



## **STUDENT HANDBOOK**

### **Policies and Procedures for Students**

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**Registered Training Organisation No: 40998**

National Real Estate Learning  
Effective: October 2024  
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# NREL STUDENT HANDBOOK

## 1. Rights and Responsibility

The adult learning environment within the RTO encourages and supports the participation of people from diverse backgrounds. The RTO's aim is for each student to have an equal opportunity to learn in a supportive environment.

## 2. Students' Rights

The RTO recognise that students have the right to:

- Expect the RTO to provide training of a high quality that recognises and appreciates their individual learning styles and needs.
- Have access to all the RTO's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect the RTO to be ethical and open in their dealings, their communications and their advertising.
- Expect the RTO to observe their duty of care to them.
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of student records in accordance with the RTO's policies, to the extent permitted by law.

### 3. Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at the time of enrolment, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days.
- Paying of all fees and charges associated with their course.
- Signing in and out when attending training.
- Abiding by any dress code stipulated by the RTO.
- Not cheating or plagiarising in course work / assessments submitted for assessment.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke in designated areas.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the CEO.
- Respecting the RTO's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.
- Asking for assistance and / or support when needed.

Prior to enrolment, individuals are advised to check their eligibility for a licence or registration certificate with the governing body of their state. The RTO takes no responsibility for students' eligibility with their state government.

Suitability requirements address issues of age, criminal history, bankruptcy and previous cancellations of licenses or registrations held.

Individuals are also advised to determine if their planned employment arrangements are appropriate to the licence or registration category intended.

## 4. Access and Equity

Access and Equity policies are incorporated into operational procedures. The RTO 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

The RTO encourages Students 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.

## 5. Photo Identification for Profile Authentication

National Real Estate Learning uses student images to authenticate submissions, particularly during role play assessments. This ensures the integrity and authenticity of the student's work.

A photograph of the student, either uploaded by the student or provided during the pre-enrolment assessment will be used in the learner management system for identification and authentication purposes.

During the pre-enrolment assessment phase, National Real Estate Learning will request students to provide photo identification to authenticate their identity as part of their documentation.

Acceptable forms of photo identification include:

- Passport
- Driver's license
- National ID card

Upon receipt of the photo identification, National Real Estate Learning's enrolment team will verify the authenticity of the submitted photo identification. If the photo identification is unclear or does not meet the requirements, the student will be contacted to provide a new copy.

Once verified, the photo from the student's identification will be uploaded to the learner portal as the student's profile picture. The image will be used as the student's profile picture throughout their course duration for identification during assessments, particularly role play assessments.



The profile picture will be visible to the student and authorised National Real Estate Learning personnel. During role play assessments, the assessor will cross-check the student's profile picture with the individual performing the role play to ensure authenticity. Any discrepancies will be documented, and the student will be required to provide additional identification.

For online role play assessments, students profile picture will be compared to the live video feed to confirm the student's identity.

Student images will be securely stored within National Real Estate Learning's learner management system and access to these images will be restricted to authorised personnel only.

All student images will be handled in accordance with National Real Estate Learning's privacy policy and relevant data protection laws. Images will not be used for any purposes other than student identification and assessment authentication.

Upon enrolment, students will be required to provide consent for the use of their images for identification and assessment purposes. By submitting their photo identification during the pre-enrolment phase, students provide implied consent for the use of their photo for identification and authentication purposes in the learner portal.

Students who do not consent to the use of their photo identification must inform the National Real Estate Learning in writing at the time of enrolment. Upon receipt of written notification, National Real Estate Learning will discuss alternative methods of identity verification with the student.

### 6. International Students

NREL is unable to accept any international students that hold a student visa to study in Australia. NREL requires all students to confirm they are NOT on an international student visa prior to enrolment, providing false information regarding this matter does not entitle the student to a refund of any course fee's.

### 7. Training Guarantee

The RTO guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

### 8. Training that meets your needs

The RTO 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 the RTO 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. Should any additional support attract an additional

cost this will be payable by the student. 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. Any information you tell us in relation to your needs will remain confidential and only used to support you.

