

STUDENT INFORMATION HANDBOOK



NATIONALLY RECOGNISED
TRAINING

National Provider No. 0382

All information was true and correct at the time of printing for release.

MISSION STATEMENT

To develop and deliver cost effective training and education, that exceeds all required standards with equality of access.

The REINT education team's mission statement was developed in a workshop with the Training Manager and staff. This statement is not only the product of that workshop but the philosophy you can expect from all members of the Education team, at all times in your dealings with us.

Quality Statement

REINT Education is committed to the principles and practices of the Australian Quality Training Framework. The staff, systems and services of the REINT Education are constantly monitored and improved in accordance with our quality control obligations. The REINT Education undertakes to conduct its operations in a way that exceeds these obligations in all areas of operations and in its dealings with the public.

As an Australian Registered Training Organisation (RTO), the REINT Education has a commitment to the standards required for all RTO's. Part of these standards is the need to be subjected to a periodic audit by the Northern Territory Department of Education and Training (DEET). This is our guarantee that your Education is being handled in the most secure and professional manner by trained staff that understands your needs. If at anytime you feel we are not meeting the standards outlined in these statements, we encourage you to draw it to our attention and assure you that your concerns will be taken seriously.

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Welcome from the REINT Education Team

Welcome to the Real Estate Institute of the Northern Territory and thank you for considering us in relation to training for your Real Estate career. Real Estate is both a challenging and profitable profession for many people, however it is not the “easy road to riches” some believe it to be. Over the years large numbers of people have entered the profession only to leave shortly after, having failed to meet their own expectations.

Like any profession, success requires hard work, commitment, personal interest and the highest levels of professionalism and business ethics. At the REINT we believe we have the people, the tools and the systems to start you on the right foot in your career, the rest is up to you.

Beginning a new course or study path can be both exciting and daunting. Not knowing what you will need or even the questions you should ask, is a common experience for new students. This book is designed to provide detailed information regarding the services and systems REINT can offer to help you on your way.

We hope your time with REINT is both rewarding and positive.

General Enrolment Information

Admissions and Enrolment

Admissions and Enrolment can be conducted in any of the following ways :

- By coming to the REINT and completing the forms.
- Returning forms by Fax or mail.
- Returning Forms/Information by email.

Assistance can be gained for completing applications and enrolment formalities simply by contacting a member of the Education team during normal office hours or sending a fax or email request for assistance.

Admissions and Enrolment information or assistance contacts.

| Information Requirement | Contact Person | Phone / Fax | Email |
|--------------------------------|--|-----------------------------------|--|
| Full Licence | Jock McLaughlin Training Manager | (Ph) 8981 8905 (Fax) 8981 3683 | trainingmanager@reint.com.au |
| Agents Representative | Janine Brown Certificate IV Course Manager | (Ph) 8981 8905 (Fax) 8981 3683 | janine@reint.com.au |
| Institute Matters | Quentin Killian CEO | (Ph) 8981 8905 (Fax) 8981 3683 | Quentin@reint.com.au |
| Accounts | Kate Nolan Fin. Controller/ | (Ph) 8981 8905 (Fax) 8981 3683 | itservices@reint.com.au |
| Reception | Karen Bonetti Front Office | (Ph) 8981 8905 (Fax) 8981 3683 | reception@reint.com.au |

Course Information

Brochures, timetables, training schedules, enrolment forms and applications for consideration are available from the REINT office upon request.

Employability Skills

These are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

Employability skills for the Certificate IV and Diploma courses can be downloaded at

<http://employabilityskills.training.com.au/>

(Simply type in the qualification code in the box on the website ie for Certificate IV type in CPP40307 for Diploma CPP50307

Fees & Refunds

All training provided by the REINT is charged at a rate derived from the guidelines for course pricing, found in the Australian Quality Training Framework standards. All fees for training with REINT **must be paid prior** to the commencement of training. Detailed and specific information regarding Fees and Charges is available from REINT upon request. Alternatively the information can be viewed on the web by following the links from www.reint.com.au. All refunds are handled in accordance with the Trade Practices & Consumer Affairs Fair Trading Acts.

| | | |
|--------------------------|-----|--------------------------|
| <i>Cashier Hours</i> | --- | 8:30am – 4:30pm weekdays |
| <i>Cashier Enquiries</i> | --- | Phone : 08 8981 8905 |

Payment must be made prior to undertaking any Unit. REINT reserves the right to withhold your Academic Record or Certificate if full payment of fees has not been received.

