



Realtor Institute Pty Ltd | 2 Australia Avenue, Sydney Olympic Park NSW 2127

STUDENT HANDBOOK

VERSION 2024



NATIONALLY RECOGNISED
TRAINING

We are determined to see you complete your course successfully.
We keep this handbook up to date where possible but before relying upon any critical aspect,
check with Administration.

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1. INTRODUCTION

USING THIS HANDBOOK

Welcome to our RTO Realtor Institute Pty Ltd RTO No

Realtor Institute Pty Ltd (“Realtor Institute”) operates under the business names:

- Realtor Institute
- For the purpose of this document, we will refer to the RTO as Realtor Institute

This Handbook contains information that is valuable to you as a student. Please take the time to read the Handbook and let us know if you have any questions. We can be contacted on 1800 841 775.

We thrive to serve the best interests of learners, businesses and the community.

We trust that your time with us is a positive and enriching one, and we wish you all the best in your studies.

Regards

Yue (Justin) Wang
CEO

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LEGISLATIVE COMPLIANCE

We must comply with the following legislation within the operations of our college:

- Workplace Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Anti-Discrimination Act 1977 (Commonwealth)
- Copyright Act 1968
- Environmental Planning & Assessment Regulations 2000 (NSW Fire provisions)
- Equal Opportunity Acts 2010
- Information Privacy Act 2000
- National Vocational Education and Training Regulator Act 2011
- National Work Health and Safety Act and Regulations (Commonwealth)
- Privacy Act and National Privacy Principles (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Student Identifier Act 2014

For access to legislation see www.austlii.edu.au

For regulatory requirements relating to VET see Australian Skills Quality Authority www.asqa.gov.au

OUR COURSES

We deliver the following courses:

- **CPP41419 Certificate IV in Real Estate Practice**
- **CPP51122 Diploma of Property (Agency management)**
- **BSB50420 Diploma of Leadership and Management**

We are obliged to issue a qualification or certificate for all nationally recognised training provided by us and successfully completed by the students within 30 days from the date of the last unit being deemed competent.

We are responsible for the compliance of our RTO to the Standards for Recognised Training Organisations (RTOs) 2015 and in particular to ensure the standards of our training delivery and assessment continue to be inspiring and effective in producing change.

OUR OFFICE

Our office is located at 2 Australia Avenue, Sydney Olympic Park NSW 2127.

We provide training at the employers of our students: we target workplaces and provide group training to obtain the maximum benefits for the student and for the student's employer. Training is conducted "off the job" so students are not torn by continuing their day to day operations and can focus with a clear mind upon the training delivery and assessments as they fall due.

The employer has agreed to release students from their day to day tasks.

CONTACTING ESSENTIAL PERSONNEL

- College Information Line: 1800 841 775
- Admission Line: 1800 841 775
- Student Support Line: 1800 841 775

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Managing Director: Yue (Justin) Wang is the Director is responsible for the health and safety of all staff and students and the successful operation of Realtor Institute. The Director is also the ultimate authority for the compliance status of Realtor Institute.

CONTACT No: 1800 841 775

Administration Manager: Peirong (Pauline) Fan is the administration manager and she is responsible for all pre-enrolment information provision, enrolling students and keeping the records to demonstrate the students completing their course.

CONTACT No: 1800 841 775

Director of Studies: Dunyng (Patience) Wang is the Director of Studies. She handles day to day training and assessment issues and is the first point of contact for all trainers and assessors.

CONTACT No: 1800 841 775

Trainers are the support personnel of the college and each trainer has the authority to refer students to external support agencies. They are to provide a free referral but the costs of the student services provided will be at normal rates. Individual trainers can be contacted by calling the college Info Line 1800 841 775 or by Moodle system.

Finance Officer Harry Acharya and Rajeeb Panta handle all receipt of money, invoicing and issuing of receipts. They will also ensure that fees are paid prior to the issue of any qualification document.

The Director of Studies is responsible for overseeing the effective induction, training and assessment of staff and students and coordinating course activities.

TRAINERS AND ASSESSORS

The Trainers and Assessors are responsible for the standard of training and safety within Realtor Institute and for the assessments conducted while students are attending Realtor Institute.

The trainers at Realtor Institute supervise both training and assessments. In addition, trainers are responsible for day-to-day course administration. All trainers have at least a TAE40116 Certificate IV in Training and Assessment or equivalent and all the necessary endorsements to allow them to conduct and assess competency and underpinning skills and *knowledge*. *It is a pre-requisite of the college that the trainers hold the qualification that they are to deliver or their qualifications and experience are mapped to the Course they are training.*

Trainers and assessors must, by law, maintain accurate records of student attendance and participation.

