



NATIONALLY RECOGNISED  
TRAINING

# PRET AUSTRALIA



## STUDENT HANDBOOK

### COURSE INFORMATION FOR STUDENTS

RTO No. 31303

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## **Welcome to PRET AUSTRALIA**

Thank you for enrolling with PRET AUSTRALIA. We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with PRET AUSTRALIA depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

*Paul Shih*

PRET AUSTRALIA

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## QUALITY AND CONTINUOUS IMPROVEMENT POLICY

The purpose of this policy is to confirm PRET AUSTRALIA's commitment to meeting or surpassing the quality standards expected by our customers in the delivery of the products and services that we supply and continually looking for ways to improve our service.

Our quality system is based on the requirements of the VET Quality Framework - The National Vocational Education and Training Regulator Act 2011, Standards for NVR Registered Training Organisations 2015 and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality system is well documented so that policies, procedures, and processes can be implemented consistently and are able to be reviewed, monitored and improved. The quality system will be consistently used throughout the organization's activities including situations with partnering arrangements and offshore and inter jurisdictional activities.

Our quality objectives are to:

- Provide quality training, assessment and support services
- Grow our business by looking after our Customers
- Use the quality system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement and enhancement of processes and performance so that the changing needs of clients and industry continue to be met.
- Comply with Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

PRET AUSTRALIA will ensure the organisation's continuous improvement is systematic, cyclic and includes:

- Planning, including identification of stakeholders and issues about which data needs to be collected so that performance can be evaluated
- Collecting data from the identified stakeholders about issues that affect the quality of the organisation's operations
- Collating and analysing this data to identify improvement opportunities
- Planning improvements and implementing them
- Monitoring the improvements made to gauge how effective they are
- Reviewing the improvements by collecting data, collating and analysing it
- Reviewing continuous improvement processes to determine whether they were effective and productive.

To implement this policy we shall focus on the needs of our clients with particular reference to consistently meeting or surpassing our customers' requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Procedures Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.

## CODE OF PRACTICE

As a Registered Training Organisation, PRET AUSTRALIA has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

### Legislative Requirements

PRET AUSTRALIA will meet all legislative and regulatory requirements of State and Federal Government that are relevant to its operations and scope of registration. In particular, Work Place Health and Safety, and Workplace Relations will be met at all times. Legislation and regulations which specifically impact on staff, contractors and visitors and the way work is carried out is addressed through induction training and on-going orientation programs and professional development. Legislation and regulations which specifically impact on the role of our students is addressed during training. The rights and responsibilities of all parties are explained and adhered to by PRET AUSTRALIA. Internal audits are conducted regularly to ensure any potential breaches of legislation are identified and dealt with in an appropriate and timely manner.

The relevant Acts include:

- Agent Financial Administration Act 2014 (QLD)
- Anti-Discrimination Act 1991 (QLD)
- Body Corporate and Community Management Act 1997 (QLD)
- Competitions and Consumer Act 2010 (Commonwealth)
- Copyright Act 1968 (Commonwealth)
- Disabilities Services Act 2006 (QLD)
- Environmental Protection Act 1994 (QLD)
- Fair Trading Act 1989 (QLD)
- Fair Work Act 2009 (Commonwealth)
- Financial Services reform Act 2001 (Commonwealth)
- Further Education and Training Act 2014
- Land Titles Act 1994 (QLD)
- Privacy Amendment Act 2000 (Commonwealth)
- Property Law Act 1974 (QLD)
- Property Occupations Act 2014 (QLD)
- Residential Tendencies and Rooming Accommodation Act 2008 (QLD)
- Spam Act 2003 (Commonwealth)
- Vocational Education, Training Act (Commonwealth Powers) 2012
- Work Health and Safety Act 2011 (QLD)

### Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately, qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and are supported during our course

## Quality Improvement Focus

PRET AUSTRALIA has a commitment to providing a quality service and a focus on continuous improvement using the Standards for Registered Training Organisations (RTOs) 2015. We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs and improvements in operations of the RTO to ensure that the changing needs of clients and industry continue to be met.

## Client Service

We have sound management practices to ensure effective client service. In particular, PRET AUSTRALIA has client service standards, in accordance with Standards for Registered Training Organisations (RTOs) 2015 guidelines, to ensure:

- *The rights of students/clients as consumers are protected*
- *PRET AUSTRALIA systems support the provision of quality training, assessment and student/client services*
- *Processes are in place to monitor review and continuously improve products and services provided to students*
- *The timely issue of students' assessment results and qualifications. These will be appropriate to competence achieved.*
- *Our quality focus includes a Recognition of Prior Learning Policy,*
- *A fair and equitable Refund Policy,*
- *A Complaint Policy,*
- *An Appeal Policy,*
- *An Access, Equity and Diversity Policy and student welfare and guidance services.*
- *Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.*
- *We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.*
- *Our trainee/student information will ensure that all fees and charges are known to Student before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.*

## Interaction and cooperation with the National VET Regulator, the Australian Skills and Quality Authority (ASQA)

PRET AUSTRALIA agrees to interact and cooperate with National VET Regulator (ASQA) by participating in monitoring and audit processes and actions. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration. PRET AUSTRALIA also agrees to supply the following:

- Accurate and timely data relevant to measures of RTO performance
- Information about significant changes to its operations
- Information about significant changes to its ownership.

PRET AUSTRALIA agrees to abide by ASQA and the Training and Employment Recognition Council's requirements for the retention, archiving, retrieval and transfer of training and assessment records.

## Management and Administration

PRET AUSTRALIA has policies and management strategies, which ensure sound financial and administrative practices. PRET AUSTRALIA will provide to National VET Regulator (ASQA) and the Training and Employment Recognition Council a financial statement or statements and/or financial projections and/or a business plan in a timely manner on request by ASQA to demonstrate the organization is financially viable during the period of registration.