Refunds will be issued under the following circumstances:

- Internal course has been cancelled by the REINT
- Student receives monetary assistance from government schemes
- Student provides written notice 10 days prior to commencement of course
- Review of RPL indicates that student does not have to undertake course/part course
- Student unable to attend due to extended hospitalization/illness, and /or pregnancy/childbirth.

Refunds will not be issued for:

- Change in student work hours
- Inconvenience in travel to class
- Moving interstate/overseas
- Job change/retrenchment
- Students who leave before completion of course/module

The Classroom

Learning with REINT, like learning anywhere, requires a certain amount of time be spent in the “classroom”. The REINT learning centre is designed for your comfort and learning needs, the classroom is climate controlled and also has a small outdoor area for study or relaxation between sessions. It is always a good idea to wear cool comfortable clothes, but bring something warm in case the air-conditioning is too cold for your personal liking.

We provide fresh drinking water, tea, coffee and biscuits for all courses of any duration. Morning tea is often provided for courses running all day. The Learning centre utilises the most modern teaching aids including computers and video equipment as well as more traditional teaching equipment. We use only qualified and experienced trainers and the most up-to-date material and information to maximise your learning.

We aim to cater for your particular needs as a student and we encourage you to provide us with any information or request you may have regarding your time in our classroom. You will occasionally be required to attend sessions away from REINT, it is important you pay attention to your trainer for information regarding these sessions.

About the REINT

The Real Estate Institute of NT (REINT) was incorporated under the Incorporation Ordinance on 23 July 1974 to represent the interests of real estate agents and their staff. Its major objective is to promote professional service and ideals of the industry to its members and the community.

It does this in a number of ways. The types of services provided by the REINT include:

- Providing real estate forms for members
- Providing lease agreements and sales agreement forms to the public
- Providing advice to members on how to undertake their real estate activities
- Selling real estate books and other products
- Providing a forum for real estate special interest groups through specialised chapters
- Informing the public about real estate practices through media release and seminars
- Representing the interests of the profession to government, both territory and local
- Providing opportunities for members to meet with each other to discuss their business affairs
- Providing education and training courses for existing and potential real estate agents and staff

The REINT staff comprise of the following:

Chief Executive Officer
Training Manager
Certificate IV Course Manager
Receptionist

Quentin Killian
Jock McLaughlin
Janine Brown
Karen Bonetti

The REINT staff is selected for their ability to work together as a team and also communicate well with external clients, in addition to their professional qualifications. Each staff member has an individual role in the smooth running of the Real Estate Institute of Northern Territory and each take personal responsibility for the quality of their work.

CODE OF PRACTICE

General

REINT will:

- Maintain adequate and appropriate insurance including Public Liability and Work Cover;
- Advise DET in writing within 10 working days of any change to the information contained in the Registration/Endorsement application;

- Allow DET or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration / Endorsement;

Administration

REINT will:

- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Supply DET with delivery details for each course/Training package qualification module/unit of competence in the scope of registration and student details including enrolments, participation and completions in accordance with AVETMISS requirements
- Maintain confidentiality of all records.

Course Delivery

REINT will:

- Ensure that a current copy of the accredited endorsed training package and information regarding the program of study, availability of learning resources and appropriate support services are available to students;
- Ensure that training and assessment occur in accordance with the requirements of the endorsed training package, and where appropriate the state or national guidelines for customising courses;
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.

Recognition of Prior Learning (RPL) arrangements

REINT will:

- All assessment of RPL applications and evidence provided are reviewed by not less than two staff who are qualified to conduct the assessment.
- From time to time or when deemed necessary, we invite a subject matter expert to be part of our assessment process.