ADMINISTRATION MANAGER

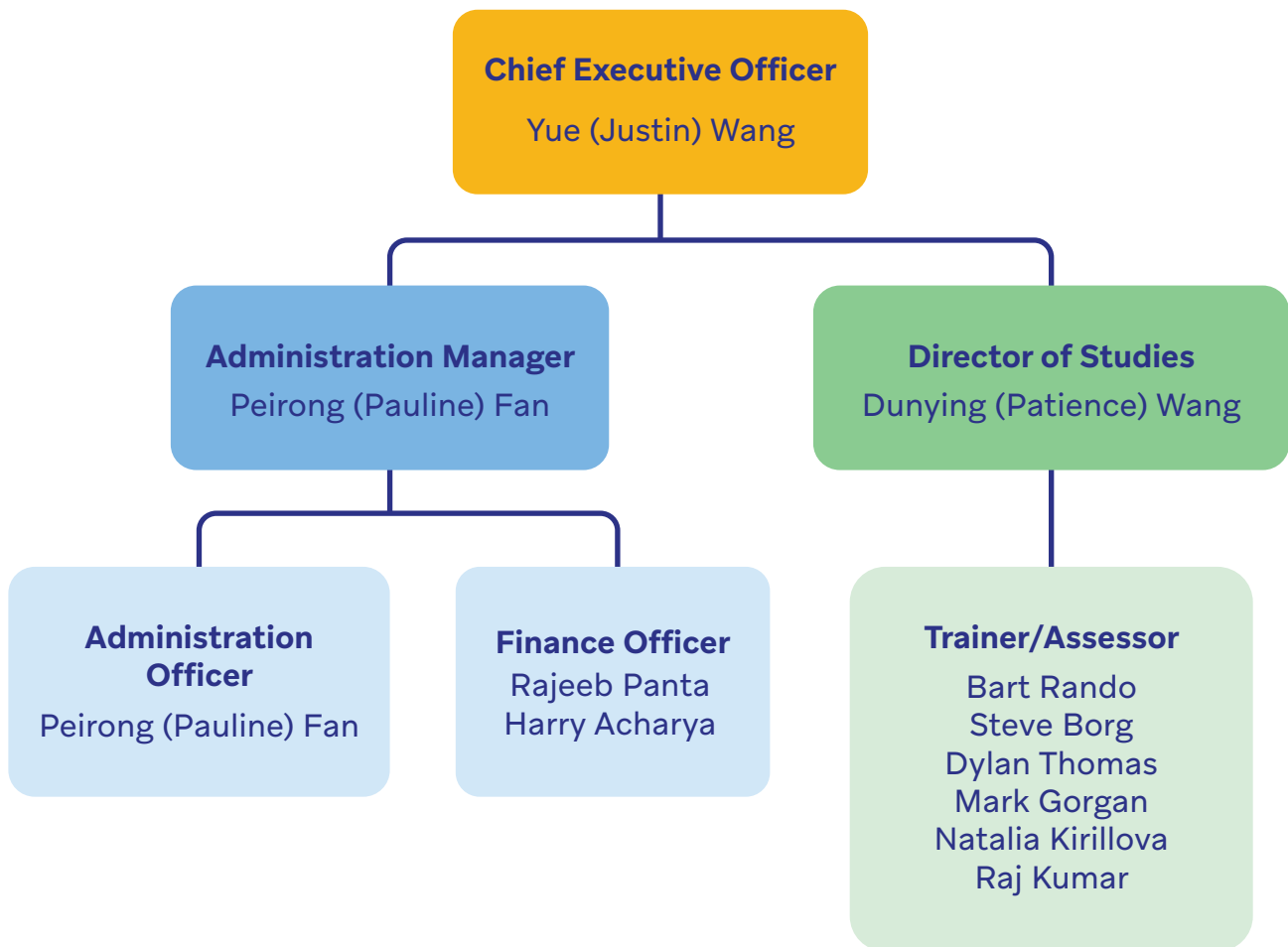
The Administration Manager is responsible for all administrative tasks such as handling all payments and coordinating your course activities.

STUDENT SERVICES

Each member of staff has the authority to provide a referral for a student to a group that is able to help them, depending upon the circumstances of the student at the time.

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REALTOR INSTITUTE ORGANISATION CHART



STAFF RESPONSIBILITIES FOR ACCESS / EQUITY & EQUAL OPPORTUNITY ISSUES

Realtor Institute has a Director and it is to that person that you should direct all problems and information requests: they will refer issues to the best person.

The Director acts as the access and equity officer for Realtor Institute so if you are experiencing any harassment or discrimination, refer the matter to the Director in writing.

Realtor Institute:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.

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