POLICIES & PROCEDURES

FOR

STUDENT’S

2014 v2
MISSION STATEMENT - NREL

Our mission is to provide quality training and assessment services and to prepare our student’s for a fulfilling professional career in the real estate industry. We are committed to upholding our values of providing excellence in training.

CODE OF CONDUCT

All students are expected to:

• Conduct themselves professionally at all times, so as to comply with the generally accepted standards of moral behaviour and decency

• At all times strive to achieve a high level of proficiency through commitment to studies

• Never criticise, condemn or otherwise denigrate the organisation, its Staff Members and Trainers or members of the Industry or allied professions.

Access and Equity

Access and Equity policies are incorporated into operational procedures. NREL prohibits discrimination towards any group or individuals in any form, inclusive of:

• Gender
• Pregnancy
• Race, colour, nationality, ethnic or religious background
• Marital status
• Physical or intellectual or psychiatric disability
• Homosexuality (male or female, actual or presumed)
• Age

NREL encourages student’s with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.
Training that meets your needs

NREL guarantees once you have commenced your course training / assessment will be provided to completed for the course

NREL is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If you at any point through-out your course you require any assistance or support please discuss these needs with NREL staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises.

Note that any information you tell us in relation to your needs will remain confidential and only used to support you.

Complaints and Appeal Procedures

All complaints and appeals are taken seriously and their findings incorporated into procedures as appropriate.

Should a student have a complaint or appeal (issue), the following steps are to be followed:

1. Student’s should discuss the issue with the person involved to try and resolve it verbally.

2. If no resolution is reached, the student should discuss the issue with his / her trainer to see if it can be resolved.

3. If still no resolution the student should put the following information relating to the issue in writing:
   - description of the complaint or appeal
   - state whether you wish to formally present your case
   - steps you have taken to deal with the it
   - what you would like to happen to fix the problem and prevent it from happening again.

4. The student brings the issue to the attention of the CEO within seven (7) days from when the event took place. In the case of an appeal, the CEO will assess the result and assessment and will moderate this with the trainers, and then present the student with a written report within 21 days. In the event of a complaint the CEO has 7 days in which to respond.

5. If the complaint or appeal is not dealt with to the student’s satisfaction, s/he may bring it to the attention of the CEO. The CEO will either deal with the issue personally or arrange for it to be dealt with by an independent management representative. This process must commence within 48 hours from the time the CEO receives written notification from the student about their dissatisfaction to the response received from the CEO and a response / resolution must be presented within 7 days.

6. Should the issue still not be resolved to the student’s satisfaction, NREL will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer then 14 days.

7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.
8. If the student is still not happy with external mediation of the appeal, he/she may take his/her complaint to Australian Skills Quality Authority (ASQA):
   
   Complaints Team
   Australian Skills Quality Authority
   GPO Box 9928
   SYDNEY NSW 2001
   Tel: 1300 701 801

   You can also submit your complaint online to ASQA by referring to the web site

   In respect to complaints and depending upon the nature of the complaint eg discrimination,
   fair trading etc, the student will be directed to the appropriate government department.

9. All documentation relating to complaints or appeals should be archived for audit purposes. NREL CEO will be person responsible for the implementation and maintenance of the policy.

**Appeals against Assessment Grades**

Students may appeal against a result shown on their student record/assessment and may lodge their appeal as outlined above.

**Flexible Forms of Assessment**

NREL has facilities to provide flexible forms of assessment as required, for students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

**Access to student Records and Participation**

NREL is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more than willing to help you.
Refund Policy

NREL has the following policy regarding refunds of fees to students.

Course fees shall not be refunded to the student under any circumstances unless;

- NREL cancels or discontinues a course.

Courses and course fees are not transferable.

To secure a position, payment is required on enrolment. The enrolment cannot be processed without payment for the designated course. Fees are per course. Refer to the Fees Overview.

If the applicant is under the age of 18, refer to the applicable state legislation for Licence application age restrictions.
Recognition of qualifications issued by other RTO’s.

Recognition of qualifications issued by other registered training organisations is usually for purposes of entry into a qualification where another qualification or certain Statements of Attainment are a prerequisite to entry, or for part completion of a qualification based on Statements of Attainment for the units/modules already held by the student. It is mandatory that RTO’s accept the qualifications and Statement of Attainments issued by other RTO’s.