Staff

REINT will:

Ensure that teachers and trainers have:

- Demonstrated competencies at least to the level of those being delivered;
- Demonstrate achievement of at least Certificate IV in Training and Assessment from the Training and Assessment Training Package or is able to demonstrate equivalent competencies or is under direct supervision of a person who has the competencies; and
- Industry experience that is current and relevant to the particular courses/training package or units of competence that they are involved in delivering.
- Ensure that responsibility for management of recognition of prior learning applications and assessments is clearly identified and undertaken by those with relevant qualifications.
- Ensure that responsibility for the management and coordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training Environment

REINT will:

- Comply with all levels relevant to the operation of training premises including occupational health and safety and fire safety regulations;
- Ensure the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation;
- Ensure that training facilities, equipment and other resource materials are adequate for the scope of registration and are maintained in good order and repair.

Access, Equity, Appeal

REINT will:

- Ensure that all interaction with clients meets our policy and the Legislative requirements regarding:
 - Access, Equity, Anti Discrimination, Right of Appeal, Refunds, General Consumer Practice and Fairness.
- Make the information regarding these issues available to all clients, members and non-members.

Disciplinary procedure

REINT will:

Ensure all course participants receive equal opportunities and gain the maximum from their time with us. Any student who displays the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course:

- Continual interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

REINT Education

If you decide to undertake learning with REINT Education you can be assured that you will be receiving the highest standard of training and development services available in the industry. As the professional association for members of the industry we are uniquely positioned to draw from the knowledge and experience of our members to enhance your education.

REINT trainers are highly qualified people who have distinguished themselves in their field and enjoy passing their knowledge to others. Our trainers are encouraged to seek your feedback and adjust their lessons to suit your individual learning needs. After every lesson you will be asked to complete an evaluation regarding all aspects of your learning, this information is then used to improve the lesson for future delivery.

REINT delivers both Nationally Accredited and non-Accredited courses in many subject areas. Our core business is the Education components required for registration and licensing of Industry Members in the Northern Territory, these are :

Accredited Courses

- **Certificate IV in Property Services (Real Estate)**
Agents Representative Registration Course
- **Diploma of Property Services (Agency Management)**
Agents Full Licence Course

Non Accredited Courses

- **Introductory Course**

In addition we run professional development courses of interest to industry and business including:

- Auctioneering Workshop
- Property Management Workshops
- Risk Management Workshops
- Selling Skills Workshops

We have access to courses in a number of other areas, details of which are available upon request. We also have training rooms, and equipment for hire. If you have training or development needs that do not seem to be covered here, please ask a member of the Education team for assistance.

Student Access & Equity

RPL / RCC

Whilst the assessment process for RPL/RCC is much the same as if you were taking the course, you achieve the outcome much quicker. The key difference between RPL/RCC and other assessment is that no tuition is required before the assessment because the candidate already holds the skills and knowledge. RPL/RCC is not a short cut assessment process ~ it is a short cut training process.

National Recognition (previously referred to as Mutual Recognition)

We acknowledge and support National Recognition as one of the most important features of the Australian Quality Training Framework. To this end we accept the Statement of Attainment, Certificates and Diplomas issued by any other registered training organisation based in any State/Territory of Australia.

Industry members who hold a current registration or licence either interstate or New Zealand should contact the Agents Licensing Board on 8999 6405, you may be entitled to have your registration/licence transferred under the Mutual Recognition Act or Trans Tasman Agreement Act.

