

HANDBOOK

DIPLOMA OF PROPERTY SERVICES (AGENCY MANAGEMENT)

CPP50307



**NATIONALLY RECOGNISED
TRAINING**



REIT

**Real Estate Institute
of Tasmania**

STUDENT HANDBOOK

Please take the time to read this handbook carefully as it forms part of your induction and contains information you may need from time to time during your studies with REIT.

If you have any questions regarding any of the information contained in this document please contact:

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INTRODUCTION

WELCOME

Welcome to The Real Estate Institute of Tasmania. This handbook contains important information about us, our approach to training, our responsibilities to our students, your responsibilities as a student and the procedures you should follow throughout your training experience.

This handbook should be read in conjunction with the following documents:

- **Training and assessment Strategies**
<http://www.reit.com.au/files/pdf/Training-assessment-strategy.pdf>
- **Fees and Refunds Policy**
<http://www.reit.com.au/files/pdf/Fees-refunds-policy.pdf>
- **Client Service Standards**
<http://www.reit.com.au/files/pdf/Client-service-standards.pdf>
- **Code of Practice (training)**
<http://www.reit.com.au/files/pdf/Code-of-practice-training.pdf>
- **Disciplinary Procedures**
<http://www.reit.com.au/files/pdf/Disciplinary-procedures.pdf>

WHAT IS THE REIT?

The Real Estate Institute of Tasmania is the Industry Body for the Real Estate Industry in Tasmania and is a Registered Training Organisation delivering relevant training for the Industry.

The training delivered by the REIT includes

- Nationally recognised Certificate III and Certificate IV qualifications in Real Estate, and also the Diploma qualification which is a prerequisite for registration as a real estate agent or property manager
- Entry level training for persons commencing in the industry, including training to be a property consultant or assistant property manager
- General professional development in response to industry requirements

We provide training to existing members of the Real Estate industry and to people looking to take their first steps into the industry.

For further details on our registration, you can find us on the National Training Information Service website www.ntis.gov.au . Our national RTO ID is 0412.

DIPLOMA OF PROPERTY SERVICES COURSE INFORMATION

At this stage of receiving this handbook you may have completed the enrolment procedures with a staff member at the REIT.

The forms you may have completed and received from the REIT are:

- **Enrolment form** a form for the student to complete and return to REIT listing their personal details and previous qualifications.
- **Training plan**

Your training program may include all or some of the following:

- Attendance at off the job training
- Selection of electives
- Working on self paced learning materials
- On the job training under the guidance of your supervisor or another nominated workplace person
- On the job training under the guidance of an REIT trainer
- Completion of set workplace tasks to required standard
- Completion of other assorted assessment tasks

Regardless of how your training program is structured, it is geared towards you demonstrating competence and has set timelines which it is your responsibility to meet.

- **Class list** if a student selects to attend face to face training they will be enrolled into their class and be given a class report.

ASSESSMENT OF COMPETENCE

As part of the off-the-job training, there will be assessment tasks set by each trainer to ensure that participants are competent in the performance criteria for each unit. Candidates will be required to undertake some of these assessment tasks in the training room. Some assessment tasks will require participants to undertake additional work/study outside the training room; there is normally a 3 week deadline for these to be completed. All of the units are available through distance learning, the student is asked to complete the required work and return it to the REIT for assessing.

In addition, there will be 2 – 3 workplace assessments during which candidates will be required to produce or demonstrate evidence of workplace competence. See appendix 2 for example.

The REIT will monitor your progress through your qualification, when we feel you are ready for a workplace assessment a staff member will contact you and ask you to prepare for the assessor.

For people undertaking this qualification by flexible delivery, there will be a much greater component of on-the-job assessment.

RECOGNITION OF PRIOR LEARNING (RPL)

If a candidate has undertaken other training and assessment, which he/she believes covered one or more of the units comprising the relevant qualification and/or has developed skills, knowledge and competence through workplace experience, the candidate may wish to apply to the REIT for RPL for these modules or units.

If you believe you may be eligible for RPL in any units, contact REIT for the RPL Checklist.

Please see Appendix 1 for an example of the application.