Financial projections, which are aligned with the RTO's business plan will be reviewed and confirmed by PRET AUSTRALIA external accountant.

We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student's perusal on request. PRET AUSTRALIA has adequate insurance policies including public liability.

Management guarantees the organisation's sound financial position. For student fees, safeguards are in place to ensure the fees for training and assessment comply with the following as per regulatory requirements and the training situation:

The RTO will not accept payment of more than \$1,500 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

### **Marketing and Advertising**

PRET AUSTRALIA markets vocational education and training products and services with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the Standards for Registered Training Organisations (RTOs) 2015.

PRET AUSTRALIA recognises all students and clients as consumers requiring the protection afforded by legislation.

PRET AUSTRALIA will provide clients and students with the following fee information relating to courses and training so as to ensure clients and students are supplied sufficient and clear information to make valid decisions. The fee information will explain:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by PRET AUSTRALIA to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- PRET AUSTRALIA refund policy.

### **Training and Assessment Standards**

PRET AUSTRALIA has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

### **International Students**

PRET AUSTRALIA will be bound to the Education Services for Overseas Students Act 2000 (Commonwealth).



## Sanctions

PRET AUSTRALIA will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

*Paul Shih*

**PRET AUSTRALIA**

## ACCESS, EQUITY AND DIVERSITY POLICY

PRET AUSTRALIA ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

To achieve these aims PRET AUSTRALIA will:

- *Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups, in particular priority VET program target groups as identified by the Queensland Department of Education and Training.;*
- *Ensure access and equity issues are considered during curriculum development;*
- *Ensure the requirements of individual students are accounted for in the strategic and operational planning processes;*
- *Provide students with the opportunity to be involved in the planning and decision making processes on matters that affect them;*
- *Provide training programs and services that are accessible to all people in an environment that is free from harassment;*
- *Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people under-represented in VET;*
- *Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;*
- *Provide access to staff development to assist facilitators who deliver courses to under represented groups.*

PRET AUSTRALIA recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate PRET AUSTRALIA's commitment to State and National equity legislation and policy requirements including:

- *Aboriginal & Torres Strait Islander Education Action Plan 2010-2014*
- *Anti Discrimination Act (1991) Queensland*
- *Disability Discrimination Act (1992) Commonwealth*
- *Disability Services Act (2006) Qld*
- *Queensland Multicultural Policy 2011*
- *Racial Discrimination Act (1975) Commonwealth*
- *Sex Discrimination Act (1984) Commonwealth*

PRET AUSTRALIA will monitor and review its equity performance in order to:

- *comply with national and state legislation and policies;*
- *meet national and state reporting requirements; and*
- *modify and improve performance to better achieve access, equity and diversity objectives*

## ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

### *Anti-Discrimination*

It is the policy of PRET AUSTRALIA to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

PRET AUSTRALIA is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain Organisational standards or service.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

### *Sexual Harassment*

The policy of PRET AUSTRALIA is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All PRET AUSTRALIA employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

### *Vilification*

Vilification on the basis of race or religion is simply a public act of hatred - and it's against the law. It can include things such as graffiti in churches or other public places, speeches, abuse, remarks in the media or on internet sites, gestures, posters or stickers. For these sorts of things to be considered vilification, they need to be public and to incite people to hate others because of their race or religion.

All PRET AUSTRALIA employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to vilification or harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

### ***What is Discrimination?***

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics.

Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance.
- Display of pictures or posters that are offensive or derogatory.
- Expressive negative stereotypes of particular groups, e.g., “married women shouldn’t be working”.
- Judging someone on his or her political or religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision making about a person’s career.
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.

### ***What is Sexual Harassment?***

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment has nothing to do with mutual attractions. Such friendships are a private matter.

Sexual harassment can be a single incident; it depends on the circumstances. Obviously, some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation out or compliment may not constitute harassment if they are not repeated.

The onus is not on the person being harassed to say he or she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then do not do it.

If another person’s behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Remember: Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

PRET AUSTRALIA will not tolerate discrimination or harassment. PRET AUSTRALIA will confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another student of PRET AUSTRALIA may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimizes a person involved in making a complaint.

### ***What to do if you are discriminated against or sexually harassed***

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Do not let harassment interfere with your life. If you are being harassed, seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away - often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from PRET AUSTRALIA.

Or

- Make a complaint under Anti-Discrimination Legislation to the Anti-Discrimination Commission Queensland (ADCQ):

The Anti-Discrimination Commission can help to resolve complaints.

It does not have the power to decide if unlawful discrimination has occurred, and it does not take sides.

### **Discrimination related complaints**

A complaint can be made under the *Anti-Discrimination Act 1991* about:

- discrimination
- sexual harassment

If you are unsure whether you can make a complaint to the Commission, contact the free Queensland-wide information and enquiry Service. We can arrange an interpreter if required.

### **Anti-Discrimination Commission Queensland Contacts:-**

#### **Street address**

Level 17, 53 Albert Street, Brisbane  
(cnr Albert and Margaret Streets near the City Botanic Gardens)

#### **Postal address**

City East Post Shop  
PO Box 15565  
City East QLD 4002

#### **Contact details**

Telephone: 1300 130 670 (Toll Free)  
TTY: 1300 130 680  
Fax (07)3247 0960

## **COURSE ADMISSION POLICY**

All applicants for enrolment are required to satisfy PRET AUSTRALIA that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant accredited course, syllabus or Training Package, prior to acceptance for admission to courses.

