

Enrolled Student Handbook

Prepared by Real Estate Training Australia (RETA)

Dear student,

First, let me quickly welcome you to a very exciting journey ahead. As you embark upon a career in real estate, completing your industry qualifications is the first of many tasks and challenges you will encounter – but fear not – our courses, content, assessments, and training, are designed with simplicity in-mind. No matter what your skill level, no matter what understanding you have (or do not have) of the real estate industry; all persons can complete these assessments.

As some further assistance, we have taken the liberty of providing you (our valued student) with guides on where to locate important information that may be used in answering your assessment questions.

If you require any assistance, you are always welcome to email our team on support@reta.edu.au and we will do our best to accommodate your inquiries. We have worked hard to provide you with a carefully structured and easy to navigate learning system, so we hope you enjoy your training, and we look forward to seeing your future success in real estate.

Shane Lowe
CEO



Executive Summary



Our team has given considerable thought to a student's learning journey, and we are pleased to present this information, along with the resources within our learner portal, to facilitate a smooth and informative real estate education for our students.

Goals and Solutions

RETA is committed to providing all new real estate entrants and existing real estate professionals with quality training that meets the needs of individuals and our profession. This handbook has been designed to answer questions that you may have regarding your enrolment and the policies and procedures that govern our training activities. Please use the handbook as a reference to assist you to understand how best to utilise our training services.

We hope that your training experience is a fulfilling and beneficial one. The training team are well equipped to deal with your enquiries and concerns should you have any along the way. Please do not hesitate to contact them if you have any questions relating to your studies. We thank you for selecting RETA as your training provider and look forward to working with you to achieve your real estate goals through the provision of quality training, assessment, and guidance.

RETA – A Student Centered Approach

What does a student-centred approach to learning look like?

- We explain how students commence their journey.
- We explain how a student enrolls with us.
- We identify the student fees within our learning programs.
- We explain how students are supported when they learn.
- We explain how training and assessment is conducted.
- We explain how students complete, and are issued their qualification

Prior to engagement with RETA as a new student, each person is provided the opportunity to access, download and review the 'Student Information Brochure', along with this 'Student Learning Guide', to enable the prospective student with extensive information about the products, services, support, terms, and conditions of Real Estate Training Australia (RETA), prior to their enrolment with us.

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Mission Statement



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RETA is committed to providing the highest caliber Real Estate training for our profession.

Real Estate is our core activity and the provision of training to an exceptionally high standard assists us to raise the level of professionalism for the industry itself.

As an industry trainer, we are in an ideal position to ensure that students are provided with the most up to date and relevant information specific to their preferred Real Estate occupation.

Purpose of this Handbook



The purpose of this Student handbook is to provide Students with the information in resolving any questions that they may have or may arise during study.

In this handbook, Students will find information regarding: Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear and you require further clarification/direction, or wish to view our full suite of policies, procedures, or terms & conditions, please contact us at our office on 1300 285 754 or via email info@reta.edu.au

Student Acknowledgement – PLEASE ENSURE YOU READ THIS INFORMATION.

By enrolling with Real Estate Training Australia (RETA), the student acknowledges that they have read, understood and fully accept in their entirety; the terms & conditions of their student enrolment, along with an acknowledgment and acceptance of the RETA cooling-off period (if and where applicable), in addition to the cancellation and refund policies detailed within the website of Real Estate Training Australia (www.reta.edu.au/refund-policy)

In the event that a student who has enrolled with RETA wishes to request a cancellation and refund of their chosen and enrolled course, they are able to do so **in writing** to support@reta.edu.au and the student must ensure that this request of cancellation and refund, is in full accordance with the cancellation and refund policies, which the student has acknowledged as understood and accepted at the time of their enrolment.

It is **not the responsibility** of the training provider (RETA) to ensure that the student has read the provided terms & conditions, cancellation, and refund policies, within the website of Real Estate Training Australia (RETA). A student may elect on their own accord, to not read these provided terms & conditions within the website of Real Estate Training Australia (RETA) prior to their enrolment. In doing so, the student accepts full responsibility for their decision and actions, and no exceptions will be made by the training provider for leniency to the student due to the decisions which they have made.