NATIONAL RECOGNITION

The REIT will recognise a qualification or statement of attainment issued to a candidate by another Registered Training Organisation where the qualification, or some of the units which comprise the qualification, are the same as those in which the candidate is enrolling.

It is expected, for the purpose of recognition of units of competence awarded by another RTO that the request for this would be made upon enrolment or shortly thereafter.

If the certificate / statement of attainment refers to qualifications or units/modules which

are no longer current or have been superseded by a more recent version, the REIT is not obliged to recognise them and the candidate should refer to the Recognition of Current Competence process.

Procedure: Contact the REIT for further information.

CREDIT TRANSFER

Credit transfer is the automatic granting of a competent result in a unit of competence or module based on a candidate's satisfactory assessment in another different unit/module. Credit can only be given with the equivalence between the two units/modules is clearly stated in a course curriculum or Training Package. Credit transfer is therefore based on a pre-determined assessment of the initial course or subject rather than the student's individual performance.

As the REIT believes that there is no such statement in the training packages within its scope, it is up to any candidate wanting credit transfer to produce the appropriate documentation along with their certificate or statement of attainment from the other RTO.

If the documentation as above is not available, the certificate or statement of attainment, along with unit/module descriptors to be provided by the candidate may be used as part of evidence for an application for Recognition of Current Competence (see below). In this case there is an onus on the candidate to provide reason why there should be RCC based on the alternative modules/units.

Procedure: Contact the REIT for further information.

FLEXIBLE DELIVERY

The REIT recognises that participation in formal off-the-job training does not always suit every person wishing to achieve competence in one or more units of the Property Development and Management training package. Competence can be developed in a variety of ways, including through:

- Formal or informal learning
- Development of skills on-the-job
- Life skills
- Mentoring or tutoring by a more competent workmate or supervisor
- Allocation of specific job related tasks
- Personal development activities including self study and reading

In having competence recognised, the onus is on the candidate to provide sufficient evidence to satisfy the assessor of his / her competence (in all its dimensions) at performing tasks to nationally recognised workplace standards.

The REIT is able to offer a service to assist you to:

- Identify the skills and knowledge that you already have
- Identify gaps in your skills and knowledge
- Identify learning opportunities to address these gaps
- Prepare a learning plan
- Identify appropriate ways of assessing the learning and consequent new skills
- Prepare an assessment plan
- Provide overall assessment of competence in the units from the Property Development and Management training package.

Please contact the REIT for more information about the flexible delivery options.

APPLICATIONS FOR EXEMPTIONS FROM UNITS

If you feel you have done other training and/or have achieved competency in the unit through workplace experience, you can apply for Assessment of Prior Learning. More details of this are provided under Recognition of Prior Learning.

You may also elect to undertake the qualification by distance learning or flexible delivery – ask the REIT Training Department for more information.

INFORMATION FOR ALL STUDENTS

DISTANCE LEARNING

All of the Diploma units can be done through distance learning, generally this is indicated on your training plan at your initial sign up. However if you are unable to attend training you are able to contact REIT and have the delivery mode changed to distance learning. A staff member at REIT will send you the selected units to work through at your own pace. Once you have completed the assignment please return to the REIT for assessment. Students are asked to contact the REIT once they are ready for additional units.

TRAINING RECORDS

The REIT maintains training records and will issue you with a certificate upon successful demonstration of competence in all the units of your qualification. You may wish to maintain your own record using the record page further on in this booklet.

ASSESSMENT TASKS

The off-the-job training for all of the units of your course will be assessed to assist in the evaluation of your competence to perform your on-the-job tasks to a nationally agreed standard. Some of the assessment will be carried out entirely during the off-the-job training including demonstration, role play, questioning, supervised written tests, general participation and practical exercises. Some assessments will be by written tasks or workplace tasks to be completed after the off-the-job training component. Assessment tasks should be submitted by the specified date as a courtesy to the trainer and as an indication of your ability to manage your own time effectively. ***The submission date will be no later than 3 weeks following the off-the-job training.*** Submitted assessments should be attached to the assessment cover sheet, which includes a statutory declaration which must be signed to attest to the originality of the work.