Recognition of qualifications issued by other registered training organisations does not require an RTO to recognise the qualifications/Statements of Attainment issued by another RTO for any purposes other than training with that RTO, such as licensing or employment arrangements, eg industrial award classifications.

Recognition of qualifications issued by other registered training organisations does have a limited lifespan. If the qualification/Statement of Attainment is currently listed on TGA and is still a component of a qualification that the student wishes to undertake, recognition of qualifications issued by other registered training organisations must be given. If the qualification/Statement of Attainment held by the student has been superseded and is no longer on TGA or is not the version required by the qualification into which the student wished to enrol, this policy does not apply.

In such situations, recognition of prior learning would be the appropriate way to proceed.

Administrative Contacts

Occasionally students may need to consult the Assessor and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our student’s, we suggest, that the student speak with his/her trainer, or the CEO.

The Assessor can often assist with any individual subject problems a student may encounter. The trainer can only comment on his/her subject not on other subjects.

The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for student’s refer the question to the Assessor or CEO.
Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, the student is required to notify NREL with the relevant information. The change must be advised in writing stating the previous address, the new address.

No responsibility will be accepted by the Organisation for failure to follow the above procedure.

Examinations & Class Tests

All courses have some form of assessment. This can be any/or all of practical, theory, assignments and/or written and/or verbal assessments.

Assessment Results

Students are notified of assessment results by their trainer Assessor.

No assessment results are issued or discussed over the telephone.
### Legislative Guide

The following range of legislative references and standards is provided as an awareness guide only. It aims to increase awareness of the roles and responsibility NREL have in a quality process that supports the RTO in meeting its obligations to its clientele.

### Standards for NVR Registered Training Organisations 2012

#### Part 1 Preliminary

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#### Part 2 Essential standards for initial registration

| SNR 4    | The applicant must have strategies in place to provide quality training and assessment across all of its operations |
| SNR 5    | The applicant must have strategies in place to adhere to the principles of access and equity and to maximise outcomes for its clients. |
| SNR 6    | The applicant must have in place management systems that will be responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO will operate |
| SNR 7    | The applicant has adequate governance arrangements |
| SNR 8    | Interactions with the National VET Regulator |
| SNR 9    | Compliance with legislation |
| SNR 10   | Insurance |
| SNR 11   | Financial management for initial registration |
| SNR 12   | Strategy for certification, issuing and recognition of qualifications and statements of attainment |
| SNR 13   | Strategy for accuracy and integrity of marketing |
| SNR 14   | Strategy for transition to Training Packages |

#### Part 3 Essential standards for continuing registration

| SNR 15   | The NVR registered training organisation provides quality training and assessment across all of its operations |
| SNR 16   | The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients |
| SNR 17   | Management systems are responsive to the needs of clients, staff and stakeholders, and in the environment in which the NVR registered training organisation operates |
| SNR 18   | The NVR registered training organisation has governance arrangements in place |
| SNR 19   | Interactions with the National VET Regulator |
| SNR 20   | Compliance with legislation |
| SNR 21   | Insurance |
| SNR 22   | Financial management |
| SNR 23   | Certification, issuing and recognition of qualifications and statements of attainment |
| SNR 24   | Accuracy and integrity of marketing |
| SNR 25   | Transition to Training Packages/expiry of VET accredited course |
Workplace Health and Safety Act 2011
Workplace Health and Safety Regulations 2011


The main object of Workplace Health and Safety Act 2011 is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by —

a. protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant; and

b. providing for fair and effective workplace representation, consultation, cooperation and issue resolution in relation to work health and safety; and

c. encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting persons conducting businesses or undertakings and workers to achieve a healthier and safer working environment; and

d. promoting the provision of advice, information, education and training in relation to work health and safety; and

e. securing compliance with this Act through effective and appropriate compliance and enforcement measures; and

f. ensuring appropriate scrutiny and review of actions by persons exercising powers and performing functions under this Act; and

g. providing a framework for continuous improvement and progressively higher standards of work health and safety; and

h. maintaining and strengthening the national harmonisation of laws relating to work health and safety and to facilitate a consistent national approach to work health and safety in Queensland.

The Workplace Health and Safety Act sets out the laws about the health and safety requirements affecting workplaces and work activities in Queensland. You need to be familiar with the Act in order to understand your obligations and safety requirements.