About Us



Real Estate Training Australia (RETA) is a Nationally Registered Training Organisation (RTO # 45971) and provides both Accredited and Non-Accredited Industry Training (soft skills).

With competition within the workforce fiercer than ever before, the importance of industry soft skills has never been higher. In contrast to a formal qualification, soft-skills - things you don't typically learn at a college - can be what sets a person apart in the workplace. Soft-Skills are considered to have more nuance, take longer to develop and are harder to acquire, making them a key for your customer or client retention.

As individuals within the real estate industry, we have identified a clear and distinct "lack of understanding" for the majority of New to Industry agents of what it really means to be a real estate agent. Throughout our own individual experiences, we've been able to determine what is truly missing from the education of those entering the real estate industry.

Real Estate Training Australia is an industry leading online training facility for New to Industry agents. We are committed to high standards in the provision of training and assessment services for people entering the Australian Real Estate Sector. Our aim is to equip students with the knowledge, skills and confidence needed to be successful in the Real Estate Industry. Studying with us is challenging, rewarding and most importantly, fun!

Real Estate Training Australia (RETA) is a Nationally Registered Training Organisation (RTO # 45971) and provides both Accredited and Non-Accredited Industry Training (soft skills).

The Accredited Industry Training provided is done so in accordance with the Australian Qualifications Framework (AQF) and designed to allow students of all backgrounds, all learning abilities, and all skill-levels, to embark upon a journey into real estate.

At RETA, we know how busy life can be. Students are often trying to juggle the pressures of work, life, school, and family... whilst also trying to dedicate themselves to their studies. This is why we've worked so hard to create a streamlined learning process for our students.

We've removed the unnecessary administration procedures that can delay course commencement. We've eliminated delivery delays that can incur when enrolling outside of business hours. The benefit of RETA is that our process is 100% online, automated, and instant. You can enrol and get started on your certificate or licensing course immediately. Real Estate Training Australia delivers training programs throughout Australia via its dedicated online training portal and in conjunction with its industry engagement.

Contact Information



Email marketing is one of the core aspects of current marketing. It presents unlimited opportunities for Client and a higher return on investment.

For all course enquiries:	study@reta.edu.au
For all general enquiries:	info@reta.edu.au
For all media enquiries:	hello@reta.edu.au
For enrolled students' support & assistance:	support@reta.edu.au
Trainer and Assessor Contact:	ramona@reta.edu.au
Company CEO	shane@reta.edu.au
Telephone:	1300 285 754

Completion



Real Estate Training Australia (RETA) provides priority marking to all students, in all states, regardless of the classification of their chosen qualification.

Once a student has submitted their completed assessments for marking via the assessment department, the student should expect to receive their results within 7 business days, from the date of their submission.

If a student's submitted learning materials are deemed 'unsatisfactory', the student will then receive their same assessment returned to them, with added 'assessor notes' to identify incomplete or incorrect answers. The student will be provided every opportunity to resubmit their assessment materials, at their sole discretion, with no limitation to the number of times that a student may resubmit incorrect or incomplete answers.

Students will be required to have completed their chosen course package and qualification within the allowed timeframe, to ensure that their selected course materials have not 'expired' or become invalid due to industry changes.

The allowed timeframe for each qualification is identified below:

ENTRY LEVEL TRAINING PROGRAM	MAXIMUM ALLOWANCE OF TIME
QLD Registration Certificate and Entry Level Training Program	A maximum completion term of 12 months is provided from the date of a student's enrolment.
NSW Assistant Agent Registration Certificate and Entry Level Training Program	A maximum completion term of 12 months is provided from the date of a student's enrolment.