PRET AUSTRALIA reserves the right to refuse enrolment where reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the assessment/performance criteria and conditions as set out in the relevant accredited course, syllabus or Training Package. Where some doubt exists as to the applicant's ability to complete a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the competencies and/or performance outcomes of courses to ensure they understand the performance requirements prior to enrolment. PRET AUSTRALIA will provide assistance in clarifying the suitability of the course to student's skill development requirements.

The training costs and fees associated with the courses offered by PRET AUSTRALIA are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

## **ISSUING QUALIFICATIONS POLICY**

On successful completion of our nationally recognised training courses, participants will be awarded with either a Statement of Attainment or a Certificate depending on whether they are completing partial units of a qualification or completing the qualification in full within 21 days of course completion. A list of all units of competency completed will be included on the Statement of Attainment or following a Certificate on the second page.

A Statement of Attainment can be used to gain a credit transfer for the competency(s) with PRET AUSTRALIA, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course later.

## **REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT**

Should a graduate of PRET AUSTRALIA lose, misplace or damage their certificate, statement of results or statement of attainment; PRET AUSTRALIA will reissue the documents.

Graduates seeking a replacement copy of a certificate or statement of attainment must contact PRET AUSTRALIA. Upon proof of identity and payment of \$33:00, the Academic Manager will reissue the document.

## **NATIONAL RECOGNITION POLICY**

This policy is to confirm that National Recognition is available to any student enrolling with PRET AUSTRALIA.

National recognition applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTO's. This procedure enables individuals to receive credit for their achievements.

This means credit towards a qualification is granted to students on the basis of outcomes gained by the student through participation in courses or training packages with another Registered Training Organisation.

All applications for National Recognition (Credit) will be processed within 21 days of receipt of a completed National Recognition application form.

All qualifications, not issued by PRET AUSTRALIA, will be verified and decisions will be supplied in writing to the student.

## FEES POLICY

For members of the public, unless otherwise agreed, the fees are payable prior to course commencement. Receipts will be issued when payment has been confirmed.

Where the course cost exceeds \$1,500 the initial payment required will be \$1,000 and the balance due after commencement of the course and must be paid in full prior to completion of the course.

All fees consist of a **non-refundable administration fee** and enrolment fees.

## REFUND POLICY

It is the policy of PRET AUSTRALIA to ensure that all applications for refund of fees are considered.

All courses are comprised of a **non-refundable administration fee** of \$250 and tuition fees.

The administration fee is non-refundable.

### Up to 10 business days prior to commencement of training

- A full refund of enrolment fees is available up to ten (10) business days prior to the commencement of the training program. Cancellation of enrolment under these circumstances does not incur a penalty. However, the **administration fee is non-refundable**.

### Between 5 and 10 business days prior to commencement of training

- Where cancellation is made less than ten (10) business days prior to the commencement of the training program, the applicant will be eligible for eighty percent (80%) refund of tuition fees. The **administration fee is non-refundable**. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

### Less than five (5) business days prior to commencement of training

- Where cancellation occurs less than five (5) business days prior to the commencement of the training program, no refund applies. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

### For Traineeships

- If traineeships are cancelled within 3 months of the contract date, initial deposit will be refunded less administration fee (if no training has commenced).
- If training has commenced no refund is applicable.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

Training is deemed to have commenced;

- Classroom - the first day of the course
- External or correspondence - when course materials have been made available either electronically or in hard copy
- Traineeship - either of the above or the first onsite visit.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to PRET

AUSTRALIA. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time the initial payment is made.

Should the RTO cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.

In all other cases, refunds are at the discretion of the CEO, PRET AUSTRALIA and may be negotiated on an individual case-by-case basis.

## RECOGNITION OF PRIOR LEARNING POLICY

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact the PRET AUSTRALIA for information on the RPL process. To apply for RPL students will need to complete the RPL form and attach their supporting evidence.

Unsuccessful applicants have a right to appeal the RPL assessment through the organisation's academic appeals process.

**Read ALL of this information carefully to ensure you understand the RPL procedure**

### *What is RPL?*

RPL is a means of measuring skills acquired through work or life experience or through qualifications obtained from formal studies or training.

### *Benefits*

If your RPL application is successful, you may:

- Finish your course earlier
- Reduce your study load

### *How to apply*

#### **Step 1**

- Discuss your RPL potential with the course co-ordinator
- Obtain an RPL Application Form from the PRET AUSTRALIA office.

#### **Step 2**

- Read the units of competency carefully
- Match your prior learning to the unit performance outcomes.
- Obtain evidence to support your application, e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL Application Form

If submitting qualifications or similar, the original documents must be sighted by the PRET AUSTRALIA officer or certified copies attached. Note qualifications will be verified.

#### **Step 3**

- Complete the RPL Application Form and attach the evidence

#### **Step 4**

- Lodge the form with PRET AUSTRALIA



### Step 5

- Enrol and pay the fee applicable for the proposed course. If your application has been assessed prior to your enrolment the tuition fee will be calculated excluding any competencies for which you have been granted total credit under RPL.

### **RPL interview**

You may be requested to attend an interview with an RPL assessor:

- The assessor will outline the process
- You will be questioned about your previous work experience, training, education, hobbies and interests.
- Interviews may take up to one hour

If you do not understand any of the questions, ask the assessor for an explanation.

After the interview a recommendation will be made by the Principal and a decision made on your RPL application

### **RPL decisions**

#### 1. Request granted

- Application accepted and prior learning recognised
- Study requirements may be reduced if this decision is made

#### 2. Request for partial exemption granted

- Your learning does not totally match the competency content in the course.
- You may be required to complete an assignment or undertake alternative study to gain recognition for the complete unit of competency

#### 3. Request denied

- Your prior learning has not been recognised as relevant to the course
- The usual study requirements of the course must be completed

### **RPL notification**

You will be formally notified of the outcome of your RPL application by the Principal of PRET AUSTRALIA.