No work will be assessed without the signed statutory declaration.

Please keep a copy of any work sent off.

NOTE THAT ASSESSMENT OF TASKS IS AS COMPETENT (C) OR NOT YET COMPETENT (NYC). FINER GRADES ARE NOT NORMALLY GIVEN. SOMETIMES, TO BE ASSESSED AS COMPETENT, YOUR WORK WILL NEED TO HAVE NO ERRORS.

If your work is returned as not yet competent (nyc) you are required to resubmit the assessment within 3 weeks of receiving it back, complete with a fresh resubmit cover page, a template of which is to be found towards the back of this handbook.

There will also be a component of your assessment which will be done on-the-job with 2 workplace visits from an REIT assessor. Further on-the-job assessment may be done, depending on your training plan. You will be advised in advance what is to be assessed at each visit and it is your responsibility to have developed the required competencies and compiled your evidence to be ready for this assessment. Where extra assessment visits are needed because you have not met the required deadlines, additional costs are incurred.

Candidates wishing to undergo workplace assessment in all aspects of competence instead of completing written assessment tasks are encouraged to discuss this with their workplace supervisor and the REIT Training Development Manager. Please note that additional costs will be incurred by requesting this option.

PLAGIARISM & CHEATING

Candidates should be aware of the following guidelines:

Submission

All students are required to submit assignments 3 weeks following training. Submitted assessments should be attached to the assessment cover sheet, which includes a declaration which must be signed to attest to the originality of the work. **No work will be assessed without the signed statutory declaration.**

Trainees/Students must retain a copy of their assessments. Should an assessment be lost/misplaced prior to a result being recorded, the assessment will need to be resubmitted by the trainee/student

Resubmission

If your work is returned as not yet competent (nyc) you are required to resubmit the assessment within 3 weeks of receiving it back, complete with a fresh resubmit cover page.

Plagiarism

Plagiarism refers to the practice of presenting the words of another author (it may be a text writer or another student) as your own. This is not permitted. At times you will be asked to learn about and discuss the views or theories of others. This should be done with appropriate acknowledgement of source material.

In general:

- (a) Always express your own ideas in your own words. When drawing from the work of other authors cite the source and show the quotation in inverted commas.*
- (b) Do not incorporate the words used by text writers, your trainer or other students in your answer unless you attribute those words to their author.*
- (c) Never hand in an assignment which is the same as, or closely similar to, another student's assignment. When two or more substantially similar assignments are received, the candidates concerned are likely to both be asked to resubmit*

- (d) *Do not provide, as evidence of your own competence, documentation or other work that has been completed by another person*

All cases plagiarism WILL be brought to the attention of the Training/Business Development Manager. Any Candidates involved will be asked to show cause as to why they should not be removed from the Training Course.

Students will be;

1. Required at their own expense to have another assignment written by the trainer and re submit that assignment
2. If this is the second such incident, then the student may be removed from the training course at the discretion of the Training and Business Development Manager and Chief Executive Officer.

ACCESS TO RECORDS

An individual participant has the right of access to his or her personal records only. The request should be submitted in writing to the Training Department of the REIT, which will arrange a suitable time and place for the records to be viewed while accompanied by a Training Department staff member.

Training Department staff may answer inquiries by phone as to participation in and outcomes of courses provided it is directly to the participant.

An employer will have access to records of enrolment, attendance, assessment and outcomes for participants in their employer has funded there training. These records will be available to the principal of the agency, and, in the case of candidates, the nominated supervisor of the candidate.

Any person having concerns about access by any of these people to their records of enrolment, attendance, assessment and outcomes should contact the Training & Business Development Manager.

PROFESSIONALISM

All candidates should be aware that they are expected to exhibit model standards for industry professionalism as part of the development of competence and are naturally bound by the REIT Code of Practice for Members, including being answerable to its disciplinary procedures. Any candidate unfamiliar with the Code should refer to them via their employer on www.reit.com.au. Professional attitudes and behaviours should be reflected in participation in training activities and failure to do so will result in disciplinary action. Inquire further to the REIT if you would like more details.