TOP TIER TRAINING PROGRAM	MAXIMUM ALLOWANCE OF TIME
QLD Full Agency licence and Top Tier Training Program	A maximum completion term of 12 months is provided from the date of a student's enrolment.
NSW Certificate IV (Class 2) licence and Top Tier Training Program	A maximum completion term of 12 months is provided from the date of a student's enrolment.
VIC Certificate IV licence and Top Tier Training Program	A maximum completion term of 12 months is provided from the date of a student's enrolment.
WA Certificate IV licence and Top Tier Training Program	A maximum completion term of 12 months is provided from the date of a student's enrolment.

Training and Information



Real Estate Training Australia (RETA) caters for a wide range of Real Estate occupations and professions. We have courses and training programs to suit everyone at various stages of their career.



Deliverables

- > Real Estate Sales
- > Property Management
- > Licensed Real Estate Agents
- > Commercial and Industrial Sales, Property Management & Leasing
- > Residential Letting Agents

Real Estate Training Australia caters for a wide range of Real Estate occupations and professions. We have courses and training programs to suit everyone at various stages of their career. Some are relevant for experienced professionals looking to upskill or expand their real estate practices or licenses; whereas most are catered towards those who are looking to join the real estate industry – to provide a superior starting position for those dedicated to their success.

Full details of each course, delivery options, costs and other information are available with further enrolment information via our website at www.reta.edu.au to discuss any of our courses, or to understand which course or license option is most relevant for you or your career goals, please contact Real Estate Training Australia (RETA) by calling or office on 1300 285 754 or via email at info@reta.edu.au

CPP41419 Certificate IV in Real Estate Practice:

Students who enrol within the Real Estate Training Australia (RETA) learning portal are provided access to real estate course assessments and learning units, delivered under the current CPP41419 course code. The course code (CPP41419) is applied to the qualification of CPP41419 Certificate IV in Real Estate Practice.

There are no entry requirements for this qualification, students of any skill or educational level can enrol to complete this qualification.

To achieve this qualification, competency must be demonstrated in:

- 18 units of competency.

This is inclusive of:

- 5 core units
- 13 elective units

The elective units must ensure the integrity of the Australian Qualifications Framework (AQF) qualification alignment, contribute to a valid, industry-supported vocational outcome and are to be chosen as follows:

- All the elective units in any two elective groups from A – E listed below must be chosen.
- The remaining elective units may be chosen from the general elective units listed below, or the CPP Property Services Training Package.

Core Learning Units	
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

Irrespective of the location in which you (the student), are wishing to gain your real estate qualification, these core learning units (listed above), are the minimum learning requirements within your chosen course package.

Depending on which state or territory of Australia you're seeking to attain a qualification within, the additionally required learning units may also include elective units, which are further detailed below.

Note: not all these elective units are required for completion. 13 elective units in total are included within the CPP41419 Certificate IV in Real Estate Practice.

Group A – Residential Property Sales	
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4103	Establish vendor relationships
CPPREP4104	Establish buyer relationships
CPPREP4105	Sell property

Group B – Residential Property Management	
CPPREP4101	Appraise property for sale or lease
CPPREP4102	Market property
CPPREP4121	Establish landlord relationships
CPPREP4122	Manage tenant relationships
CPPREP4123	Manage tenancy
CPPREP4124	End tenancy
CPPREP4125	Transact in trust accounts

Group C – Property Management Business Development	
CPPREP4101	Appraise property for sale or lease
CPPREP4141	Establish and maintain property management portfolio
CPPREP4142	Promote property management products and services

Group D – Auctioneering	
CPPREP4161	Undertake pre-auction processes
CPPREP4162	Conduct and complete sale by auction
CPPREP4163	Complete post-auction process and contract execution

Group E – Buyer's Agent	
CPPREP4101	Appraise property for sale or lease
CPPREP4171	Represent buyer in sales process
CPPREP4172	Develop and promote property industry knowledge – buyer's agent
CPPREP4173	Complete purchase of property as buyer's agent

Payment of Fees - Enrolment



Before you enrol, please ensure that you review the course details on our website, this Student Handbook, and the relevant policies and procedures, and terms and conditions.

