL ESTATE INSTITUTE
OF TASMANIA

Learner Handbook

Property Representative Course

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 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:

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TABLE OF CONTENTS

Learner Handbook	2
Introduction	4
What Is the REIT?.....	4
What is the Property Representatives Course.....	5
Language, Literacy and Numeracy (Lln).....	5
How will you complete your training?.....	5
First Steps	5
Where to go for help?.....	6
Progress.....	6
Course Cost & Refunds?.....	6
How to enrol?	6
who will be delivering and assessing the training?	6
REIT Closing Statement	7

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 IV in Real Estate Practice CPP41419
- Diploma of Property Services (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.

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)

The language literacy and numeracy (LLN) quiz is required to be completed prior to receiving access to course materials. Learners will receive an email from LLN Robot with steps on how to complete the quiz (please allow two business days for this email). This will need to be completed within 2 business days of receiving. The requirement for this course is a level 2/3, if the learner receives lower than this, our training manager will contact the learner.

HOW WILL YOU COMPLETE YOUR TRAINING?

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

- Manual
- Support materials, including forms and agreements, and videos
- Practice exams (learning assessments/exams will be archived 30 days after completion, students will not be able to access the assessments/exams after this date)

Online (eLearning)

The course is completed online via the REIT Learning Hub; this is entirely self-paced.

FIRST STEPS

Upon enrolment, please allow up to two business days for the training department to contact the learner regarding the next steps of their enrolment. The learner is required to complete the LLN quiz and book a 30-minute sign-up meeting (the booking link will be in the confirmation email).

WHERE TO GO FOR HELP?

If you are having difficulty with the assessment activities, REIT staff will attempt to assist either by explaining 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.

PROGRESS

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.

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 [Training Information and Policies - The Real Estate Institute of Tasmania \(REIT\)](#)

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.