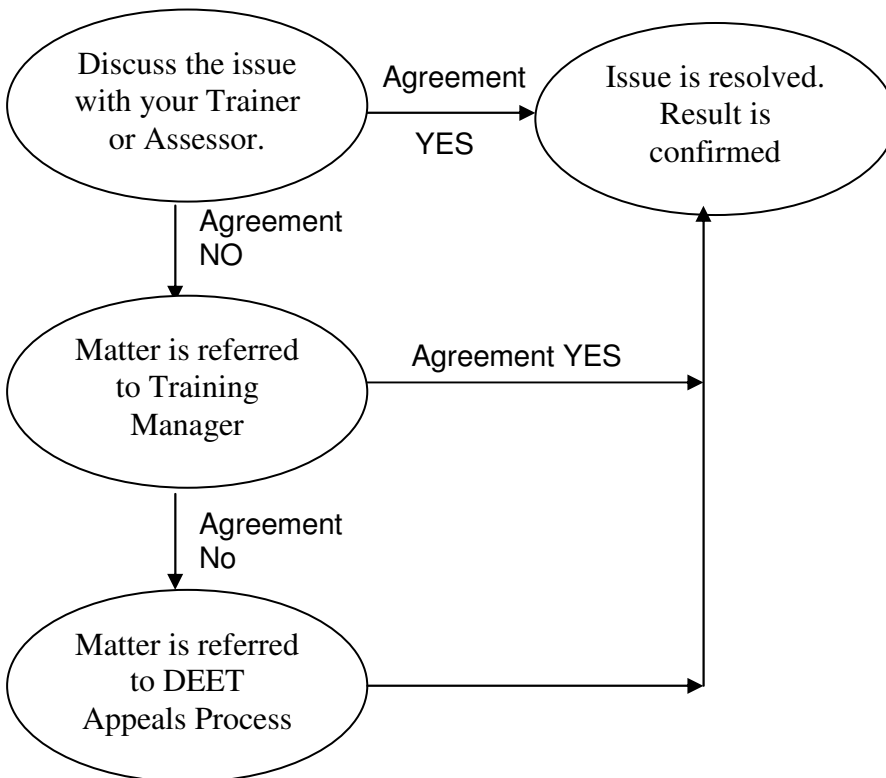
Conciliation

REINT is committed to an open, accountable and equitable study environment for all students. If you experience difficulties during your studies with another student, a staff member or difficulties in the areas of unfair treatment, there are procedures to help you.

REINT has an informal conciliation service as an option to assist resolution of any problems you may experience that you feel cannot be solved within the REINT. The REINT will enlist the voluntary support of one of the Institutes Council Members to conduct confidential dispute resolution counselling if required. The conciliation process is informal, confidential and based on the principles of fairness and equity. If you require the assistance of the conciliation process please contact the Training Manager of REINT or Chief Executive Officer:

Complaints/Grievances and Appeals

REINT has a comprehensive system of dealing with any disagreement you may have regarding the assessment or delivery of your training. If you are not satisfied with a decision in relation to your education there is a “chain of command” system that can help you seek satisfaction.



In some cases you may not feel comfortable discussing a particular situation with your trainer or assessor or even the training manager. Please note that you have access straight to the training manager and/or the CEO via the course manager.

Cross Cultural Support

The REINT team are responsible for working with students from different cultural backgrounds to assist them in accessing the learning available at REINT. The education team can assist with access to interpreter services, adjustments to lesson or assessment plans or any other training arrangements that will help to resolve any issues of sensitivity that learners may feel regarding their cultural norms. REINT recognises that cultural differences themselves can often lead to difficulties in learning and that it can be of great help to discuss these issues with a professional and sensitive person.

Disability Support

REINT offers a full range of support services to people with disabilities. The education team is sensitive to the needs of all learners and understand that people with disabilities can learn as well as anyone given the appropriate support and resources. At REINT we are able to adjust systems and services accordingly to accommodate the special needs of some learners, including assessment variations, access to alternative venues etc. Please contact the education team if you feel you would like to outline your needs to us prior to enrolment.

Harassment or Bullying

REINT is committed to an open, accountable and equitable study environment for all students. If you experience difficulties during your studies in the areas of sexual or other harassment, bullying, discrimination, racism, sexism, rudeness or any other behaviour or situation you find unacceptable please contact the Training Manager.

Equity, Access Principles and Confidentiality

REINT promotes the philosophy and principles of equality of access for all students. It is the objective of the Education Team to ensure all students experience no discrimination on the basis of gender, marital status, race, age, disability, sexual preference or any other factor in relation to their participation with REINT.

REINT aims to provide an environment that is free from discrimination or harassment as described in the relevant State and Federal Legislation regarding Equal Opportunity and Anti-Discrimination. Please do not hesitate to contact any of the appropriate contacts in this handbook should you feel we are not meeting these obligations.