## 9. Changes to Agreed Services

Where there are any changes to agreed services, the RTO will advise the learner, in writing as soon as practicable, including in relation to any new third- party arrangements or a change in ownership or changes to existing third-party arrangements.

## 10. Unique Student Identifier (USI)

From January 1st, 2015 – if you are undertaking nationally recognised training delivered by an RTO you will need to have a Unique Student Identifier (USI).

You will be required to provide your USI to NREL.

To obtain your USI before attending the course please see [www.usi.gov.au](http://www.usi.gov.au) and select create your USI. To create your USI you will need one form of ID from the following: Driver's Licence, Medicare Card, Australian Passport, Visa (with Non- Australian Passport) for international students, Birth Certificate (Australian)

\*please note a Birth Certificate extract is not sufficient, Certificate Of Registration By Descent, Citizenship Certificate, ImmiCard.

## 11. Coupon Codes

Coupon codes for discounted prices must be used at the time of purchase to receive the discount. Coupon codes cannot be retrospectively applied or redeemed for cash under any circumstances.

## 12. Affiliate Program

By Participating in our affiliate program, you agree to the following terms and conditions. Please read through the terms carefully to understand the requirements and expectations for affiliates.

[Affiliate Program Terms & Conditions](#)

## 13. Course Transfers

NOTE: All transfer requests MUST be made in writing via email to [info@nrel.com.au](mailto:info@nrel.com.au)

If a student wishes to transfer their course to another person, they can apply for this to be processed within the first 3 months of their enrolment date. Transfers are not guaranteed and are subject to NREL discretion.

The person they wish to transfer the course to must

1. Confirm they accept the Student Handbook (terms and conditions) of enrolment
2. Confirm they are NOT in Australia on an International Student Visa
3. Confirm they are aware of the course completion date.

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The cost of transferring a course to another student is:

### CPP41419 Training Package

Course Name	Price
QLD Registration Course	\$199
QLD Upgrade to Full Licence Course	\$99
QLD Full Licence Course	\$199
QLD Residential Letting Agent Licence	\$199
QLD Certificate IV in Real Estate Practice	\$199
VIC Certificate IV Real Estate Practice	\$199
NSW Assistant Agent Course	\$99
NSW Certificate IV Real Estate Practice	\$199
NSW Upgrade Certificate IV Real Estate Practice	\$199

### National Courses

Course Name	Price
BSB40520 Certificate IV Leadership and Management	\$149
BSB40120 Certificate IV Business	\$149
BSB41419 Certificate IV in Work Health and Safety	\$149
FNS40821 Certificate IV in Finance and Mortgage Broking	\$149
FNS50322 Diploma of Finance and Mortgage Broking Management	\$199
Upgrade from FNS40821/FNS40821 to FNS405322 Diploma of Finance and Mortgage Broking Management	\$149

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## 14. Course duration

Please note that the course start date is from when the student activates their login by accessing the student portal or the date that falls 3 months from their enrolment date, whichever comes first. The time required to complete all assessments will vary student to student, this will depend on individual experience and learning style. All courses must be completed within the below mentioned timeframes from the start date of the course.

### CPP41419 Training Package

Course Name	Duration
QLD Registration Course	6 months
QLD Upgrade to Full Licence Course	6 months
QLD Full Licence Course	12 months
QLD Resident Letting Agent Licence	12 months
QLD Certificate IV in Real Estate Practice	12 months
QLD Real Estate Full Agent Licence + BSB40120 Certificate IV in Business bundle	12 months to complete the QLD full licence course and then a further 6 months for the Certificate IV in Business units
VIC Certificate IV Real Estate Practice	12 months
NSW Assistant Agent Course	6 months
NSW Certificate IV Real Estate Practice	12 months
NSW Upgrade to Certificate IV in Real Estate Practice	12 months