### **RPL appeal process**

If you are dissatisfied with the level of credit obtained, please contact PRET AUSTRALIA to discuss the assessment with the Principal of PRET AUSTRALIA.

If you are still dissatisfied, write to the Principal, PRET AUSTRALIA within seven (7) days of receipt of RPL notification and request a review of the decision.

The Principal's decision will be final. No further appeals are possible.

### **RPL fee**

An initial application fee equivalent to two-thirds of the fee for the unit is payable at the time of lodging an RPL application

### **Fees and charges**

If your RPL application is unsuccessful then you will need to pay the full cost of the individual unit

## COMPLAINTS AND APPEALS POLICY & PROCEDURE

### PURPOSE

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about the RTO, about and from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

### SCOPE

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- PRET Australia, its trainers, assessors and other staff
- stakeholders and others
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- a student of PRET Australia

### DEFINITIONS

**Complaint** - is any expression of dissatisfaction with an action or service of the Registered Training Organisation.

**Appeal** - is where a student or staff member or stakeholder of PRET Australia or another interested party disputes a decision arising from a complaint, an assessment decision, or another **decision made by the RTO**.

Complaints and appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- student support
- materials
- discrimination
- harassment

**Natural Justice** - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

**Person** - is the someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.

## POLICY

PRET Australia believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

PRET Australia will manage all complaints and appeals fairly, equitably and as efficiently as possible. PRET Australia will encourage the parties to approach the complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

PRET Australia seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, PRET Australia acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. PRET Australia seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to the public, all stakeholders, students and staff via the PRET Australia's website and is available in the Student Handbook. Information and contact details of external authorities who may be approached, is also included.

The following procedure explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

## PROCEDURE

Should a person have a complaint or appeal, the following steps are to be followed:

1. Discuss the issue directly with those involved to try and resolve it verbally.
2. If no resolution is reached, discuss the issue with Training Co-ordinator to see if it can be resolved.
3. If this resolves the situation, the outcomes will be put in writing and signed by both parties. One of the two copies of the outcome will be placed on file with the Training Co-ordinator and securely stored.
4. If there is still no resolution, the person should put the following information relating to the complaint or appeal in writing to the PRET Australia Training Manager. This **written notification** can be made using the Complaints and Appeals Form or by email, letter or over the phone (with a dictation made by the RTO representative), and must include:
  - A description of the complaint or appeal
  - A statement about whether the person wishes to formally present their case
  - Information about any prior steps taken to deal with the complaint or appeal

- What they would like to happen to fix the problem and prevent it from happening again
5. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant within five working days.
  6. The Training Manager will either deal with the issue personally, or arrange for it to be dealt with by a management representative. This process must commence within two working days from the time the Training Manager receives the **written notification** and a response/resolution must be presented within 14 working days.
  7. The Training Manager will:
    - Undertake a preliminary enquiry to determine nature of the complaint/appeal
    - Inform other relevant parties (if necessary)
    - Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
    - Discuss with the parties any resolution and any arrangements required by the RTO
    - Record the outcome of discussion on Complaints and Appeals Form
    - Provide the outcome in writing to the person (and other parties if relevant)
  8. Should the issue still not be resolved to the person's satisfaction, PRET Australia will make arrangements for an independent party to resolve the issue and outline any costs that may be involved with this to happen, to the person. The person will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 working days.
  9. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If the process is taking longer than 60 days from the complaint or appeal being received, the person will be notified in writing of the reason for the delay, and kept informed of all progress.
  10. If the person is still not happy with outcomes from the independent process, they may take their complaint to the VET Regulator - the Australian Skills Quality Authority.
    - Information about the process can be found at: <https://www.asqa.gov.au/students/complaints>
    - or at the National Complaints Hotline at <https://www.dewr.gov.au/national-training-complaints-hotline>
  11. From any substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded in the Improvement Request Log
  12. Any complaint that is related to illegal activity, such as theft, assault etc., will be immediately referred to the appropriate authority.
  13. All documentation relating to complaints or appeals will be stored securely as per the Records Management Procedure.
  14. The PRET Australia Training Manager will be personally responsible for the implementation and maintenance of the policy.

## EXTERNAL CONSULTANT APPEALS

- A mutual agreement is to be reached between PRET AUSTRALIA and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resources requirements for the relevant course.
- Where participants wish to use an external consultant who is not approved by PRET AUSTRALIA they are responsible for payment of all costs associated with the use of the external consultant in the appeal process.

## APPEAL DECISIONS

- All assessment action will be suspended pending determination of the appeal process.
- All decisions will be immediately communicated to participants and subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

## RECORDS MANAGEMENT

This policy ensures systems are in place for recording personal details of course/program participants, enrolments, recording evidence of assessment, competencies achieved and results of assessment. It also ensures continuous improvement systems are in place to guarantee the ongoing monitoring and review of all aspects of business operation.

### Record Maintenance

PRET AUSTRALIA is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf. All records are maintained through a combination of manual and AVETMISS compliant computer based systems designed to ensure we could provide detailed and timely information to our clients. Records of a student who relate to a government funded arrangement will display the contract registration number and student number supplied by the funding authority.

PRET AUSTRALIA has made the necessary changes to ensure all current student records display the allocated unique student identifier (USI). Statements of Attainment and Qualifications cannot be issued without a USI for courses completed after the 1<sup>st</sup> January 2015. PRET AUSTRALIA submits Avetmiss reports to Department of Education and Training Queensland on a monthly basis resulting in student outcomes being updated through the USI system.