Our other most important consideration is of course confidentiality. You can be assured that all information disclosed between the REINT and clients such as yourself is kept in the strictest confidence. REINT staff are trained to handle your information appropriately and undertake to do so in all matters concerning your personal details and results. No information is given in any form to members of the public regarding your attendance or absence without your prior written consent. Once again if you have any questions or concerns regarding the handling of your sensitive information we encourage you to contact a member of the Education Team.

Access to Personal Records

You have the right to access your personal records provided that you make an appointment and present proof of identity by way of name, address and date of birth.

Counselling / Study Assistance

Members of the Education Team have received specialised training in working with people to help them through the changes associated with major study. Current students can arrange counselling session at no extra charge with an appropriate member of the team (male or female), to discuss any issues personal or otherwise that may be affecting their learning.

The Education Team is also available to assist you with your study difficulties. If you believe you could improve your skills in areas such as time management, essay writing, note taking, reading, comprehension, presentation or any other general study skills please contact the Training Manager for an appointment. Bridging training can be arranged in many of these areas in a small informal session to assist you personally in reaching your education goals.

Career Advice

The Chief Executive Officer has extensive experience in the area of career planning and personal advancement in the workplace. As a student of REINT you are in a unique position to access the network of Agents and Firms who are associated with us. The Chief Executive Officer can help you with all aspects of your job or promotion application, including resume preparation, interview skills etc. If you feel you would like to take advantage of this service please see the section on making appointments to reserve a time.

Information for you

Making an Appointment

All members of the Education Team are available to assist you with "special" needs by appointment. Generally you will be able to access a member of the team during normal office hours, however if your enquiry is likely to be lengthy it is advisable to make an appointment. Making an appointment allows our team member to handle your enquiry with the maximum attention, rather than trying to "squeeze you in" during a normal busy day.

To make an appointment simply call or come in during normal office hours and speak to our administration staff who will take your details and direct you to the most appropriate member of the Education team to handle your concerns. REINT offices are located at Unit 3 / 6 Lindsay Street Darwin, Phone 8981 8905 or Fax 8981 3683.

Joining a Course

If you decide to study with the REINT then the process of enrolment is quite simple. If you wish to discuss the details of your enrolment prior to signing up then please follow the instructions above

for making an appointment. If you know exactly what you want to study then please contact these Team Members to commence your application.

| Information Requirement | Contact Person | Phone / Fax | Email |
|-------------------------|---|---------------------------------|------------------------------|
| Full Licence | Jock McLaughlin Training Manager | Ph:8981 8905 Fax: 8981 3683 | trainingmanager@reint.com.au |
| Agents Representative | Janine Brown Certificate IV Course Manager | Ph: 8981 8905 Fax: 8981 3683 | janine@reint.com.au |

Your Responsibilities

While all services in relation to supporting current students are provided free of charge and you are welcome to use the services as often or as little as you wish, there are a number of guidelines which will assist us to meet your needs.

1. It is important to be on time for your appointments and classes. Appointments and lessons begin from the time they are scheduled, not when you arrive. The later you arrive the more of your time you will be wasting.
2. Please notify the Institute if you know you are going to be late or cannot attend class. Students are required to sign an attendance record twice a day for the duration of their studies. It is important that REINT staff are aware of the location of students in case of an emergency.
3. We require that all our clients respect the level of privacy and confidentiality set by the Institute, and that you will endeavour to adhere to that level yourself in relation to information you may acquire regarding other students during the course of your study.
4. Please give us your constructive feedback and thoughts. It is only through you expressing your opinions on any matters affecting the delivery of service or operations of REINT, that we can improve.

Evaluation Sheets

An Evaluation Sheet will be given out to every student for each unit of competency. It is important that you fill it in and return it to us at the close of each session, your input is important to us.

An overall evaluation sheet will be issued at or near the end of your course.

