

Access; Equity & Client Service

Information for Clients

Industry Training Consultants as a Registered Training Organisation has an obligation to provide clients before enrolment information about policies and procedures specific to the *Standards for Registered Training Organisations* developed by the Australia National Training Authority (Department of Education Science & Training DEST).

The following information provides a platform highlighting the support offered by Industry Training Consultants to its clients during the learning experience.

Compliance with Commonwealth, State/Territory legislation and regulatory requirements

Industry Training Consultants recognises and complies with legislative and regulatory requirements introduced by Commonwealth, state/territory bodies as a Business Enterprise.

The following legislation and regulatory information can be located electronically on Industry Training Consultants website or hardcopy available on request.

- i. Occupational Health & Safety Act 2000
- ii. Workplace Harassment, Victimisation & Bullying Act
- iii. Anti-Discrimination Act
- iv. Privacy Act
- v. VET Act
- vi. Apprenticeships & Traineeships

Access and equity and client service

Industry Training Consultants applies access and equity principals and provides timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

Client Enrolment and Selection

Industry Training Consultants provide entry level and development certificate level qualifications for its clients.

Typically, anyone wishing to undertake a certificate level course is welcome to provided that either;

- a) minimum Year 10 Higher School Certificate has been achieved or;
- b) Language, Literacy and Numeracy examination is undertaken.

Enrolment consists of completing an Enrolment Form providing personal, education, vocational and emergency contact details. From time to time, Industry Training Consultants may require additional information to assist in the selection process.

Course Information; Vocational Outcomes

Certificate of Registration – Real Estate Salesperson

(A *Statement of Attainment* will be issued to the student provided competency is achieved)

Persons wishing to meet the qualification requirements for a certificate of registration to operate as a real estate salesperson must complete the following units from Property Services Training Package CPP07

CPPDSM3019A Communicate with clients as part of agency operations

CPPDSM4080A Work in the real estate industry

CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

CPPDSM4007A Identify legal and ethical requirements of property management

The recommended timeframe for this course is 72hrs

Please note this short course enables a person to carry out the work of Real Estate Salesperson supervised by a person licensed.

Certificate of Registration – On-Site Residential Property Manager

(A *Statement of Attainment* will be issued to the student provided competency is achieved)

Persons wishing to meet the qualification requirements for a certificate of registration to operate as an On-Site Residential Property Manager must complete the following units from Property Services Training Package CPP07

CPPDSM3019A Communicate with clients as part of agency operations

CPPDSM4080A Work in the real estate industry

CPPDSM4007A Identify legal and ethical requirements of property management

The recommended timeframe for this course is 48hrs

Please note this short course enables a person to carry out the work of an On-site Residential Property Manager supervised by a person licensed.

CPP30207 Certificate III in Property Services (Agency)

In this course you will acquire the skills needed to provide support to the functional areas within either a real estate/property agency. These generic skills will be applicable in the areas of property management/leasing, sales and agency administration across the broad range of property sectors - residential, commercial and industrial.

Upon successful completion of the course will enable you to satisfy the educational requirements to apply for a certificate of registration issued by the NSW Office of Fair Trading (OFT) to work in the industry.

To achieve recognition at the Certificate III level, the candidate must demonstrate competency in the 5 core units, plus 9 electives chosen from the agency administration units and/or the property sales and management units (total 14 units).

This course encompasses the following:

Core Units

CPPDSM3009A Maintain workplace safety in the property industry
CPPDSM3010A Meet customer needs and expectations in the property industry
CPPDSM3015A Use and maintain property and client information databases
CPPDSM3018A Identify risks to agency operations
CPPDSM4080A Work in the real estate industry

Elective Units

CPPDSM3001A Assist in listing properties for lease
CPPDSM3002A Assist in listing properties for sale
CPPDSM3003A Assist in marketing properties for lease
CPPDSM3004A Assist in marketing properties for sale
CPPDSM3019A Communicate with clients as part of agency operations
CPPDSM3006A Collect and process property information
CPPDSM3013A Perform and record property management activities and transactions
CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work
CPPDSM4007A Identify legal and ethical requirements of property management

Total number of units to complete is 14

Nominal Time: Min 192 hours (16 weeks) Max 960 hours (64 weeks)

12 hrs a week home based

CPP40307 Certificate IV in Property Services (Real Estate)

This course is based on the Property Services Training Package CPP07 covering the Real Estate industry sector. You will acquire the skills needed to sell, market, lease and manage real estate/property within a property agency at the practicing level. You will also learn the fundamental concepts relating to property and business law, financial management, risk management, appraising property including marketing concepts and requirements. These skills will be applicable across a range of property sectors -residential, commercial and industrial.

Upon successful completion of the course will enable you to satisfy the educational requirements to apply for a Real Estate Agents Licence issued by the NSW Office of Fair Trading (OFT). A certificate qualification is also issued by a registered training organisation, being for CPP40307 Certificate IV in Property Services (Real Estate).

The course has 24 units of competency consisting of 5 core units and 19 electives.