Only authorised personnel at PRET AUSTRALIA can access client records.

### Personal Details and Privacy Policy

Student details including address, email and phone numbers are entered into the RTO database and remain confidential. Any change of address must be given to PRET AUSTRALIA on a change of address form.

It is the student's responsibility to ensure that personal details are current and correct. Students are informed of the process to gain access to their records. A student request for permission to access individual records must be in writing.

PRET AUSTRALIA in its operations and provisions complies in all ways with the Privacy Amendment (Private Sector) Act 2000. This prevents PRET AUSTRALIA from providing any student details to any other person other than the student without the express permission of the individual concerned.

## Assessment Records

Assessment records are a permanent account of achievement of performance and all records relating to courses conducted by PRET AUSTRALIA are maintained in accordance with the VET Quality Framework - Standards for NVR Registered Training Organisations 2015.

Records of student's participation and progress through their training program are systematically collected, recorded and stored. PRET AUSTRALIA uses both paper based and AVETMISS compliant record keeping systems for recording evidence. In face to face sessions, instructors complete all required program assessment documents on candidates (e.g. trainee assessment books, evidence record forms) as completed by the candidate throughout their study program. Electronic records are updated as soon as practical after completion of assessment to ensure up to date information is available to participants and authorised clients on request.

Assessment results are retained by PRET AUSTRALIA for 30 years. Individual assessment records are retained;

- until the period for appeal against assessment has lapsed,
- or for a period of six months from the date on which the judgment of competence for the student was made
- or for the duration of the student's enrolment

whichever is the longest period of time in accordance with the National VET Regulator (ASQA) general direction in regards to the retention period of completed student assessment. Participant results will only be released for legal, educational requirements to the student or their authorized representative.

## HEALTH & SAFETY POLICY

### *Workplace Health & Safety Responsibilities:*

Students have an obligation under Section 25 of the Work Health and Safety Act 2011.

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by PRET AUSTRALIA
- Students **MUST** carry out safety directions given by members of PRET AUSTRALIA ;
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at PRET AUSTRALIA

**NOTE:** *Students who do not comply with these legal requirements are in breach of the Work Health and Safety Act can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

## STUDENT SUPPORT SERVICES POLICY

PRET AUSTRALIA has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by PRET AUSTRALIA.

PRET AUSTRALIA will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Details of participant support services available for our courses are outlined in the 'Student Handbook', or can be obtained by contacting our office on (07) 3878 8513.

### ***Student Support Services***

PRET AUSTRALIA will endeavor to identify any students requiring counselling or support services before enrolling. PRET AUSTRALIA will assist where possible, and in the event that further action is required, refer the student to the appropriate service provider.

Language Literacy and Numeracy (LL&N) support can be accessed through:

#### **Adult English Language, Literacy and Numeracy:**

TAFE Queensland Brisbane, South Bank  
Level 3, A Block 66 Ernest Street  
South Brisbane Qld 4001

Postal Address  
GPO Box 2599  
Brisbane Qld 4001

Email: [tells@tafe.qld.edu.au](mailto:tells@tafe.qld.edu.au)  
Telephone: (07) 3244 5488  
Facsimile: (07) 3244 5222

#### **Learning Disability:**

**SPELD**  
Phone: 07 3394 2566

**The Independent Living Centre - Life Tec Queensland**  
Phone: 07 3552 9000

**Dyslexia Association of Brisbane**  
Brenda Baird - 4B La Senda Court Springwood Qld 4127  
Phone: 07 3299 3994  
<http://www.dyslexia-australia.com.au/booking.htm>

#### **Deaf and Hearing Impaired:**

**Deaf Services Queensland.**  
915 Ipswich Road Moorooka Qld 4105 Phone (07) 3892 8500

#### **Vision Impairment:**

**Queensland Blind Association**  
Phone: 07 3848 8888

**Royal Blind Foundation**  
Phone: 07 3391 9191

**Vision Australia - Brisbane**  
Phone: 07 3727 2345 or 1300 84 74 66

#### **Physical Impairment:**

**The Independent Living Centre - Life Tec Queensland**  
Phone: 07 3552 9000

**Spinal Injuries Australia**

Phone: 07 3391 2044

**Intellectual Impairment:**

**The Independent Living Centre - Life Tec Queensland**  
Phone: 07 3552 9000

**Psychiatric Difficulty:**

**Mental Health Association Qld**  
473 Annerley Road Annerley Qld 4103  
Phone: 1300 729 680 or 07 3112 4399

This list of organizations is a selection only. Please discuss the matter with us if you have any special needs or questions.



## STUDENT RULES

PRET AUSTRALIA aims to provide students with the opportunity to study, learn, and develop skills in a safe and supportive educational and social environment. As a student, you will have rights and responsibilities.

When you sign your enrolment form, you agree to follow PRET AUSTRALIA Student Rules.

### STUDENT RIGHTS AND RESPONSIBILITIES

#### *Privacy and personal information protection in PRET AUSTRALIA*

When you enrol with PRET AUSTRALIA, you may be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1988. This Act imposes obligations on PRET AUSTRALIA in its collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment and study records.

#### *Change of Personal Details*

It is your responsibility to notify PRET AUSTRALIA if you change your name or address after enrolment. This is critical to receive important information from PRET AUSTRALIA (e.g. Results of Assessments). There is a 'Student Change of Address Notification' included in the Student Handbook for this purpose.

#### *Communication systems including email and internet*

PRET AUSTRALIA provides internet and email access in classrooms for the purpose of conducting training and assessment. Permission will only be given in emergencies for personal use of email and internet.