### National Courses

Course Name	Duration
BSB40520 Certificate IV Leadership and Management	6 months
BSB40120 Certificate IV Business	6 months
BSB41419 Certificate IV in Work Health and Safety	6 months
FNS40821 Certificate IV Mortgage and Finance	6 months
FNS50322 Diploma of Finance and Mortgage Broking Management	12 months
Upgrade from FNS40820/FNS40821 to FNS405322 Diploma of Finance and Mortgage Broking Management	6 months

## 15. Course Extensions

If you are unable to complete your course in the timeframe allocated, you can apply for an extension to NREL for additional time. Please see below details regarding extension fees. Extensions are provided in 6 month increments. Extension requests MUST be made in writing to [info@nrel.com.au](mailto:info@nrel.com.au) prior to your allocated completion time lapsing, are not guaranteed and are subject to NREL discretion and course availability. Course extensions can only be arranged within 2 months following the course expiry date, beyond this, a course extension will not be available. If an extension is not available, the student will need to re-enrol in the course, at which a re-enrolment fee would be applicable. Please see below re-enrolment fee details. Course extension fees are non-refundable.

Following the end of the 2 month grace period, the student account will be deleted and only units of competency that have been completed in full will be credited should the student re-enrol into the course at a future date. Assessment that has been submitted and partially graded will not be retained indefinitely and access to previously completed work cannot be guaranteed beyond the required retention periods.

### Course Extension Fees

#### CPP41419 Training Package

Course Name	Price
QLD Registration Course	\$249
QLD Upgrade to Full Licence Course	\$149
QLD Full Licence Course	\$299
QLD Residential Letting Agent Licence	\$249
QLD Certificate IV in Real Estate Practice	\$299
VIC Certificate IV Real Estate Practice	\$299
NSW Assistant Agent Course	\$149
NSW Certificate IV Real Estate Practice	\$299
NSW Upgrade Certificate IV Real Estate Practice	\$249

#### National Courses

Course Name	Price
BSB40520 Certificate IV Leadership and Management	\$249
BSB40120 Certificate IV Business	\$249
BSB41419 Certificate IV in Work Health and Safety	\$249
FNS40821 Certificate IV in Finance and Mortgage Broking	\$249
FNS50322 Diploma of Finance and Mortgage Broking Management	\$249
Upgrade from FNS40820/FNS40821 to FNS405322 Diploma of Finance and Mortgage Broking Management	\$149

### 15.1 Re-Enrolment Fee

The re-enrolment fee is 100% of the total advertised course fee

E.g. If the total course fee is currently \$645, to re-enrol to complete this course, the fee applicable would be \$645

### 15.2 Bundle Courses

Course bundles have been created to deliver courses with features additional to just the basic course. These bundles offer cost savings to the student when paying on enrolment in comparison to choosing these options later as an add on to the course.

The different types of course bundles offered and their relevant terms and conditions have been defined in our [Guide to Bundle Courses](#).

## 16. Equipment required to complete these courses

You will need the following to complete the courses.

- Computer or laptop (Mac or Windows based)
- Internet access
- Your Unique Student Identifier (USI)
- Adobe Reader 11 (free version)
- Microsoft Word
- PowerPoint
- Video recording device i.e., phone/laptop (Video Role Play)

## 17. Pre-Enrolment Assessment

The purpose of the pre-enrolment assessment is to determine a potential student's eligibility to complete their qualification and incorporates assessment for Language, Literacy and Numeracy such as working knowledge of the English language and an understanding of various mathematical calculations.

This is a compulsory assessment, and all students must complete this and receive a minimum 75% pass score to receive access to their course content and assessment. Should a student receive a grade lower than 75% the trainers will assess the outcome on a case-by-case basis to determine if the course is suitable for the student to begin.

## 18. Resources and Assessment

Learner material is provided in the online student portal to support learning and assist with completing assessment. Students will also be required to conduct their own research using materials such as books, internet, magazines, workplace documentation etc. to assist in gaining the knowledge required to answer questions and complete assessment.

Assessment is self-paced and open book, so students can use whatever resources they would like to assist with completing assessment.

### 18.1 Assessment Submission

Each student is granted three (3) attempts to submit each assessment for a specific unit of competency.