These are all available via our website at <https://www.reta.edu.au/terms&conditions>
<https://www.reta.edu.au/refund-policy/>

You are also advised to check your eligibility for a license or registration certificate with the Office of Fair Trading and ensure your preferred course will meet your career objectives.

Please contact the Real Estate Training Australia (RETA) team on support@reta.edu.au if you have any questions or need any advice.

RETA has an online enrolment process available via our website. **Please ensure that all your personal details on the enrolment form are correct and that you provide your legal name as presented on your driver's license and that you include your email address as this will be the preferred method of communicating with you from RETA and its industry partners.**

Enrolments received without payment will **not** be confirmed until such payment is received.

Please review the full Terms & Conditions Policy via our website at www.reta.edu.au/terms&conditions
For more detailed information about the RETA enrolment refunds and cancellation policies, please view www.reta.edu.au/refund-policy .

Upon successful enrolment you will receive written confirmation of your course details and any additional information relating to your enrolment.

The enrolment confirmation includes the details for accessing your training, as well as further information regarding your student account.

Real Estate Training Australia is not registered for CRICOS and cannot accept enrolments from students visiting Australia on a student visa.

Real Estate Training Australia (RETA) does not provide approved VET Fee funded courses for our students. As such, no VET Fee or government funding is applicable or accessible for any courses available to our students within the Real Estate Training Australia course options.

As mentioned previously, your enrolment in any RETA courses cannot be confirmed until payment has been received.

Real Estate Training Australia may accept a variety of payment options and these details are available on our website.

RETA may also be fortunate to provide our students with interest-free finance options also, thus enabling flexible and affordable enrolment options for approved applicants.

Real Estate Training Australia (RETA) has detailed terms and conditions which are encouraged and advised to be reviewed by students prior to their enrolling.

PLEASE NOTE: These are available on our website and a student's enrolment will be an assumed acceptance of the policies within this website without contest.

You are strongly advised to review the terms and conditions, as applicable to your course prior to finalising your enrolment and paying your fees.

Legislative Obligations - Employment



Legislative obligations for the real estate industry in Queensland, New South Wales, Victoria, Western Australia, South Australia, Australian Capital Territory and Tasmania.

You do not have to be employed in the real estate industry prior to undertaking many of the real estate courses.

In fact, many people undertake the program to make themselves more employable in the industry. In fact, many people undertake the programs provided by RETA to make themselves more employable in the industry.

Further to this, the RETA Support Team are on 'standby' to aid all enrolled students in attaining employment opportunities via our extensive network of real estate agency partners.

However, the real estate industry is a regulated industry and has specific licensing and legislative requirements and obligations. Under the industry regulated specific licensing and legislative requirements; all salespeople, property managers or otherwise; are required to obtain (at minimum) a Real Estate Agents Certificate of Registration from the Office of Fair Trading prior to employment.

There are mandatory educational qualifications required for this and other applications and licenses. The Office of Fair Trading also has suitability requirements that address issues of age, criminal history, bankruptcy and previous cancellations of licenses or registrations held. Furthermore, individuals are advised to determine if their planned employment arrangements are appropriate to the license or registration category intended.

RETA is not responsible for an individual selecting a license that is not suitable for their needs or employment plans. Students should seek their own employment advice prior to entering the industry.

Cancellation and Refund Policies



Real Estate Training Australia (RETA) has a fair and reasonable cancellation and refund policy, which ensures that all students have a fair and reasonable opportunity to request and/or receive a refund, if that request is in-line with the terms and conditions identified below in this policy.

To read the full cancellation and refund policy applicable for all students who enrol with Real Estate Training Australia, please visit our website at: www.reta.edu.au/refund-policy

Our objective is to ensure that, when required, a fair and equitable system for the refund of training course fees is available to students. We achieve this by confirming that any training activities undertaken by RETA are transparent and clearly defined below.