#### *Mobile Phones*

The staff at PRET AUSTRALIA make provision for all students to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Permission will only be given in emergencies for mobile phones to be left on in classrooms or any training/assessment environment. Students must leave the room if permission is granted to answer calls.

### ***Drugs, Alcohol and Articles Considered Dangerous***

PRET AUSTRALIA prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by PRET AUSTRALIA. The penalties for serious misconduct range from exclusion from PRET AUSTRALIA courses for a period of time to 'Removal of Academic Privilege'.

### ***Examinations, Course Assessments and Results***

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by PRET AUSTRALIA.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination. If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your work papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from PRET AUSTRALIA courses for a specific period of time.

### ***Cheating***

A student shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Principal Consultant for appropriate action as outlined in disciplinary action.

## **MISCONDUCT**

Misconduct of a Student is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of PRET AUSTRALIA operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

### **Vandalism and Theft**

- Defaced equipment, furniture or fixtures on premises under the control of PRET AUSTRALIA
- Was caught stealing

### **Safety and Hygiene:**

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

**Failure to Comply With Directions:**

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

**Cheating and Plagiarism:**

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

**Verbal Abuse:**

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

**Physical abuse:**

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

**Alcohol and Drugs:**

- Drinking an alcoholic drink on premises under the control of PRET AUSTRALIA
- Intoxicated and disorderly on premises under the control of PRET AUSTRALIA
- Engaging in the taking or selling of drugs

**Weapons:**

- Carried a weapon on their person on premises under the control of PRET AUSTRALIA
- Used an object as a weapon to threaten or intimidate another person on premises under the control of PRET

**Exposure and Decency:**

- Acted in a lewd way
- Engaged in sexual behaviour

***Misconduct is a disciplinary offence and includes but is not limited to:***

- Wilfully obstructing or disrupting any PRET AUSTRALIA meeting, activity, class or assessment
- Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging, or wrongfully dealing with, any PRET AUSTRALIA property or the property within premises under the control of PRET AUSTRALIA personnel
- Assaulting or attempting to assault any person within PRET AUSTRALIA
- Drunken and disorderly behaviour on premises under the control of PRET AUSTRALIA
- Cheating and plagiarism
- Making a false representation as to a matter affecting student/trainee status
- Breach any rules relating to conduct of assessment
- Any indictable offence which impinges on PRET AUSTRALIA operations
- Possession of prohibited or dangerous articles
- Breaching Workplace Health & Safety responsibilities

## DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties.

(Refer to Complaint Procedure and Appeal Procedure) Your penalty might then be reduced, removed, or increased.

### *Consequences of Misconduct:*

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

#### **1<sup>st</sup> Offence**

A verbal warning shall be issued and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning and also the student receiving the disciplinary action and this record shall be placed in the student file.

#### **2<sup>nd</sup> Offence**

A Formal written warning will be issued to the student advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3<sup>rd</sup> time. A record of this written warning shall be documented, dated and signed by the Principal Consultant, the person issuing the warning and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

#### **3<sup>rd</sup> Offence**

Will result in the removal of academic privilege by PRET AUSTRALIA.

The student will be advised of the time to attend a meeting with the Principal Consultant and the person issuing the disciplinary action. The student will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Principal Consultant, the person issuing the disciplinary action and also the student receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student shall be immediately suspended for 24 hours from attendance at class.
2. The facilitator shall advise the Principal Consultant immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Principal Consultant.
4. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Principal Consultant, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

5. The student shall also be advised in relation to their right of appeal against certain penalties.
6. The Principal Consultant shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:
  - Modify or dismiss the charge
  - Reprimand and warn the student against repetition of the breach of discipline
  - Suspend the student for a period not exceeding 14 days, which shall include any period of suspension already served.
  - Remove Academic Privilege

## COURSE OVERVIEW

### CPP41419 Certificate IV in Real Estate Practice.

PRET AUSTRALIA is a high-quality training provider specializing in the delivery of units required to apply for a Salesperson Registration (12 units) or Real Estate Agent Licence (19 units).  
Comprising of units from the following industry recognized training packages:

Certificate IV in Real Estate Practice (CPP41419)

and

Diploma of Property (Agency Management) (CPP51122)

Competency must be achieved in all units as required by the [Office of Fair Trading](#)

Units can be found in the following training packages:

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

and

<https://training.gov.au/Training/Details/ CPPREP5010>

### Options

On completing the appropriate course, students will be able to apply for the following registration and licences through the Queensland Office of Fair Trading:

**Real Estate Salesperson Registration Certificate** - 12 units of competency

**Real Estate Agents Licence** - 19 units of competency

### Entry Requirements

Although there are no entry requirements, students should have appropriate language and literacy and numeracy skills, be able to read and write in English and perform basic mathematical calculations. Basic computer and word processing skills and the ability to access and use the internet for research purposes is necessary.

### *Delivery strategy:*

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge. PRET AUSTRALIA endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are used by PRET AUSTRALIA:

**Classroom** - face to face including part-time classes

**Workplace** - for traineeships or groups of 5 or more

**Distance (external)** - Online access to assessment and resources on PRET Server. Email support provided.

**RPL** - Recognised Prior Learning

All course material is provided electronically. An additional fee applies where printed copies are requested. Please contact PRET AUSTRALIA on 07 3878 8513 should you require printed copies of course materials.

**Assessment strategy:**

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide student feedback on their progress.

**Assessment methods:**

Clear instructions are provided to the candidate in an introduction folder.

The structured assessment process is designed to meet the needs of each individual participant within the requirements of the unit of competency and the respective Performance Criteria.

The assessment consists of short answer questions, simulated workplace tasks, role-plays, completing legislated forms and researching information using the internet.