Assessments

Assessment is the process of collecting evidence(s) and making judgements on whether competency has been achieved. The purpose is to confirm the individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

REINT follows the assessment guidelines for the national training package. Typical evidence gathering methods are as follows:

- Role-play
- Written tests
- Demonstration
- Workplace performance or performance in simulated environment
- Oral presentation
- Graphic presentation
- Projects/assignments
- Skills portfolio
- Questioning
- Audio/visual display
- Third party feedback

Submitted assessment material is signed off on the 'attendance record' form by the student (in-house). Open learning material that is submitted is registered on the database. Results of

assessments are entered on the student database as they are undertaken. All student material is retained at the Institute.

Evaluation of assessment processes and procedures are made on an ongoing basis.

Re-submission / Re-sit Policy

It is up to the student to provide the assessment material to the REINT in the time allocated. Any assessment, assignments or resit/resubmission material that is not provided to the institute within one month of completion of the unit will not be accepted and a total resubmission of the competency will be required.

It is a policy of REINT that any student found not competent in the formal assessment will be allowed to sit the assessment twice more. If still not competent, a period of not less than three (3) months must lapse before a student may resit, or enrol in the next face-to-face lecture.

Academic Records

The REINT utilises the VETtrak software system for recording student data and Government reporting purposes. This software also produces progress reports, Statement of Attainment Certificate's and Diploma's. When all units of competency are completed the student will be issued with a Certificate IV in Property (Real Estate) or Diploma in Property (Real Estate).

Students Records

Student's records are kept confidential and details are stored within the VETtrak software system and will be retained for 30 years.

Students results are passed onto the Agents Licensing Board at the completion of each course or as requested by the Board.

Lost Records

Original documents can only be produced once. For students to obtain copies of their results, a written request identifying details of when they completed the educational requirements and some form of identification must be presented. The second and subsequent reports are copies only and a charge will apply.

Notifying Agents Licensing Board of Results

The Agents Licensing Board (ALB) is notified of all students' results. They are also notified of any resit results.

**DO NOT START WORKING UNTIL
THE ALB ADVISE YOU THAT YOU ARE REGISTERED.**

Application for Registration

Regulation 8 of the Agents Licensing Regulations as in force at 26 September 2007 states the following:

8. Application for registration

An application for registration as an agent's representative must:

(a) be lodged with the Registrar not earlier than 7 days and not later than 14 days after notice of the application is published in accordance with regulation 5; and

(b) be accompanied by the following documents:

(i) a testimonial in accordance with regulation 17 for the applicant;

(ii) a document evidencing the identity of the applicant in accordance with regulation 17A;

(iii) documentation showing the Commissioner of Police has been given authority to release to the Board details of the applicant's criminal history;

(iv) a statutory declaration made by the applicant verifying all the statements contained in the application and accompanying documents.

Please note: the Agents Licensing Board keep an eye on the NT News for registration and licensing advertisements and expect the documents to be lodged after 7 (seven) but less than 14 (fourteen) days from then. If the registration is not lodged before 14 days, then the advertisement will have to be placed in the NT News again. Therefore before you proceed with the application ensure that you have completed all the training groups or interim exam and have your testimonial ready etc., and as the last step (at the same time) lodge the Police Clearance request and NT News advertisement.

General Information

Facilities Available

REINT has made available a number of facilities for your convenience, many of these are at hand and readily accessible, others will require you to ask a member of the Education team for assistance.

- ❖ Filtered Water
- ❖ Tea, Coffee, Biscuits
- ❖ Morning & afternoon tea
- ❖ Photocopying
- ❖ Male/Female toilets with wash facilities
- ❖ Outdoor study, lunch, relaxation area

First Aid

Janine Brown holds a current Certificate in First Aid and is in charge of the First Aid Cabinet. In the case of an emergency please see Janine Brown.

Evacuation Procedures

Real Estate Institute of Northern Territory (REINT) is located on the ground floor and first floor Real Estate House, Unit 3, 6 Lindsay Street, Darwin.

The Fire Warden is Jock McLaughlin, Training Manager REINT. Staff and Students should obey directions of Fire Warden, Fire or Police Officer (if present).