NON-COMPLETION OF QUALIFICATION

In the event that a participant fails to demonstrate competence in all units of a qualification, at the end of their enrolment they will be issued with a statement of attainment for the units for which they have demonstrated full competence.

REPLACEMENT OF CERTIFICATES

Should the candidate lose a statement or attainment of certificate issued by the REIT, they may obtain a replacement by contacting the REIT and payment of the relevant administrative fee at that time. The fee is dependant upon the time that has lapsed from the issue of the certificate to the request for replacement.

DEALING WITH PROBLEMS

Should you have any problems or queries contact the Training Manager at the Real Estate Institute.

APPLICABLE LEGISLATION

All candidates should be aware of the legislation that impacts on not only how they carry out their business but on their employment status and their status as a learner. This legislation may either state and federal. Relevant legislation includes

- The Property Agent and Land Transactions Act (2005) and Regulation (2006)
- Property Agent and Land Transactions Act (2005)
- The Residential Tenancy Act 1997
- The Trade Practices Act 1974
- The Fair Trading Act 1990
- Anti-discrimination Act 1998
- Workplace Relations (Work Choice) Amendment Bill 2005
- Industrial Relations Legislation 2005
- Workplace Health and Safety Act 1995
- The Privacy Act 1988
- Vocational Education and Training Act 1994
- Workers Rehabilitation and Compensation Act 1988

INFORMATION FOR STUDENTS ATTENDING TRAINING

TRAINING VENUES

There are two main venues used for off-the-job training in Hobart.

- Real Estate House, 33 Melville Street, Hobart
- Quill Consultancy, level 6, 152 Macquarie Street, Hobart

Computing training will be done at Quill; training for all other units will be held at Real Estate House *unless otherwise advised*.

Training offered in Launceston, subject to sufficient enrolments, will be at:

- Mercure 3 Earl Street, Launceston
- NDA Computing 1/65 St John St, Launceston

Computing training venue will be advised;

Training may be offered in the North West, subject to sufficient enrolments, and would be at:

- The Beachway Motel in Ulverstone
- NDA Computing, Robert building, 23 Stewart St, Devonport,

HOW DO I KNOW IF TRAINING IS GOING TO GO AHEAD?

The Training Coordinator will send course participants a confirmation e-mail generally between 7 – 14 days prior to the date.

TRAINING MANUALS

The REIT will usually issue you with training manuals to assist you in the development of competence, whether you attending training sessions or undertaking units by distance learning. These manuals are for your use only to develop your skills, knowledge and competence and do remain the property of the REIT and are not to be reproduced in any way or transferred to any other person or used for any other purpose.

PARKING YOUR OWN CAR

There are two Hobart City Council car parks in Melville Street. The “early bird” parking option may provide a useful cost saving for you.

HOW TO GET TO THE TRAINING VENUES

We recommend you use Redline Coaches or Metro buses if do not have your own transport.

CLAIMING TRAVEL AND ACCOMMODATION ALLOWANCES

Students who receive User Choice or Employer funding are eligible to claim a travel and accommodation allowance.

Details on the allowance can be found here:

<http://www.skills.tas.gov.au/learners/support/allowances/tasmania>

To receive the allowance you will need to complete the form found here:

<http://www.skills.tas.gov.au/learners/support/allowances/travelandaccommodationallowanceclaimform.doc>

WHERE TO STAY

Real Estate Trainees who live more than 40 Km from Hobart are eligible for accommodation at the Polytechnic Student Residence at Warrane if they are travelling to Hobart for off-the-job training. The rate charged is very reasonable and current information about Polytechnic Student Residences can be found at:

<http://www.get-tasmania.edu.au/accommodation.php>

For trainees who are undertaking off-the-job training in Launceston and need to travel more than 40 km (one way), student accommodation is also available in Launceston.

ATTENDANCE AT OFF-THE-JOB TRAINING

Attendance at the timetabled off-the-job training is mandatory where off-the-job training has been identified on your training plan.