The course encompasses the following:

Core Units

CPPDSM4007A Identify legal and ethical requirements of property management to complete agency work

CPPDSM4008A Identify legal and ethical requirements of property sales to complete agency work

CPPDSM4009A Interpret legislation to complete agency work

CPPDSM4015A Minimise agency and consumer risk

CPPDSM4080A Work in the real estate industry

Elective Units

CPPDSM4003A Appraise property

CPPDSM4004A Conduct auction

CPPDSM4005A Establish and build client-agency relationships

CPPDSM4006A Establish and manage agency trust accounts

CPPDSM4010A Lease property

CPPDSM4011A List property for lease

CPPDSM4012A List property for sale

CPPDSM4013A Market property for lease

CPPDSM4014A Market property for sale

CPPDSM4016A Monitor and manage lease or tenancy agreement

CPPDSM4017A Negotiate effectively in property transactions

CPPDSM4019A Prepare for auction and complete sale

CPPDSM4020A Present at tribunals

CPPDSM4022A Sell and finalise the sale of property by private treaty

CPPDSM4049A Implement maintenance plan for managed properties

CPPDSM4056A Manage conflict and disputes in the property industry

BSBRKG304B Maintain business records

BSBSMB406A Manage small business finances

BSBLED401A Develop teams and individuals

Total number of units to complete is 24

Nominal Time: Min 576 hours (32 weeks) Max 1872hrs hours (104 weeks)

18 hrs a week home based

Also available, are the Buyer's Agent and On-Site Management licence courses. If you would like more information about either one, please contact our office.

Refund Policy

Industry Training Consultants provides the following **Refund Policy** to clients:

Cancellation by the client made 7 days before the start of course will incur no penalty: 100% Refund made available (*pending training materials have not been provided to the client*).

Cancellation within 7 days of the course will incur a 25% penalty of the total cost of the course. (*Pending training materials have not been provided to the client*).

If the client has been provided with the Training Materials for the course, upon cancellation, a 100% penalty will be incurred. (*No Refund made available to the client*).

Note: It is important that once a student has enrolled into a course, that they successfully complete the course within a reasonable timeframe.

If they are having difficulty in completing the course in line with the completion timeframe, arrangements to accelerate the process are available. This is a premium service charged at a flat rate and designed to fast track a student through their studies.

For more information about this service, you should contact the training manager on (02) 49 691 344.

Language: Literacy & Numeracy

Industry Training Consultants provides for clients to undertake Language, Literacy & Numeracy examination to establish if any learning difficulties will be encountered throughout the course of study. Clients are encouraged to seek the assistance of Industry Training Consultants training department for any previously known learning difficulties so we can provide the most comfortable and productive learning experience possible.

Client Support

Industry Training Consultants provides an internal support structure for its clients for the training and assessment undertaken within the clients' course of study.

Clients have access to Industry Training Consultants Training Department throughout the course of study via correspondence by either;

- a) email tutor
- b) telephone

For the following, clients are charged at a rate of \$50hr

- c) Site Visit – *(if possible)*
- d) Client attends Industry Training Consultants office

Industry Training Consultants will provide clients with the development necessary to achieve competency in the course of study.

Industry Training Consultants will provide clients with re-assessment if competency is not achieved.

Flexible Learning & Assessment

Industry Training Consultants follow the principals of Validity, Reliability, Flexibility and Fairness.

Assessment of competency derives from multiple assessing techniques including;

- a) Questions
- b) Case Studies
- c) Activities
- d) Role Plays
- e) Demonstrations

Where assessment may be assessed from multiple assessing techniques, competency will be achieved only when the Performance Criteria aligned with the Nationally Endorsed Training Package is demonstrated.

Guidance Services

Industry Training Consultants provide clients with information regarding the opportunities which may be sought upon completion of a course of study including technical/vocational information.

Complaints: Grievance & Appeals

Industry Training Consultants receives Complaints, Grievance and Appeals (CGA) with the up most importance and diligence. Pro Forma 1.5.1 CGA Form is available to clients upon request. All CGA's will be dealt with by an impartial party, with the clients best interests identified and resolved to the best of Industry Training Consultants ability. Industry Training Consultants aim is to provide the highest quality service and support available.

If you have a complaint in regards to any aspect of our business, we ask that in the first instance you contact our head office (02) 4969 1344, where your grievance will be recorded and investigated with the utmost importance and we will endeavour to resolve the matter to the satisfaction of everyone concerned.

In the unlikely event that we cannot reach a mutually acceptable resolution, students should then contact VETAB on (02) 9244 5335.

Disciplinary Procedures

In consideration that Industry Training Consultants provides correspondence courses, clients are responsible for their own actions during their own learning experience.

Industry Training Consultants may show cause for disciplinary proceedings in the event that final monies are overdue, for a client releasing confidential information including curriculum or assessment components provided by Industry Training Consultants to the client, or from time to time disciplinary proceedings may result from other means in which will be addressed in writing from Industry Training Consultants and authorised by the Director.

Staff Responsibility: Access & Equity

It is the responsibility of all staff and contractors employed by Industry Training Consultants to show due diligence to clients and promote the best practice of Access and Equity when dealing with clients.

If a client believes they are wrongfully vilified by race, religion, sex etc, clients are recommended to complete Pro Forma 1.5.1 CGA Form which will be investigated by an impartial party and the Director.

Recognition of Prior Learning (RPL)

Industry Training Consultants provides clients the opportunity to undertake an assessment of Prior Learning and achievement to eliminate any possibility of re-assessment and to provide clients with competency and recognition of previously developed skills.

Client Records

Industry Training Consultants will maintain records of clients in alignment with the requirements of the Department of Education and Training. Industry Training Consultants are firmly committed to protecting your privacy. We aim to maintain a safe and secure system of handling your personal individual information, whilst still providing access to your personal information when required. For this reason, we aim to ensure that your personal information is handled in strict compliance with the Commonwealth Government's National Privacy Principles.

Clients are welcome to view there records at any time upon request and are welcome to receive copies of any assessment materials provided to Industry Training Consultants which were stored to provide proof of competency.