



**Industry Training Consultants**  
*real estate training specialists*



# STUDENT HANDBOOK

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## Introduction

### What does Industry Training Consultants provide...?

Industry Training Consultants provide workplace training and mentoring. We bring the training to you, providing specialised coaching for your particular business and employee's.

We conduct a supervised learning environment in which not only the group, but the individual is of equal priority. Our delivery methods are interactive, and conducted to achieve the highest possible results for all involved.

We will provide all of your resources and support materials.

Industry Training Consultants provide nationally accredited programs, on completion of your program you will receive a certificate recognised throughout Australia!

### How does Industry Training Consultants help you in achieving a qualification...?

Industry Training Consultants use a range of different training techniques to help you in achieving a qualification. Industry Training Consultants use traditional and interactive techniques such as; demonstrations, case studies, role plays, written and verbal methods etc in our assessment process.

Your trainer will collate evidence to support your learning outcomes over the duration of the program. Each unit of competency will have performance criteria which will need to be successfully demonstrated by the student to obtain a qualification. The assessments are designed to reinforce and showcase the student's ability through written, verbal and participative demonstration.

Our objective is to ensure that students have achieved the units of competency identified, by delivering our Real Estate Courses in accordance with the guidelines set out by the Australian Skills Quality Authority (ASQA) and The Office of Fair Trading.

## Student Responsibilities

### (i) Attendance

Students are required to arrive at classes 15 minutes prior to the workshops official starting time as agreed upon by Industry Training Consultants and your employer. Students are expected to arrive punctually for a roll call and to minimise class distraction.

### (ii) Breaks

Breaks will be allocated by your workshop trainer at the start of the training session and set accordingly and in consideration of the time frame of the training session being delivered.

Students are expected to return from break periods punctually to minimise class distraction.

### (iii) Attentiveness

Industry Training Consultants will endeavor to make every training session a stimulating and enjoyable experience.

We ask students to remain attentive during the course of the training session not only to take the most out of the workshop, but also to minimise class distraction

**(iv) Participation**

Industry Training Consultants Real Estate Training Programs may contain interactive components for example; role play, demonstrations etc (*mainly applies to those students undertaking training in the classroom*).

It is asked that students participate appropriately when asked to by the workshop trainer and also to engage in conversation and feedback in relation to the training being delivered.

**(v) Complete Assessments**

Students are asked to complete all assessment tasks in the time frame appropriately designated by your workshop trainer. This will ensure workshops won't run overtime and other learning outcomes won't be ignored.

If you are having difficulty with a certain assessment or task please notify your trainer.

**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 collaboratively developed by the National Quality Council (NQC). 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. [Work, Health and Safety Act 2011](#)
- ii. [Anti-Discrimination Act](#)
- iii. [Privacy Act](#)
- iv. [National Vocational Education and Training Regulator Act 2011](#)
- v. [Australian Consumer Law](#)

**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

CPPDSM3019 Communicate with clients in the property industry

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

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

**Total units 4**

**Timeframe 3 months**

**CPP30211 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
- CPPDSM3010B Meet customer needs and expectations in the property industry
- CPPDSM3015B Use and maintain property and client information databases
- CPPDSM3018B 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
- CPPDSM3019 Communicate with clients in the property industry (From CPP30416 Certificate III in Strata Community Management)
- CPPDSM3006B 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 units 14****Timeframe 6 months**

**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

CPPDSM4009 Interpret legislation to complete work in the property industry

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

CPPDSM4049 Implement maintenance program for managed properties

CPPDSM4056 Manage conflicts and disputes in the property industry

BSBRKG304 Maintain business records

BSBSMB406 Manage small business finances

BSBLED401 Develop teams and individuals

**Total units 24**

**Timeframe 12 months**

**Buyer's Agent**

A person has the qualifications required for the issue of a real estate agent's licence subject to the condition that the holder of the licence act only as a buyer's agent. If a registered training organisation has issued the person with a statement of attainment or a qualification demonstrating competency in all of the following units of competency. The underpinning knowledge must be based on New South Wales law.

**From CPP30416 Certificate III in Strata Community Management, the following core unit:**  
CPPDSM3019 Communicate with clients in the property industry

**From CPP40307 Certificate IV in Property Services (Real Estate), the following three core units:**

CPPDSM4080A Work in the real estate industry

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

CPPDSM4015B Minimise agency and consumer risk.

**From CPP40307 Certificate IV in Property Services (Real Estate), the following five elective units:**

CPPDSM4001A Act as a buyer's agent

CPPDSM4003A Appraise property

CPPDSM4005A Establish and build client and agency relationships

CPPDSM4022A Sell and finalise the sale of property by private treaty

BSBLED401 Develop teams and individuals

**Total units 9**

**Timeframe 4 months**



## **BSB42015 Certificate IV in Leadership and Management**

In this course you will develop and enhance your skills, to provide a leadership role in any organisation. For successful acquisition of the frontline management competencies, all learners need access to a relevant workplace and/or simulated workplace experience.