- Attempts must be genuine and demonstrate a bona fide effort to meet the competency requirements.
- A satisfactory grade must be achieved within the three attempts to successfully complete the assessment for the related unit.
- If the student's 2nd attempt is unsatisfactory, students will be provided attempt feedback as a warning of the third and final attempt

Receiving an unsatisfactory mark on the third attempt will result in a "Not Satisfactory" grade for the assessment item and "Not Competent" result for the related unit of competency.

At the discretion of the RTO, further attempts beyond the third attempt may be provided. Requests for additional attempts will be considered on a case-by-case basis. Students must submit a written request for an additional attempt using the [Complaints and Appeals Form](#), outlining the reasons for their request.

The RTO will appoint an assessment review panel to assess the request for additional attempts. The review panel will consider factors such as extenuating circumstances, demonstrated improvement, and commitment to additional support measures.

Students will be informed of the outcome of their request for additional attempts in writing. The decision of the RTO is final.

If the RTO decides against providing further attempts, the student will be suspended and withdrawn from the related unit of competency.

Students who have exhausted their three attempts and are eligible for further attempts may be required to engage in additional support services.

- Student's own further research to clarify understanding
- Gap training
  - Group sessions (additional fees apply)
  - 1:1 Sessions (additional fees apply)
- Re-enrolment into the unit of competency (additional fees apply)

All attempts, results, and decisions regarding additional attempts will be documented in the student's academic records with the student management system.

## 19. Course completion and assessing times

Once the student has completed and submitted all of the course assessments, students are required to activate their grading, this is done through the training portal and instructions for this are within the portal.

Once the grading is activated, students will be notified that the grading has begun. Please see below grading times for each course.

### CPP41419 Training Package

Course Name	Assessing times
QLD Registration Course	10 business days
QLD Upgrade to Full Licence Course	7 business days
QLD Full Licence Course	12 business days
QLD Resident Letting Agent Licence	10 business days
QLD Certificate IV in Real Estate Practice	12 business days
VIC Certificate IV Real Estate Practice	12 business days
NSW Assistant Agent Course	7 business days
NSW Certificate IV Real Estate Practice	12 business days
NSW Upgrade Certificate IV Real Estate Practice	10 business days

### National Courses

Course Name	Assessing times
BSB40520 Certificate IV Leadership and Management	10 business days
BSB40120 Certificate IV Business (Business Operations)	10 business days
BSB41419 Certificate IV in Work Health and Safety	10 business days
BSB40821 Certificate IV in Finance and Mortgage Broking	10 business days
FNS50322 Diploma of Finance and Mortgage Broking Management	10 business days
Upgrade from FNS40820/FNS40821 to FNS50322 Diploma of Finance and Mortgage Broking Management	10 business days



## 20. Priority Grading

Once the student has completed and submitted all their course assessments, priority grading is available for students that are wanting to get their course graded quicker than the above assessing times. Students wishing to do this can purchase priority grading through the NREL website [www.nrel.edu.au](http://www.nrel.edu.au) once this has been purchased students are required to activate their grading and notify their assessor that they have paid for priority grading, this is done through the training portal and instructions for this are within the portal.

Once the grading is activated, students will be notified that the grading has begun. Please see below priority grading times for each course. Please see the NREL website for Priority Grading costs.

### CPP41419 Training Package

Course Name	Assessing times
QLD Registration Course	5 business days
QLD Upgrade to Full Licence Course	3 business days
QLD Full Licence Course	6 business days
QLD Residential Letting Agent Licence	5 business days
QLD Certificate IV in Real Estate Practice	6 business days
VIC Certificate IV Real Estate Practice	6 business days
NSW Assistant Agent Course	3 business days
NSW Certificate IV Real Estate Practice	6 business days
NSW Upgrade Certificate IV Real Estate Practice	5 business days