To make Queensland workplaces healthier and safer, you must fulfil your obligations under the Workplace Health and Safety Act. You have a workplace health and safety obligation to yourself and to others.

You must:

- Take reasonable care for their own health and safety and that their acts or omissions do not adversely affect the health and safety of others.
  - not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace
  - not wilfully place others at risk
  - not wilfully injure yourself

- Comply with any reasonable instruction to comply with the Act and cooperate with any reasonable policy or procedure relating to health or safety at the workplace.
  - comply with instructions given for workplace health and safety by any staff member
  - use personal protective equipment if the organisation provides it and if you’re properly instructed in its use

NREL cannot knowingly put anyone’s health and safety at risk and therefore must ensure the competence of our staff and contractors delivering training or in the provision of services within the working environment.

Anti Discrimination Act 1991 - Regulations 2005
This Act promotes and protects the principles that in practise lead to the fair and equitable treatment of everyone. Refer to:

Chapter 2, Part 2--Prohibited grounds of discrimination

7 Discrimination on the basis of certain attributes prohibited

The Act prohibits discrimination on the basis of the following attributes--

a. sex;
b. relationship status;
c. pregnancy;
d. parental status;
e. breastfeeding;
f. age;
g. race;
h. impairment;
i. religious belief or religious activity;
j. political belief or activity;
k. trade union activity;
l. lawful sexual activity;
m. gender identity;
n. sexuality;
o. family responsibilities;
i. association with, or relation to, a person identified on the basis of any of the above attributes

Disability Services Act 2006

This Act promotes the rights of people with a disability, increasing their wellbeing and encouraging their participation in the life of the community. It includes measures to safeguard the rights and safety of people with a disability and combines with existing systems to improve the quality of services they receive.

People with a disability have the right to equal access to services available to other members of the Queensland community. The service delivery principles in the Disability Services Act 2006 encourage service providers to consider the needs of people with a disability when they design and deliver services.

Commonwealth Disability Discrimination Act 1992

The Commonwealth Disability Discrimination Act 1992 provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.
Fair Trading Act 1989

The Fair Trading Act 1989 aims to protect consumers by addressing market failure, such as information asymmetries between businesses and consumers, which may lead to some businesses gaining an unfair advantage.

The CEO objective of this Act is to improve consumer wellbeing through consumer empowerment and protection, fostering effective competition and enabling the confident participation of consumers in markets in which both consumers and suppliers trade fairly.

States and Territories have enacted a range of legislation dealing with fair trading and consumer protection issues. This legislation regulates aspects of business conduct, including advertising, dealings with customers and the provision of information. It falls into three broad categories: general fair trading legislation, which includes governments’ fair trading Acts; legislation regulating the provision of consumer credit, including the Consumer Credit Code; and trade measurement legislation, which deals with the measurement of goods for sale. Attempts have been made to achieve national uniformity in each of these areas, but variation across jurisdictions remains.

Queensland Privacy: Department of Justice and Attorney-General

The privacy scheme in Queensland adopts the 11 Information Privacy Principles (IPPs) in the Commonwealth Privacy Act 1988 and regulates how personal information is collected, stored, used and disclosed by Queensland Government agencies. Queensland Privacy is a government policy and is subject to legislation and existing contractual responsibilities of agencies. We cannot release information unless we have been given written information eg generic induction Refer to:

Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 / Privacy Amendment (Enhancing Privacy Protection) Act 2012


From 12 March 2014, the Australian Privacy Principles (APPs) will replace the National Privacy Principles and Information Privacy Principles and will apply to organisations, and Australian Government (and Norfolk Island Government) agencies.

An organisation must take reasonable steps to make individuals aware that it is collecting personal information about them, the purposes for which it is collecting the information, and who it might pass the information on to. There are some restrictions on what an organisation can do with the personal information it collects and when it can disclose personal information or transfer it overseas.

Except for some special circumstances, individuals have a right to get access to personal information an organisation holds about them and to have the information corrected or annotated if the information is incorrect, out-of-date or incomplete. Individuals can also make a complaint if they think information about them is not being handled properly.

Refer to the following link for more information regarding the Australian Privacy Principles.


AGREEMENT TO COMPLY – STUDENT’S

I____________________________________________________________________have read the Policies and Procedures for student’s as outlined by NREL and agree to comply with all the conditions and requirements therein.

Name:__________________________________________________________________(Please Print name)

Signature:________________________________________________________________________

Date:________________________________________________________________________