COURSE TIMING

Unless otherwise specified on the timetable, a full day's training will commence at 9am, allow approximately an hour for lunch at a time that is at the discretion of the trainer, and finish at 4pm (for most Certificate III units) or 5pm (for all Certificate IV units)

You are expected to be punctual as courtesy to the trainer and as a reflection of your professionalism and time management abilities. This means arriving a few minutes before training is scheduled to commence.

Where training commences at 9am, it is essential for trainees who need to travel significant distance to travel the afternoon before. There is very little training commencing at 9am on Monday morning.

When training finishes before 5pm, it is suggested that you remain in the training room to commence work on your assessment tasks until 5pm.

COURSE TIMING

Unless otherwise specified on the timetable, a full day's training will commence at 9am, allow approximately an hour for lunch commencing at 12.30, and finish at 5pm.

Please be punctual as a courtesy to the trainer.

PARTICIPATION IN TRAINING

You will get the most out of the off-the-job training if you put a lot into it! So relax and enjoy the learning of new skills and competencies.

It should be obvious that we would expect mobile phones and pagers to be turned off during training.

Please be aware that other participants in the training session may have sensitivity and adverse medical reactions to some perfumes and strongly perfumed cosmetics and toiletries, so please be considerate of this during your morning grooming on scheduled training days.

You will be notified in your confirmation memo from the Training Coordinator if lunch is going to be provided. It will normally consist of sandwiches, hot finger food and a cake or cheese and fruit platter. If you have special dietary needs that are not accommodated in this, please advise us if you wish for us to cater to those needs.

KEEPING RECORDS FOR YOUR TAX RETURN

Don't forget that you will need to keep records for your tax return. While your taxation consultant will be able to better advise you on this, at least keep records of

- Distances travelled in your own vehicle to attend training
- Other transport costs to attend training
- Costs of accommodation and meals when away from home for training

We believe, but this should be confirmed with your taxation consultant.

APPENDIX

APPENDIX 1 RPL APPLICATION SAMPLE

RPL Self Assessment Checklist

CPPDSM3018A

Identify risks to agency operations

What this unit covers:

This unit of competency specifies the outcomes required to identify risks to agency operations. It includes identifying potential risks, identifying the causes and potential impact of risks, and implementing agency procedures for responding to risks.

The unit may form part of the licensing requirements for persons engaged in property development and management activities, including those working in the real estate, business broking, stock and station agency and property operations and development sectors, in those States and Territories where these are regulated activities.

Assess your competence against the unit of competency and suggest evidence

Record your decision, list and gather evidence to submit with you application

I believe I can:	YES	NO	Suggest evidence	Evidence provided
1 Determine risks to agency operations.	<input type="checkbox"/>	<input type="checkbox"/>	Courses in risk already undertaken – results – notes. Previous risk associated knowledge in other positions held	
2 Identify causes and potential impact of risks on agency.	<input type="checkbox"/>	<input type="checkbox"/>	Agency meetings relating to procedures in identifying risks to agency including notes, duties undertaken. Diary notes. Case histories where you have been involved in identifying risks to agency and possible outcomes.	
3 Implement agency procedures for responding to risks.	<input type="checkbox"/>	<input type="checkbox"/>	Agency staff instructions relating to risk, consumerism, OHS, anti discrimination etc. Personal Planner showing proof of identification & implementation of risk prevention	

		Employment assessment record.	
or contact REIT and arrange to perform the assignment and workplace assessment instead	<input type="checkbox"/> <input type="checkbox"/>		
Check your result			

APPENDIX 2 WORKPLACE ASSESSMENT CHECKLIST SAMPLE

CPPDSM3001A: ASSIST IN LISTING PROPERTIES FOR LEASE

Element	Performance Criteria	Guide of suggested evidence (assessor please tick against the evidence provided)
1 Assist with preparing listing presentation.	<p>1.1 Client requirements are clarified with licensee in charge or principal using appropriate <i>interpersonal communication techniques</i>.</p> <p>1.2 Assistance is given to licensee in charge or principal and other members of property management team to prepare property listing presentation in line with agent instructions and agency practice.</p> <p>1.3 Information on comparable properties and market conditions is accessed to enhance the listing presentation.</p> <p>1.4 Assistance is given to licensee in charge or principal and other members of property management team to prepare promotional material and property management information kit to highlight benefits of agent and agency and address client requirements in line with agency practice, ethical standards and legislative requirements.</p> <p>1.5 Communication with agency sales department is maintained to identify potential new listings and provide sales staff with information on managed properties.</p>	<ul style="list-style-type: none"> - Sight copy of management authority - Listing presentation kit and how it was prepared - Explanation of how information on properties are gained