### National Courses

Course Name	Assessing times
BSB40520 Certificate IV Leadership and Management	5 business days
BSB40120 Certificate IV Business (Business Operations)	5 business days
BSB41419 Certificate IV in Work Health and Safety	5 business days
FNS40821 Certificate IV in Finance and Mortgage Broking	5 business days
FNS50322 Diploma of Finance and Mortgage Broking Management	5 business days
Upgrade from FNS40820/FNS40821 to FNS50322 Diploma of Finance and Mortgage Broking Management	5 business days

## 21. Certificate & Statement of Attainment

When your course is completed in full, you are deemed 'Satisfactory' in all assessments, 'Competent' in all units of competency and your USI has been verified you will be issued your Qualification / Certificate or Statement of Attainment. Should you require this to be re-issued at any time there is a cost of \$52.50. Additionally, if you require an additional Statement of Attainment for your course for whatever reason, the \$52.50 charge will be applicable.

### 19.1 CPD

If the student is enrolled in any of the following courses: CPP41419 Upgrade from NSW Assistant Agent to Certificate IV course, or the CPP41419 NSW Certificate IV in Real Estate Practice course and is completing this course with the intention of completing this for CPD purposes, the below will be applicable in regards to purchasing additional statements of attainment and course extensions.

### 19.2 CPD Grading and Additional Statement of Attainment for CPD

Please see the following information regarding the separate grading of CPD Units. If the units you require for CPD have already been graded as part of the assessor rotational grading, you will simply need to request an additional Statement of Attainment. If the units you require have not yet been graded and require separate grading to meet your deadline, then CPD Grading will be required.

Number of Units	Additional Fee
Additional statement of attainment only	\$52.50
CPD Grading (1 unit)	\$73.50
CPD Grading (2 units)	\$94.50
CPD Grading (3 units)	\$115.50

### 19.3 CPD Course Extensions

If you are completing this course for CPD purposes and require an extension, the below will be applicable to you. CPD Course extensions requests MUST be made in writing to [info@nrel.com.au](mailto:info@nrel.com.au) prior to your allocated completion time lapsing, are not guaranteed and are subject to REAA discretion and course availability.

#### CPP41419 Training Package

Course Name	Price	Additional Time Frame Provided
NSW Certificate IV in Real Estate Practice	\$99	12 months
NSW Upgrade from NSW Assistant Agent to Certificate IV in Real Estate Practice	\$99	12 onths

## 20. Refund / Cancellation Policy

Note: All cancellation / refund requests MUST be made in writing via email to [info@nrel.edu.au](mailto:info@nrel.edu.au)

- Cancellation of any course enrolment must be communicated in writing by emailing [info@nrel.edu.au](mailto:info@nrel.edu.au)
- Students can request a refund for courses within the **14 days** of the course purchase date. The course fee will be refunded minus the Administration Fee (as outlined under section **21 – Administration Fee**).
- Students are required to attempt the **Pre-Enrolment Assessment Part 1 and Part 2 (LLN)** within **14 days** of the course purchase date. If a student does not pass the Pre-Enrolment and the RTO determines that the student is not suitable for the course, a full refund will be issued.
- NREL will hold 100% of the course fees where a request for a refund is made beyond **14 days** of the course purchase date. If the student can provide a medical certificate or evidence to NREL demonstrating extreme personal circumstances or hardship, under this circumstance a refund or partial refund may be applicable at the discretion of the CEO or Administration Manager. An Administration Fee will apply if a refund is approved (as outlined under section **21 – Administration Fee**).
- If NREL determines that the course is not suitable for the student or if the course is cancelled by NREL, a full refund of the course fees will be issued.
- In all other circumstances, refunds are at the discretion of the CEO or Administration Manager and may be negotiated on a case-by-case basis.
- All refund requests will be reviewed within 2 business days from the date the request was submitted. Refunds will be processed within 7 to 10 business days following the review in the case of an approved refund or partial refund.

## 22. Administration Fee

The Administration Fee is 20% of the course fees paid.

eg: Course fee paid \$399, amount to be refunded less 20% would be \$319.20 refunded

## 23. Complaints Policy

This policy and procedures are to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO.

The RTO acknowledges that a student, 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, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally as well as in writing.

The RTO will manage all complaints and appeals fairly, equitably and efficiently as possible.