In the case of an emergency evacuation or obvious danger (eg: smoke), and at the direction of the Fire Warden or REINT Staff Members, Staff and Students should proceed out of the building into the street through the front door and assemble across the road outside the parking lot of St Mary's primary school

The Students must not use the glass sliding doors from the Training Room, which do not allow access to the street unless access is denied to the front door.

Staff and Students are required to report to the Chief Executive Officer once they have left the building. The Chief Executive Officer will take a roll call.

Staff or Students must not re-enter the buildings until advised by Police or Fire Officers that it is safe to do so.

In the case of a small controllable fire, a fire extinguisher is located outside the kitchen and there is also another fire extinguisher upstairs on the wall to the right of the top stair.

Nearby Services and Facilities

Located in the centre of Darwin City, REINT is close to virtually every conceivable product or service available in the NT. Within walking distance are Supermarkets, Banks, Newsagents, Post Office, Library, Bus, Taxi areas and much more. The Education team is very familiar with the Darwin CBD and can provide detailed information upon request if required. If you have need of goods or services that are not mentioned in this handbook, then while you are studying with us please ask a member of the team to assist you.

Standards

To assist the REINT lecturers, students are asked to adopt the following:

1. Students are requested not to park in the Institute parking area during courses. Parking is available at the Darwin City Council car parks (such as the Australia Post car park on Cavenaugh Street) at approximately \$3.00 per day, or street parking is available at an hourly cost.
2. Arrive on time at the start of each lecture and return promptly from tea and lunch breaks. You must attend all classes unless given an exemption to do so.
3. Students are expected not to talk to one another during lectures or to disrupt the class in anyway.
4. To have consideration of other students.
5. Once seated for exams students are requested not to talk. If there is a problem, please raise your arm and the person overseeing the exam will attend to you.

To assist the REINT administration staff, students are asked to adopt the following:

1. REINT office phones are not to be used by students under any circumstances. Student mobile phones are not to be used in class other than in the case of an emergency.
2. Students are not to be interrupted during class unless the matter is urgent.
3. Please check for messages at tea breaks so the staff does not have to run around after you. It is your responsibility to check for messages at the reception counter.
4. In the interest of hygiene disposable cups and stirring sticks are provided for students use. Please dispose of them in the bins provided after use.
5. Litter and cigarette butts are not to be left on driveway. Please only smoke in the designated areas, the legal distance away from the entrance door.
6. **It is in breach of the Agents Licensing Act for any person to promote themselves as an Agent's Representative or for an employer to advertise their services until they have successfully completed the required educational course and have obtained full certification from the Agents Licensing Board.**
7. It is the student's responsibility to have all assignments registered by REINT staff and placed in the tray at reception. Do not hand direct to the lecturer or give to anyone else to submit. We do not take responsibility for missing submissions.

Learning and Assessment Strategy Overview CPP40307/CPP50307

It is important for the validity of our training program that the delivery and assessment reflect and model accepted principles of adult learning. It is generally accepted that adult learning is facilitated by the participants:

- Understanding the purpose of the training program
- Being clearly informed of the expected outcomes of the program
- Actively participating in the learning process
- Being able to use their individual learning styles
- Being able to use knowledge and skills previously acquired in developing new knowledge and skills
- Having their contributions and participation valued
- Being able to discuss and negotiated assessment procedures, timing etc with trainers/assessors
- Being encouraged to take responsibility for their own learning.

Learning Strategy

The aim of our learning strategy is to facilitate learning by creating an environment that will assist participants to meet the outcomes or expectations of the course.

This means that we may use a variety of teaching strategies which encourage active participation by participants. These learning strategies may include but are not limited to:

- lectures,
- demonstrations,
- written exercises,
- small group discussion,
- skills practice sessions,
- individual and small group presentations,
- case studies and problem solving exercises,
- role play and,
- site visits.

The resources we have available to assist in the provision of learning are:

- lecture room
- whiteboards
- audio/visual aids

More Information can be found at:

| | |
|-----------------------------------|--|
| Course Information Booklet Pages | 8 Certificate IV in Property Services (Real Estate) 9 Diploma of Property Services (Agency Management) 10 Study mode 12 RPL 13 Access and Equity |
| Student Information Booklet Pages | 5 The Classroom 6 The Code of Practice 8 Student Access and Equity |

The Certificate IV course is offered face to face, open learning or combination.