Assessment Methods Used Observation Questions Documentary evidence Workplace project Role Play Case Study

NOTES FROM DISCUSSIONS _____

Element competent not yet competent

REIT Assessor signature _____

APPENDIX 3 ASSESSMENT RESUBMIT COVER SHEET

Real Estate Institute of Tasmania

Assessment Cover Sheet

IMPORTANT: Trainees/Students must retain a copy of their assessments. Should an assessment be lost/misplaced prior to a result being recorded, the assessment will need to be resubmitted by the trainee/student

Candidate Name: _____

Unit Code / Name: _____

Method of Delivery: **Attending** **or Distance Learning** (please tick)

Trainer/Assessor: _____ **Date of Training:** _____

Due Date: _____ **Attempt Number:** _____

DECLARATION: I certify the work in this assessment is my own and submitted in accordance to the REIT Assessment Guidelines (see over for details)

Signed _____
Date

The section below is to be completed by the Assessor

Assessment grading: Competent Not Yet Competent

Re-submit required: Yes No

Comments:

.....

.....

Assessor signature Date

Return assessment to: REIT Training Department, PO Box 868, Hobart, TAS, 7001

*“To be assessed as **fully competent** trainees will need to have completed the assignment, workplace assessment and the training record book for the unit unless notified. Non trainees need to have completed the assignment and workplace assessment unless notified”.*

Assessment Guidelines

Candidates should be aware of the following guidelines:

Submission

All students are required to submit assignments 3 weeks following training. Submitted assessments should be attached to the assessment cover sheet, which includes a declaration which must be signed to attest to the originality of the work. **No work will be assessed without the signed statutory declaration.**

Trainees/Students must retain a copy of their assessments. Should an assessment be lost/misplaced prior to a result being recorded, the assessment will need to be resubmitted by the trainee/student

Resubmission

If your work is returned as not yet competent (nyc) you are required to resubmit the assessment within 3 weeks of receiving it back, complete with a fresh resubmit cover page.

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Plagiarism refers to the practice of presenting the words of another author (it may be a text writer or another student) as your own. This is not permitted. At times you will be asked to learn about and discuss the views or theories of others. This should be done with appropriate acknowledgement of source material.

In general:

- (a) Always express your own ideas in your own words. When drawing from the work of other authors cite the source and show the quotation in inverted commas.*
- (b) Do not incorporate the words used by text writers, your trainer or other students in your answer unless you attribute those words to their author.*
- (c) Never hand in an assignment which is the same as, or closely similar to, another student's assignment. When two or more substantially similar assignments are received, the candidates concerned are likely to both be asked to resubmit*
- (d) Do not provide, as evidence of your own competence, documentation or other work that has been completed by another person*

All cases plagiarism WILL be brought to the attention of the Training/Business Development Manager. Any Candidates involved will be asked to show cause as to why they should not be removed from the Training Course.

Students will be;

1. Required at their own expense to have another assignment written by the trainer and re submit that assignment
2. If this is the second such incident, then the student may be removed from the training course at the discretion of the Training and Business Development Manager and Chief Executive Officer. REIT Training Department

REIT CLOSING STATEMENT

The Real Estate Institute of Tasmania complies with all standards and conditions of the Australian Quality Training Framework (AQTF).

The REIT strives to set a new benchmark for quality systems and procedures. If you have identified an opportunity for improvement, or if you feel that REIT does not comply with the AQTF, please contact us on (03) 6223-4769 so that we can address the problem.

Students are encouraged to provide feedback at the end of each training session, at the completion of a unit completed by distance learning and at the completion of the qualification. Participating in these surveys will assist the REIT to improve our services.

We hope you enjoy your training experience with the REIT.