**This course encompasses the following:**

### **BSB Units of Competency**

#### **Core Units**

BSBLDR401	Communicate effectively as a workplace leader
BSBLDR402	Lead effective workplace relationships
BSBLDR403	Lead team effectiveness
BSBMGT402	Implement operational plan

#### **Electives**

BSBINN301	Promote innovation in a team environment
BSBMGT403A	Implement continuous improvement
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet Legislative requirements
BSBWOR404	Develop work priorities
BSBCUS401	Coordinate implementation of customer service strategies
BSBINM401	Implement workplace information system
BSBLED401	Develop teams and individuals
BSBMGT401	Show leadership in the workplace

**Total units 12**

**Timeframe 6 months**

Note: Industry Training Consultants offers a skills set for people newly promoted to the position of Sales Manager, Office Manager or Licensee in charge. The 3 unit of competencies from the BSB42015 Business Services Training Package meets industry requirements for a supervisor in the property industry and prevents noncompliance under section 32 of the PSBA Act 2002.

This course encompasses the following;

BSBLDR403	Lead team effectiveness
BSBMGT401	Show leadership in the workplace
BSBMGT402A	Implement operational plan

**Total units 3**

**Timeframe 2 months**

## Fees/Charges and Costs of Recovery

All fees and charges are listed in Australian dollars (AUD). It should be noted that in the event Industry Training Consultants is required to commence debt recovery or legal proceedings for recovery of overdue and outstanding amounts, it shall be entitled to recover, in addition to money owed for services, any recovery agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.

## Submitting Assessments

The learning materials are emailed to students using a software tool called DropSend, which allows users to send large files by email through a small desktop client. All materials are contained in one compressed folder to save storage space and make it easier to manage.

Assessments can be submitted in hardcopy by post or email. However to send by email, students are required to have an application software for creating and editing PDF files. All students must keep a copy of their submitted assessments, since we are required to keep the original documents as evidence on file. Additionally, ITC will not be held responsible for any items that go missing in the post. If this occurs, the student will be asked to resubmit the work.

For CPD courses only - resource guides and assessment booklets are provided in PDF format and sent by email. To avoid the hassle of formatting pages, some documents have been setup with text boxes to allow students to type into them. Completed work can be submitted by email or post.

**Note: Students can make as many attempts as necessary to achieve competency. However if a student is not successful after the third attempt, additional charges for time will apply.**

## Refund Policy

Industry Training Consultants will provide a full refund up to **14 days prior** to the date of the booked course upon cancellation.

Notification of cancellation **within 14 days** of the booked course will forfeit 25% (minimum deposit) of the program fee.

Notification of cancellation **on the day** of the course will forfeit all monies paid.

Industry Training Consultants reserves the right to cancel any course **7 days** prior to the proposed date upon which a full refund will be issued or a course transfer offered.

Correspondence courses – no refunds will apply after the course materials have been issued.

Note: It is important once a student has enrolled into a course that they successfully complete within the nominal time frame. For any student experiencing difficulty in completing the course in line with the completion timeframe is required to contact our office to request an extension of time for submission of all work.

## Instalment Payments

For the Certificate IV in Property Services (Real Estate) Course, there are two instalment payments. One prior to commencement of the course and the final payment on the last scheduled session.

If the Certificate IV in Property Services (Real Estate) Course is undertaken by correspondence the final payment is invoiced 3 months after commencement. Students who complete within 3 months of enrolment will be required to make final payment on completion.

## Time frame

Students who do not complete their modules within the nominal time frame will be withdrawn from the course. If they wish to continue their studies, they will need to reapply and incur extra fees. Please refer to the fee schedule below;

Course	Additional Cost Breakdown
Continuing Professional Development	\$30.00
CPP30211 Certificate III in Property Services (Agency)	\$400.00
CPP40307 Certificate IV in Property Services (Real Estate)	\$800.00
BSB42015 Certificate IV in Leadership and Management	\$300.00
Certificate of Registration	\$200.00 (only applicable if undertaking the course by correspondence. Otherwise the re-enrolment fee to do face to face is \$599.00)
Key Skills Set	\$100.00
Buyer's Agent/Onsite Management	\$400.00

## Language: Literacy and 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
- b) telephone

**For the following, clients are charged at a rate of \$200.00 per hour**

- c) site visits (if possible) and meetings

*Industry Training Consultants will provide clients with guidance and coaching to achieve competency in the course of study.*

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

**Note: If you are having difficulty completing modules, or fallen behind due to personal reasons, you will need to arrange a suitable time to meet with the trainer. After the meeting if you require further assistance, you will need to contact the trainer on the phone number provided. This will enable them to deal effectively with both issues and advice on assessment. Alternatively you can arrange to meet with the trainer again at a particular time.**

## **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) Theory Questions
- b) Case Studies
- c) Workplace Projects
- 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 1.1.9 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)49436110 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 ASQA on 1300 701 801.