**Pathways:**

All licensed or registered employees in the real estate industry must be 18 years or over and are subject to certain eligibility requirements as set down by the Queensland government. Further information on eligibility requirements can be found at:

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/property-industry-regulation/get-a-property-industry-licence-or-registration/real-estate-agent-licence-or-registration/apply-for-a-real-estate-agent-licence/>

The staff at PRET AUSTRALIA will be able to provide you with information on the pathways for further study and employment. Please contact them on 07 3878 8513.

**Award:**

Students successfully completing a full certificate qualification will be issued with the relevant certificate.

Students completing individual units, or group of units will be awarded a nationally recognised Statement of Attainment.

**Course duration:**

A range of options are available to students to suit individual needs. Discuss your options when enrolling.

Contact PRET AUSTRALIA on 07 3878 8513 for further information.

Training centre location

Our Queensland training facilities are located at:

**LOGAN CENTRAL - 37 Wembley Road (cnr Mooney Street) - Real Estate Courses**

**OXLEY - 2 Edenvale Street - Business Course**

## Achieving Queensland Office of Fair Trading Licence requirements:

The Property Occupations Act 2014 sets out the requirements for specific licences and registrations required of those operating in the real estate industry. The Property Occupations Regulations 2014 specify the particular educational requirements for each licence and registration.

A number of different licences may be applied for after completion of selected units of competency from the CPP Property Services Training Package.

The Queensland Licences are listed below along with the corresponding units of competency.

### Disclaimer:

*Please note that PRET AUSTRALIA takes **NO** responsibility for any changes that may be made to the real estate licensing requirements through any changes to legislation or by the Queensland Office of Fair Trading.*

*The units of competency in the PRET AUSTRALIA registration and real estate agent's course will be those required by the Office of Fair Trading under the Property Occupations Act at the time of the course delivery*

### Real Estate Salesperson Registration Certificate

To achieve the academic requirement for registration as a real estate salesperson competency must be achieved in the following 12 units of competency from the CPP Property Services Training Package:

CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4121	Establish landlord relationships
CPPREP4123	Manage tenancy

**Application for registration is made to the Office of Fair Trading using the prescribed Office of Fair Trading form - Application for a real estate salesperson registration certificate - Form 3-1** <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/property-industry-regulation/get-a-property-industry-licence-or-registration/>

For those holding a 'Real Estate Salesperson Registration Certificate', employment opportunities include employment by a licensed real estate agent as a real estate salesperson, property manager and personal assistant in all real estate industry sectors including residential, commercial, industrial, and business broking.

The duties of a real estate salesperson may include, prospecting for properties for sale, listing properties for sale, developing marketing strategies and plans to market the property, conducting open house, obtaining offers for properties and negotiating contracts with the prospective purchases and sellers.

The duties of a property manager may include prospecting for properties for the agency to manage, listing the properties for rent, advertising the properties, tenant selection, property inspections, rent collection, arranging maintenance for properties, attending to tenant requests and accounting to clients for income and expenses relating to the properties. Positions also exist for assistant property managers, letting clerks and inspection clerks who would perform a specified range of duties within the property management field.

Personal assistants perform a specified range of tasks in selling and marketing properties and are employed to assist successful real estate salespeople



## Real Estate Agent Licence

To achieve the academic requirement to apply for a Real Estate Agents Licence, competency must be achieved in the following 19 units of competency from the CPP Property Services Training Package:

CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4121	Establish landlord relationships
CPPREP4122	Manage tenant relationship
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust account
CPPREP4506	Manage off-site and lone worker safety in real estate
CPPREP5006	Manage operational finances in the property industry
CPPREP5010	Manage customer service activities in the property industry
CPPREP4503	Present at hearings in real estate

Application for a real estate agents licence is made to the Office of Fair Trading on the prescribed Office of Fair Trading form - *Application for an individual's licence Real estate agent, property auctioneer, resident letting agent, motor dealer, chattel auctioneer Form 1-1* <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/property-industry-regulation/get-a-property-industry-licence-or-registration/>

For those holding a real estate agent licence, employment opportunities are available in all sectors of the real estate industry including residential, commercial, industrial, and business broking. Holders of a real estate agent licence can establish their own agency, manage a real estate agency or choose to work for a licensed real estate agent.

Terms of employment may differ to those of a registered salesperson as the holder of a real estate agent licence can elect to work on a commission only basis rather than receiving a weekly wage that may be offset against future commissions. A licensed real estate agent can also work as a contractor to a real estate agency and as such invoices the agency for commissions due.

If a licensed real estate agent chooses to establish their own business, they can perform the full range duties involved in the selling and management of real estate and can employ other appropriately licensed and registered persons to assist in performing those functions

## Auctioneer Licence

To achieve the academic requirement to apply for an Auctioneer (Real Property) Licence competency must be achieved in the following five (5) units of competency from the CPP07 Property Services Training Package:

CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
CPPREP4161	Undertake pre-auction processes
CPPREP4162	Conduct and complete sale by auction
CPPREP4163	Complete post-auction process and contract execution
CPPREP4125	Transact in trust accounts
CPPREP5006	Manage operational finances in the property industry

The applicant can then apply to the Office of Fair Trading for the auctioneer licence on the prescribed form - refer to the details above under real estate agent licence as the same form is used.

An auctioneer licence allows you to sell a real property by auction. This includes attempting or offering to sell the property.

Real property includes:

- dwellings
- community title lots
- businesses
- vacant land.

It will also allow you to sell:

- other types of property by auction, but only if the property is connected to a real property auction (such as a livestock as part of an auction for a farm house and rural land)
- the property by any means during the auction period.