Upon confirmation of enrolment with Real Estate Training Australia (RETA) the student acknowledges the acceptance of the following terms and conditions:

Please Note: Upon payment of any monetary payment (*whether this be an enrolment deposit or full course payment*) or upon completing a Finance / Payment Application with any provided payment facility (ZipPay, AfterPay, Humm, or others), or by payment in part or full by Credit / Debit Card or Bank Transfer; **the company reserves the right to abide by the laws identified by the ACCC and under ACL, to not provide a refund or agree to a refund request by the student, as long as the reasoning for refusal is deemed fair and reasonable by law.**

Pursuant to the Australian Consumer Laws (ACL) cancellations and refunds may only be given if the below criteria have been met:

- Real Estate Training Australia (RETA) is unable to deliver a course for which a learner has paid fees
- The student has lodged (in writing) a cancellation request within 48 hours of the day, date and time of their enrolment and have **not logged into or accessed any part of their industry training**. If the student has not lodged this request in writing to Real Estate Training Australia within this allowance of time, they accept to have waived their right for cancellation and/or refund of their enrolled course.
- The student acknowledges and accepts, that this allowance of 48 hours from the day, date and time of their enrolment is the student's provided '*Cooling Off Period*' for their course enrolment.
- Should a student log-in to the website of www.reta.edu.au and, whether they commence any part of their Real Estate Training Australia (RETA) courses **or not**, the student has hereby waived their Cooling-Off Period from this time and is no longer able to request (whether written or otherwise), to receive a refund of their course fees.

In the event the student has been provided and has accepted a discounted enrolment into the Real Estate Training Australia (RETA) student learner program; they hereby acknowledge and accept without any further grounds for argument or negotiation; that no cancellation or refund will be provided to them, whether this cancellation and/or refund is requested within the 48-hour cooling-off period or not.

Any acceptance by RETA to grant a cancellation and refund (full or partial), are solely at the discretion of Real Estate Training Australia (RETA), its employees, management, directors, and representatives. This decision, whether approved for a cancellation and refund or not, is in full accordance and acceptance of the laws and regulations imposed by the ACCC and under Australian Consumer Law (ACL). As this decision is entirely lawful under these regulatory guidelines, the decision made by Real Estate Training Australia (RETA) is ultimately final and no further negotiations will be entered into in any way or for any reasons.

In any authorised refund request, Real Estate Training Australia (RETA) is entitled to retain a sum equal to \$250 from the total course fees paid by the student, under the terms that the student has received PDF versions of 'intellectual property' that is unable to be confirmed to be accessed, forwarded, saved or otherwise. This retainer of funds is not negotiable.

If a student is unsatisfied by the decision made by Real Estate Training Australia in relation to their request, the student is able (and encouraged), to exercise their rights to lodge a complaint with the Office of Fair Trading in their relevant state or territory.

Notwithstanding a learner's rights under the ACL, refunds cannot be given for any of the following alternative reasons not prescribed as grounds for a refund under the ACL:

- Failure to review and consider all information presented on the Real Estate Training Australia (RETA) website prior to enrolment - including but not limited to - the Terms & Conditions, Privacy, Cooling-off and Cancellation/Refund Policy detailed within the website of Real Estate Training Australia (www.reta.edu.au)
- A student's change of mind.
- Incorrect choice made by the student.
- Change of circumstances
- Financial hardship
- If student made a payment but has seen a different price elsewhere
- Unwillingness or inability to comply with the requirements of a relevant course.
- Employer or organisation not accepting a government recognised course.
- Academic or general misconduct
- Inability to obtain industry employment.
- Student obtaining employment outside of real estate and no longer requiring the course or accreditation(s).

Students are advised and encouraged to consider all information provided on the Real Estate Training Australia (RETA) website (www.reta.edu.au), including the FAQs, course information, resources, instructions, Student Handbook, Fees and Charges, Payment Policy, Terms & Conditions and this Refund Policy, **prior to** considering any enrolment into any course.