## **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. The cost for RPL assessment is calculated at \$150 hour.

## Client Records

Industry Training Consultants will maintain records of clients in alignment with the requirements of the Australian Skills Quality Authority (ASQA). 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 Australian Privacy Principles (APPs).

## Replacing documents

If you misplace your Certificate, Competency Transcript or Statement of Attainment, you can request for it to be reissued by sending an email to [elia@itc.nsw.edu.au](mailto:elia@itc.nsw.edu.au). A fee of \$25.00 applies.

You are also required to notify us immediately if any of your personal details have changed before the issue of any Certificate, Competency Transcript or Statement of Attainment, otherwise a fee of \$25.00 will apply.

## Work, Health and Safety

Industry Training Consultants advisers students to review and assess any areas of their work environment, which may cause a potential injury or illness. The work areas that fall into this category could be the type of chair used, long periods in front of the computer, work space, lighting, the ergonomics of the desk, chair and time consideration, taking regular breaks and doing appropriate exercises. Careful consideration of the amount of time you can afford to spend on your studies taking into consideration other lifestyle commitments, for example family and personal relaxation time is paramount to your general health and well-being.

## Data Reporting Requirements

As a Registered Training Organisation (RTO) we are required to have a student management system that provides data about students, their courses, units of activity and the qualifications recorded.

Data is submitted to the Australian Skills Quality Authority (ASQA) and National Centre for Vocational Education Research (NCVER), so sound decisions can be made about funding allocation and infrastructure spending for the VET sector as a whole. If you wish to discuss your consent to use your personal information, please contact Industry Training Consultants on 02 4943 6110.

*Note: An RTO must also forward to the Australian Skills Quality Authority (ASQA) an electronic copy of records for each student if:*

- the RTO voluntarily withdraws its registration
- the registration has lapsed
- the registration is not renewed
- the registration is cancelled by ASQA

**Unique Student Identification Number (USI)**

After you complete our enrolment form, we are authorised in accordance with the Student Identifiers Act 2014 to apply for a Unique Student Identification Number on your behalf and provide your personal information. The USI number gives you the ability to obtain a complete record of your Vocational Education and Training (VET) enrolments and achievements from a single source.

The USI System will send an email, advising you of your USI. The system will also inform us of any issues that have occurred during the application process and provide contact information if required. At the same time, the USI System will provide the training provider with your USI number.

When a training provider applies for a USI on your behalf, you receive a notification via email providing you with your USI and asking you to activate your account.

## List of Contacts for Real Estate Training and Assessment Resources

### NATIONAL AND STATE AUTHORITIES, BODIES AND SITES

Australian Qualifications Framework (AQF)	<a href="http://www.aqf.edu.au">http://www.aqf.edu.au</a>
National Training Information Service	<a href="http://www.training.gov.au">http://www.training.gov.au</a>
Artibus Innovation	<a href="http://www.artibus.com.au">http://www.artibus.com.au</a>
Service Skills Australia	<a href="https://www.serviceskills.com.au">https://www.serviceskills.com.au</a>
Fair Work Australia	<a href="http://www.fairwork.gov.au">http://www.fairwork.gov.au</a>
SafeWork NSW	<a href="http://www.safework.nsw.gov.au">http://www.safework.nsw.gov.au</a>
New South Wales Office of Fair Trading	<a href="http://www.fairtrading.nsw.gov.au">http://www.fairtrading.nsw.gov.au</a>
New South Wales Small Business Commissioner	<a href="http://www.smallbusiness.nsw.gov.au">http://www.smallbusiness.nsw.gov.au</a>
Australian Apprenticeships	<a href="http://www.australianapprenticeships.gov.au/">http://www.australianapprenticeships.gov.au/</a>
Australian Securities and Investments Commission	<a href="http://www.asic.gov.au">http://www.asic.gov.au</a>
Australasian Legal Information Institute	<a href="http://austlii.edu.au">http://austlii.edu.au</a>

### NATIONAL & STATE TRAINING AUTHORITIES

Department of Education and Training	<a href="https://www.education.gov.au/">https://www.education.gov.au/</a>
Department of Education & Training (DET)	<a href="http://dec.nsw.gov.au">http://dec.nsw.gov.au</a>
Australian Skills Quality Authority	<a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>

### NATIONAL AND STATE REAL ESTATE INSTITUTES

Real Estate Institute of Australia	<a href="https://reia.asn.au/">https://reia.asn.au/</a>
Real Estate Institute of New South Wales	<a href="http://www.reinsw.com.au">http://www.reinsw.com.au</a>
Real Estate Institute of Queensland	<a href="http://www.reiq.com.au">http://www.reiq.com.au</a>
Real Estate Institute of South Australia	<a href="http://www.reisa.com.au">http://www.reisa.com.au</a>
Real Estate Institute of Tasmania	<a href="http://www.reitas.com">http://www.reitas.com</a>
Real Estate Institute of Victoria	<a href="http://www.reiv.com.au">http://www.reiv.com.au</a>
Real Estate Institute of Western Australia	<a href="http://www.reiwa.com.au">http://www.reiwa.com.au</a>