You can work alone, with others or as an employee of:

- an auctioneer
- a real estate agent

## Resident Letting Agent Licence

To achieve the academic requirement to apply for a Resident Letting Agents Licence competency must be achieved in the following 15 units of competency from the CPP Property Services Training Package:

CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4121	Establish landlord relationships
CPPREP4122	Manage tenant relationship
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust account
CPPREP4181	Manage onsite residential property
CPPREP5006	Manage operational finances in the property industry
CPPREP4503	Present at hearings in real estate

The applicant can then apply to the Office of Fair Trading for the resident letting agent licence on the prescribed form - refer to the details above under real estate agent licence as the same form is used.

The resident letting agent licence allows you to:

- rent out and manage units in a building complex (on behalf of the owners and body corporate)
- collect rents in the complex
- operate a trust account

A resident letting agent licence does not allow the person holding the licence to sell units in the complex - a real estate agents licence must be held to sell property on behalf of another person.

### CPP41419 Certificate IV in Real Estate Practice

To obtain CPP41419 Certificate IV in Real Estate Practice, competency must be achieved in 5 specified core and 13 elective units (18 units in total) from CPP Property Services Training Package.

CPPREP4001	Prepare for professional practice in real estate
CPPREP4002	Access and interpret ethical practice in real estate
CPPREP4003	Access and interpret legislation in real estate
CPPREP4004	Establish marketing and communication profiles in real estate
CPPREP4005	Prepare to work with real estate trust accounts
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property
CPPREP4121	Establish landlord relationships
CPPREP4122	Manage tenant relationship
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust account
CPPREP4506	Manage off-site and lone worker safety in real estate
CPPREP5006	Manage operational finances in the property industry
CPPREP4503	Present at hearings in real estate

On the successful completion of all 18 units of competency the student will be issued a Certificate IV in CPP41419 Real Estate Practice.

### BSB30120 Certificate III in Business

PRET AUSTRALIA offers traineeships to schools and industry, to enable the student to achieve BSB30120 Certificate III in Business. The course provides the knowledge and skills to carry out a range of routine procedural, clerical, administrative or operational tasks that require business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge.

#### Course Structure

Trainees complete 13 units of competency from the BSB07 Business Services Training Package

BSBXTW301	Work in a team
BSBWHS311	Assist with maintaining workplace safety
BSBXCM301	Engage in workplace communication
BSBSUS211	Participate in sustainable work practices
BSBPEF201	Support personal wellbeing in the workplace
BSBCRT311	Apply critical thinking skills in a team environment
BSBOPS302	Identify business risk
BSBTWK301	Use inclusive work practices
BSBOPS305	Process customer complaints
BSBOPS304	Deliver and monitor a service to customers
BSBTEC301	Design and produce business documents
BSBWRT311	Write simple documents
CHCCCS014	Provide brief interventions

### **School Based Traineeship**

Trainees undertake a minimum paid work requirement of 375 hours (50 days) work experience for this certificate with onsite training. Averaging over a three month period a minimum of 7.5 hours per week.

### **Full-time Traineeship**

Traineeships are competency -based. This means that when an employer and trainee are satisfied all training and assessment required under their training plan has been completed, and the supervising registered training organisation (SRT0) has issued the qualification, they may begin the completion process.

### **Qualifications**

Students will receive a Statement of attainment in BSB30120 Certificate III in Business.

### **Employment Outcomes**

Trainees completing this qualification could seek employment in a variety of business service roles. They could gain employment in numerous business administration roles; for example: administration officer, administrative assistant, customer service representative and personal assistant etc.

### **Further Study**

Students can use BSB30120 Certificate III in Business qualification as a pathway to obtaining additional qualifications where the units are recognised within the training package.

### **Entry Requirements**

Although there are no prescribed entry requirements, students should have appropriate language, literacy and numeracy skills to be able to read and write in English and perform basic mathematical calculations. Basic computer and word processing skills and the ability to access and use the internet for research purposes is necessary.

### **Delivery Option**

Monthly class room activities and one on one training provided in the workplace on a quarterly basis.

### **Assessment**

The structured assessment process is designed to meet the needs of each individual student within the requirements of the unit of competency and the respective Performance Criteria.

The assessment consists of short answer questions, simulated workplace tasks and researching information in the workplace and on the internet.

On completion of the 13 units of competency the student will be issued the qualification, BSB30120 Certificate III in Business.

***Please contact the PRET AUSTRALIA on 07 3878 8513  
for further information about the courses we offer.***

## INFORMATION ACCEPTANCE FORM

Note:

You are required to either:

- sign and return the ‘Return Slip’ below
- or
- sign ‘Student Declaration’ clause on the enrolment form to indicate that you have read and understood your rights and responsibilities detailed in the Student Handbook including our refund policy.

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### Return Slip

I have read the information contained in PRET AUSTRALIA Student Handbook. I am aware that further detailed information relating to PRET AUSTRALIA services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities and conditions of enrolment outlined in this handbook.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Name: \_\_\_\_\_

Acknowledgement of this document is included in your enrolment form

Postal Address:  
PRET AUSTRALIA  
37 Wembley Road  
LOGAN CENTRAL QLD 4114

Email: [enrolments@pret.edu.au](mailto:enrolments@pret.edu.au)

**CHANGE OF ADDRESS FORM**

**Change of address notification**

To: The Director / PRET AUSTRALIA

From:
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*Full Name - Please Print*

Please amend your records to show my new address is:

	Postcode:

My new telephone number is:

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*(Home)*

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*(Work - only if available for contact)*

My previous address was:

	Postcode:

The subject/s I am studying this semester are:


Signature	Date:
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*Please advise the PRET AUSTRALIA of your change of details as soon as possible*