- Face to face 23 days 9am-5pm Mon-Fri
- Open learning (two years to complete)
- Combination students may complete the course in any order provided the course is completed within the two year timeframe. It is however, suggested that the first component of the course should be those components deemed compulsory.

Assessment Strategy

Assessment provides information on the extent to which a learner has achieved the required outcomes of a training program and can demonstrate the necessary skills for the award of a qualification.

The issuing of a qualification within our Training Packages is based on attainment of the prescribed competency units outlined in the training package packaging rules.

Competency based assessment is the process of collecting evidence and making judgements on whether or not competency has been achieved. Assessment of competence within this program will require compliance with the four technical principles of assessment:

- Validity – the assessment actually assesses what it claims to assess
- Reliability – the interpretation of the evidence and assessment outcome is consistent and relevant to the industry/business and its technical characteristics
- Flexibility – variations in assessment times and styles and methods are provided to cater for the needs of all participants
- Fairness – assessments are designed to be flexible enough to ensure that no participants are disadvantaged.

Assessment

Students will have a choice of assessment as follows.

- The main method of assessment will be: exam, assignment or case study. However, this does not preclude the following:
 - portfolio of evidence,
 - third party reports,
 - role play,
 - observation, and/or
 - verbal questioning or any combination

Recognition of Current Competency (RCC) or Recognition of Prior Learning (RPL) During Enrolment

- It has been identified that after enrolment and between training delivery students will be able to provide a portfolio of evidence to demonstrate competency.
- If this is the case then a student may request to be assessed by RCC/RPL. This assessment however, may attract an additional cost.
- This will only be offered to students who are currently working in the industry, as it has been identified that after several months students will be able to provide a portfolio of evidence to demonstrate competency.
- This method of assessment will take each individual case on its merit and will be conducted either at a student's workplace or by providing a portfolio of evidence to an assessor at the REINT.
- Distance students choosing this assessment method will have to provide a portfolio of evidence by mail with a Statutory Declaration stating that it is their own work which will be validated by telephone.

RCC/RPL Pre- Enrolment

Any candidate may choose to enrol in the course and be assessed for competency by RPL/RCC

Mutual Recognition

The REINT recognises the qualifications of students and apprentices who have accessed training and been issued with qualifications from other Registered Training Organisations within Australia. For industry members wishing to transfer a **currently active** Agents Representative Certification or Full License from another State or Territory, you should contact the Agents Licensing Board on (08) 8999 1377 for more information.

If your Registration or Licence is not current then REINT will assess the currency of your qualifications and determine if you need to complete any further units to be recognised as qualified in the NT.

More information on REINT assessment strategies can be found at

Course Information Booklet Pages 10 Assessment
13 Access and Equity
Student Information Booklet Pages 6 The Code of Practice
8 Student Access and Equity
12 Re-Submission Policy

Thank you for your co-operation

Aims

The course aims to provide students with the skills and knowledge necessary to:

1. Perform the functions and provide the services of an Agent's Representative (Certificate IV) or Licensed Real Estate Agent (Diploma).
2. Gain the required educational qualifications for registration as an Agent's Representative or Licensed Real Estate Agent under the Agents Licensing Act (Northern Territory).

Registration

The Real Estate Institute of Northern Territory supplies the academic qualifications for you – it is then up to the Agents Licensing Board to assess the academic qualifications.

The Agents Licensing Board issues you with a Registration as an Agent's Representative or Licence as an Individual Agent.

An application for registration is provided with your document kit when you commence studying. Application for licence is available from REINT Training Manager. All the information you are required to submit is in the application form.

Application forms are also available from and should be submitted with the relevant payment to Territory Business Centre, Ground Floor, Development House, 76 The Esplanade, Darwin, or mail to Territory Business Centre, GPO Box 9800, Darwin NT 0801.

Any enquiries you may have to do with the application should be directed:

- by phone to (08) 8982 1700, or
- via email to territory.businesscentre@nt.gov.au.