The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO 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 all students and staff via the RTO and is available in the Student Handbook. The information will also contain details of external authorities that they may approach.

Where complaints or appeals have been received, RTOs must keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

### Procedure

- Should a student have a complaint or appeal, the following steps are to be followed:
- The Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
- If no resolution is reached, the student should discuss the issue / complaint with his or her trainer to see if it can be resolved
- If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing using the [Complaints or Appeals Form](#).
- A description of the complaint or appeal.
- State whether they wish to formally present their case;
- Steps taken thus far to deal with issue / complaint;
- What outcomes they would like to fix the problem & prevent it from happening again.
- If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
- If the person making the complaint is not a student, but a staff member or a member of the public, or if the complaint or appeal has not dealt with to the student's satisfaction within a seven (7) day period, they 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 a management representative. This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the person making the complaint. A response / acknowledgment must be presented within 7 days.
  - The CEO / or Management Representative, must review the complaint and arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimisation.

Once all parties have had a chance to present their information, the CEO / Management Representative will provide a written response to all parties confirming the outcome of the complaint within the 14-day period. Should the issue still not be resolved to the satisfaction of the person making the complaint, the RTO will make arrangements for an independent external person to resolve the issue. All parties 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 days.

If any party is still not happy with external mediation, they may lodge a complaint via the National Training Complaints Hotline on 13 38 73, or they may take their complaint to the Australian Skills Quality Authority (ASQA) or other relevant body such as the relevant state department of Fair Trading.

For more information refer to the following links:

<http://www.education.gov.au/national-training-complaints-hotline-1>  
<http://www.asqa.gov.au/complaints/complaints.html>  
<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

All documentation relating to complaints or appeals will be securely archived either with the student file or in the RTO's document management system for audit purposes.

The RTO's CEO will be personally responsible for the implementation and maintenance of the policy.

## 24. Appeals against Assessment Grades

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

## 25. Flexible Forms of Assessment

The RTO 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.

## 26. Access to Students Records and Participation

The RTO 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 the willing to help you.

## 27. Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,500.00 prepaid fees.

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.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

## 28. Credit for Prior Studies

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence (e.g., Statement of Attainment) that they have successfully completed a unit or module at any RTO, the RTO will provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

The RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, the RTO will authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing

credit is recognising the equivalence of studies previously undertaken and completed successfully. NREL does not offer RPL.

### 29. Administration Contacts

Occasionally Students may need to consult the Trainers and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our students, we suggest the student emails through to [info@NREL.com.au](mailto:info@NREL.com.au). For questions regarding the course content or assessment, all students must use the provided 'Send a Message' in their course to contact the trainers and assessors.

The trainer 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 Students" refer the question to the Trainer or CEO.

### 30. Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO 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 RTO for failure to follow the above procedure.

### 31. Assessment Results

Students are notified of assessment results of each unit within the student portal in their grading sheet. Assessment results will not be given to anybody other than the student, the trainer and or CEO without your prior permission. No assessment results are issued or discussed over the telephone.



### 32. Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed Not Competent for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave to course with no refund.

### 33. Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues. The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.



### 33.1 Procedure

The RTO seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
3. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
4. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
5. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
6. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
7. An official warning letter will be issued by the CEO, or their delegate.

NOTE: The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

### 34. Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are in the offices of the RTO.

### 35. Legislation in relation to your study

As a student at the RTO you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

- A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary QLD V1.0.
- There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):
- Commonwealth Legislation:
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at [www.austlii.edu.au](http://www.austlii.edu.au)

### 36. VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

### 37. Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high- quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper

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Person Requirements, the Financial Viability Risk Assessment Requirements and the Data

Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

Australian Qualifications Framework, as published on <http://www.aqf.edu.au> Training Packages, as published on <http://training.gov.au>

Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

### 38. Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Learn more: [Frequently asked questions—Fit and Proper Person requirements](#)

### 39. Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting your financial viability requirements

### 40. Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

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These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

### 41. Australian Qualifications Framework

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF Second Edition January 2013 provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation