

# LEARNER INFORMATION

# HANDBOOK

Follow us on:



Version No.	Date of Release	Change and update to previous version
V9.0	30/06/2014	Update to Training Department Structure, Course Fees, Participant Feedback, Privacy and WHS Policies and inclusion of Unique Student Identifier Number.
V9.1	17/07/2014	Student Feedback updated.
V9.2	22/09/2014	Addition of the REISA Company Values
V10.0	26/08/2015	Update to the wording around the Standards, Training Department Structure, Course Fees and Refund Policy, Participant Feedback, Unique Student Identifier Number and general fixes. Resubmission Policy added.
V10.1	1/12/2015	Update to the Training Department Structure, Cancellation Policy, Guidance Services contact details and change from Student to Learner
V10.2	9/02/2016	Update to the Dress Code
V10.3	17/01/2018	Review and update
V10.4	19/11/2019	Update due to change in training package (ASQA)

**Document Approved and Authorised By:**

Laura Curtis  
 Manager - Training and Development  
 REISA  
 Training and Development

© REISA 2018. This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act 1968.

**Disclaimer**

This publication may be of assistance to you however REISA and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

## **Welcome to REISA Training**

By undertaking the challenge of on-going education and professional development, you are displaying a high level of commitment to your career and personal growth. Industries are constantly changing and as such, require continual vigilance to respond to the changes that occur. However, there is one constant, the need to build and maintain relationships.

Success, however defined, comes from the right blend of ethics, professional practice and awareness of current and relevant legislation. REISA provides learners with training programs and procedures that represent the best the profession has to offer.

Enjoy your learning experience and consider the trainers and staff at REISA as a valuable support resource. Most of all, take away with you the professional standards and practices that define our Institute.

Whether you are commencing a career in real estate or upgrading your skills, REISA will work with you to fulfil your goals within this exciting and challenging profession.

If you would like to discuss anything about your training development with us, please do not hesitate. I am confident you will find all the members of the training team friendly and helpful.

**Laura Curtis**

Manager - Training and Development

This page has been left blank intentionally.

# Contents

<b>Chapter One: Introduction.....</b>	<b>7</b>
About this Handbook .....	7
About REISA .....	7
Company Values .....	8
Structure of the Training Department.....	9
REISA Training Department Roles and Responsibilities .....	10
Manager - Training and Development .....	10
Compliance – Training & Development.....	10
Training Support.....	10
Course Instructions to Learners .....	11
Commitment to Learners .....	12
Code of Practice and Related Policies .....	12
Learner Code of Behaviour.....	13
Unacceptable Behaviour.....	14
Consequences of Unacceptable Behaviour.....	14
Quality Management and Client Service .....	15
Administration.....	15
Enrolment Procedures.....	15
Unique Student Identifier Number .....	16
Information for Learners.....	18
Course/Tuition Fees .....	18
Cancellation and Refund Policy .....	18
GST Liability.....	18
Inducting New Learners.....	19
At the Conclusion of Induction .....	19
Learner Feedback .....	19
<b>Chapter Two: Course Information .....</b>	<b>20</b>
Course Delivery .....	20
Certification .....	20
Lost and Replacement Certificates and Results.....	21
Replacement of Course Materials.....	21
Plagiarism Policy .....	21
Assessment.....	22
Assessment Principles.....	22
Assessor Qualifications .....	23
Conducting Assessment .....	23
Late Submission of Assessments .....	24
Assessment Moderation Strategy .....	24
Recognition of Prior Learning (RPL) .....	24
How to Apply for Recognition Prior Learning (RPL).....	25
National Recognition Policy .....	26
How to Apply for National Recognition (NR) .....	26
Appeals Procedure .....	26

<b>Chapter Three: Training Venue Policies.....</b>	<b>27</b>
Facilities and Equipment.....	27
Contacting Trainers .....	27
Assessments .....	27
<b>Chapter Four: Learner Welfare and Guidance .....</b>	<b>29</b>
Attendance .....	29
Completion Timeframes.....	30
Full time and Part time.....	30
Registration with Consumer and Business Services (CBS).....	30
Who Needs to be Registered? .....	30
Eligibility for Registration.....	30
Information to be Provided When Applying for Registration with CBS.....	30
Guidance Services.....	31
<b>Chapter Five: Study Environment Policies .....</b>	<b>32</b>
Access, Equity and Client Services.....	32
Equal Opportunity.....	32
Anti-Discrimination.....	33
Disability .....	33
Complaints .....	33
Prevention of Harassment, Vilification and Bullying .....	34
Harassment .....	34
Vilification.....	34
Bullying .....	35
Complaints .....	35
Grievance Procedures .....	36
Sexual Harassment .....	36
Investigation of Complaints.....	37
Privacy.....	38
What is the Purpose of the Privacy Act?.....	38
Work Health and Safety .....	39
WHS Duties.....	39
Monitor and Review of WHS Management System .....	40
Preventing Accidents and Injury – Risk Management.....	40
How to Implement Risk Management.....	40
Investigating Incidents and Accidents.....	41
Accident/Injury Procedures .....	41
Reporting Injuries .....	41
Reporting “Near Misses” .....	41
First Aid .....	42
Security .....	42
Emergency and Evacuation Procedures .....	42
Aggressive, Armed or Dangerous Person.....	43
<b>Appendix: Induction Checklist.....</b>	<b>44</b>
<b>Appendix: Online Learner Induction Checklist.....</b>	<b>46</b>

# Chapter One: Introduction

---

## About this Handbook

This Learner Information Handbook provides details of policies and procedures relevant to your studies. As a learner at REISA, you are required to comply with the policies and procedures detailed in this handbook. If you are unclear about any matters contained in the handbook, please talk to the Manager - Training and Development.

REISA regularly updates this handbook to reflect changes in the Vocational Education and Training Sector regularly, as well as internal changes. REISA reserves the right to modify, revise or supplement policies and procedures at its sole discretion. Learners will be provided with updated policies and procedures, should this handbook change during the course of their studies. Updates are identifiable by the month and year shown at the foot of each page.

## About REISA

The Real Estate Institute of South Australia Incorporated (REISA) is the peak industry body representing more than 2,200 real estate professionals in South Australia. The Institute actively works to promote a professional, ethical and responsible approach to real estate business.

Since its foundation in 1919, REISA has been the authority in the property industry, providing valued services to members and providing them with a united voice.

REISA has worked hard over the years to introduce beneficial initiatives to the real estate industry, including:

- Work on the review of relevant real estate related legislation such as the *Land Agents Act 1994* and *Land and Business (Sale and Conveyancing Act) 1994*
- Establishing strong working relationships with key Government departments
- Various submissions made to State and Federal government

Several focus areas are:

- Improving the quality of real estate services to the public
- Producing equality in housing opportunity
- Co-regulation of the industry
- Maintaining awareness of the benefits of private property ownership
- Monitoring, and acting upon, political issues that affect real estate
- Encouraging members' involvement in community affairs

All members are required to abide by the REISA Real Estate Code.

For more information on the Real Estate Institute of South Australia, including details on members or how to join, contact REISA on (08) 8366 4300 or email us at [reisa@reisa.com.au](mailto:reisa@reisa.com.au)

## **Company Values**

### **Respected**

Act in the best interests and advocacy of our members and consumers.

### **First Choice**

We are first choice in the provision of high quality, expert advice, information, knowledge, training and advocacy for the industry.

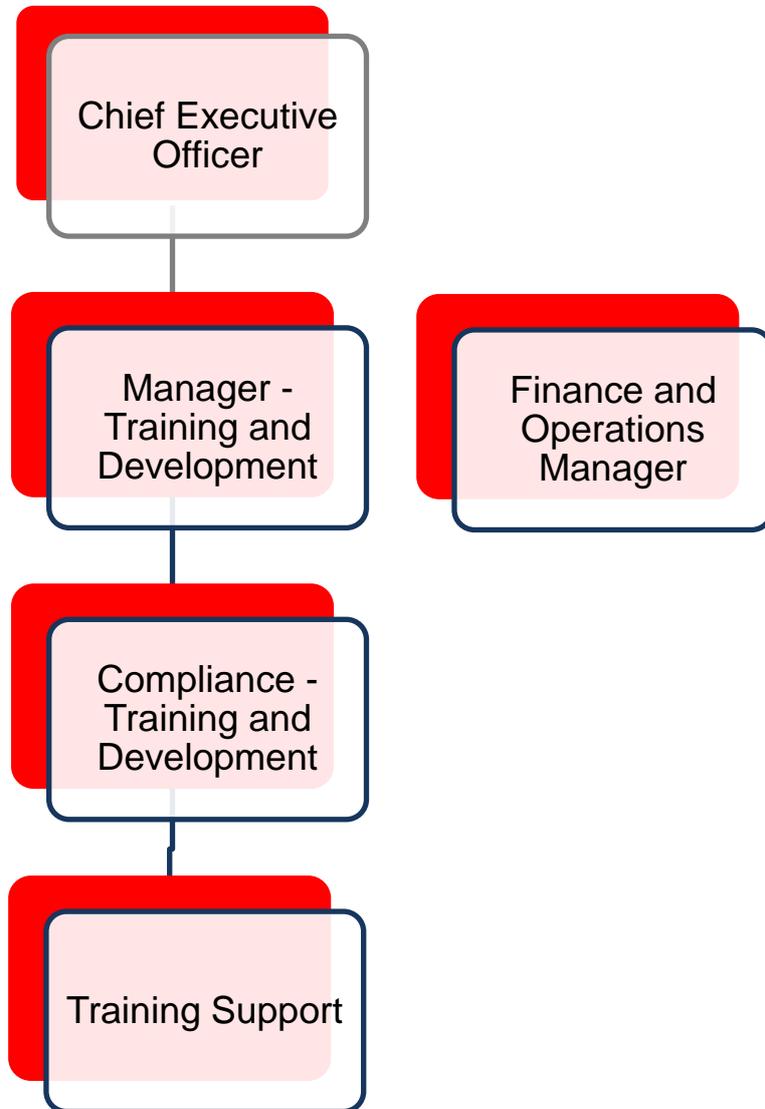
### **Voice**

Communicate with members and consumers using objective and authentic dialogue, which provides consistent messages.

### **Accountable**

Accountable to members and public, in delivery of our value behaviours – lets 'Walk the Talk'.

# Structure of the Training Department



# REISA Training Department Roles and Responsibilities

## Manager - Training and Development

- Overall responsibility for activities undertaken by REISA Training Centre
- Answerable to the CEO and through that appointee to the Board
- Exercises normal management control over REISA Training team including trainers
- REISA representative on the Education and Practice Committee
- Designs, costs and implements training calendars in conjunction with the Training Team
- Primary point of contact for all external training agencies, including State and Federal Departmental officers, other RTO's and Skills Boards
- Responsible for storage, update and maintenance of all intellectual property relating to training

## Compliance – Training & Development

- Adherence to the REISA Employee Handbook
- Contribute to harmonious working relations with all members of REISA
- Ensure a proficient level of understanding of the VETtrak database
- Ensure that audit standards are adhered to
- Providing support and guidance, ensuring an active approach in minimising compliance risk
- Maintaining and updating all policies and procedures relating to RTO
- Implement and comply with all RTO compliance and audit requirements, in consultation with Legal Counsel
- Assist in the ongoing monitoring of WHS issues at REISA
- Conduct learner enrolment and information induction interviews as required
- Coordinate and process accredited training enrolments and traineeship enrolments as required

## Training Support

- Actively promote REISA courses to potential learners. This particularly relates to handling learner enquiries in a high volume daily (and providing appropriate follow up to translate into enrolments)
- Adherence to the REISA Employee Handbook
- Contribute to harmonious working relations with all members of REISA
- Ensure that NVR and audit standards are adhered to
- Conduct learner enrolment and information induction interviews as required
- Process assessments and record results
- Assist with RPL inquiries and administer applications
- Assist in the ongoing monitoring of WH&S
- Update Continuous Improvement Register as required
- Assist with the day to day running of the training facility
- Point of contact for learner services
- Coordinate and process all online training for learners

## Course Instructions to Learners

### REISA Policies

REISA policies on plagiarism, special consideration, exams and assessment are contained in this booklet. It is the responsibility of all learners to ensure that they have read and understood these REISA policies.

### Smoking

Learners are advised that REISA is a smoke free zone. Smoking is not permitted at the front of the building. Smoking is only permitted at the rear of the car park where an ashtray is provided.

### Parking

Learners may park underneath the building at REI House, however must not park in car park spaces marked “**RESERVED**” as these are allocated to REISA staff members. Overflow cars may be parked on the southern side of Greenhill Road after 9.00am. Classes commence at 9.15 am to cater for this. Please note only limited parking is available under the building.

### Mobile Phone Use

Use of phones in the front reception area is not allowed as it interferes with the reception equipment. Please ensure that mobile phones are either on silent or turned off during classes.

### Tea and Coffee Facilities

Available throughout the duration of the courses.

### Course Evaluation

Learners are advised that at the completion of each unit/cluster they are requested to complete an evaluation form to assist REISA obtain valuable feedback and continuous improvement.

### Dress Code

Learners are expected to dress professionally whilst attending classes at REISA and are expected to adhere to the following guidelines:

#### Males

- Business shirt (short or long sleeve)
- Jacket
- Jumper
- Trousers
- Jeans

#### Females

- Business shirt or top
- Jacket
- Jumper
- Trousers
- Skirt
- Jeans

The following items of clothing and footwear are not acceptable:

- Shorts
- Tank tops
- Any ripped clothing including jeans
- Tracksuit
- Thongs
- Ugg Boots/Slippers
- Baseball Caps

For further clarification of the policy, learners are encouraged to speak to the Training Team.

## **Participant Behaviour**

Whilst in the REISA building, learners must remember that they are representing the industry and should behave in a professional manner. Refer to Learner Code of Behaviour in this handbook for further information.

## **Commitment to Learners**

REISA is committed to its learners.

We will:

- Provide training services to practitioners and the general public to ensure educational requirements are met to gain entry into the profession.
- Provide professional development opportunities that instil a sense of ethical behaviour based on practice standards within the profession. To this end the educational programs are industry based and delivered by qualified trainers with the necessary training, professional and practical skills and experience.
- Ensure that all levels and all perceived needs are catered for as relates to your career development through education and training. All professional development and educational programs follow clear objectives and course delivery and review is continually monitored.
- Maintain an effective learning environment. This includes following all equal employment opportunity and anti-discrimination principles and legislation, as well as making provision for those with learning difficulties and language and literacy problems.

## **Code of Practice and Related Policies**

REISA is committed to complying with the VET Quality Framework, including the 2015 ASQA Standards for Registered Training Organisations. This means that all learners using the services of REISA as their registered training organisation can be guaranteed a high level of service and training standards.

As part of our quality focus, REISA has adopted policies which meet the following legislative requirements:

- Anti-Discrimination
- Access and Equity
- Privacy
- Workplace Health and Safety
- Sexual Harassment

In addition, we have policies that govern our conduct in relation to:

- Recognition of Prior Learning
- Refund and Cancellations
- Grievance and Appeals
- Quality Management
- Client Service
- External Review
- Administration
- Marketing
- Training and Assessment

Each area of this Code of Practice is dealt with individually within this handbook.

## **Learner Code of Behaviour**

At the REISA we value:

- Cooperation
- Difference and diversity
- Tolerance
- Respect
- Freedom of expression balanced with social responsibility

While at REISA, all learners, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, learners and members of the public.

The REISA aims to provide a high quality education and training service in which all learners are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others.

The purpose of the Code of Behaviour is to clearly define the learners and staff rights and responsibilities that relate to appropriate behaviour. The intent is to foster a learning environment in which all learners and staff can participate safely and effectively.

### **Work and Study**

You, other learners and the staff at REISA have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

This right is accompanied by everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity

### **You can expect staff to:**

- Treat people in a fair and non-discriminatory way
- Be professional in performing their duties
- Respect people's rights to privacy and confidentiality

### **You have a responsibility to:**

- Observe any class rules or behaviour guidelines set by your trainers
- Behave in a manner that does not interfere with the learning of others
- Conduct yourself in a responsible manner while at REISA or on excursions or field trips
- Observe any lawful direction given by REISA staff members in order to ensure the safety of individuals and the orderly conduct of learning programs at the Institute

## **Unacceptable Behaviour**

Disciplinary action may be taken against learners for breaches of REISA rules and directions relating to acceptable and unacceptable behaviour.

Unacceptable behaviour includes but is not limited to:

- Disobeying any reasonable direction by REISA staff members
- Acting dishonestly in relation to tests, assessments, etc required for course assessment purposes
- Bullying and intimidation
- Making racist or sexist comments
- Behaving in an offensive manner such as swearing, yelling or using offensive language
- Using mobile phones during classes
- Use of illegal drugs or alcohol
- Stealing, vandalising or causing wilful damage to REISA property
- Endangering the safety of yourself or others

## **Consequences of Unacceptable Behaviour**

Where behaviour is unacceptable, disciplinary action can be taken. A trainer can ask a learner to leave the classroom or refuse entry to a classroom, if THE behaviour is disruptive or dangerous.

A learner may be suspended by the Manager - Training and Development for behaviour that threatens the safety of others, interferes with the duties of staff or other learners' study, damages or threatens the Institute's property or the good order of the Institute.

## Quality Management and Client Service

REISA abides by the 2015 ASQA Standards for Registered Training Organisations, already referred to in this handbook to ensure consistency and high level service is provided to all learners of our training services.

To assist us in providing a quality service, all learners are asked for feedback on their training, enrolment and assessment experiences. Training evaluation feedback sheets are provided to all learners attending training classes which assist us to determine where improvements can be made to our services.

From time to time REISA may develop other questionnaires seeking information from learners about their perceptions of our service and ideas for improvement and future development.

All learners at REISA are treated as individuals and are offered advice and support services, which assists learners in achieving their identified outcomes. Those learners experiencing difficulties or those requiring additional support, should contact the Training Department on (08) 8366 4360.

## Administration

REISA has set procedures and policies that govern all aspects of our administrative tasks associated with training and assessment and the record keeping thereof. Learner training and assessment records are kept in accordance with 2015 ASQA Standards for Registered Training Organisations. REISA operates a version control system for all workbooks, assessments and promotional materials.

## Enrolment Procedures

When a person is ready to enrol, it is recommended that they contact the Training Department on (08) 8366 4360 to arrange an appointment time. The purpose of this is to provide them with the following information before enrolment takes place:

- Information regarding the course of choice
- Cancellation and Refund policy
- Pre-enrolment Information
- - Information on skills recognition and the procedure for application.

The pre-enrolment information and enrolment form can be printed from our website [www.reisa.com.au](http://www.reisa.com.au) or may be obtained by contacting the Training Department.

Enrolment forms should be handed in person, faxed or scanned and emailed to the Training team via [training@reisa.com.au](mailto:training@reisa.com.au) either with deposit attached or paid in person at REISA.

**Registrations will not be accepted over the telephone.**

Enrolment Forms will not be processed unless the \$500.00 non-refundable deposit is accompanying the enrolment form. The deposit can be paid by cash, cheque or credit card ONLY.

## Pre-requisites and Course Criteria

All learners are required to undertake a Language, Literacy and Numeracy Pre-training Review as part of the pre-enrolment process. Successful completion of this Review is required to gain entry to our courses.

The purpose of the Language Literacy and Numeracy Pre-training Review interview is to ensure the learner can meet the minimum English proficiency criteria and identify any special requirements or learning needs the learner may have. The meeting will also be used to confirm their enrolment, process payment of the deposit, discuss any special requirements or learning needs the learner may have and to collect their pre-reading.

Once the enrolment form and Language Literacy and Numeracy Pre-training Review have been completed, the REISA Training Team will process and send the learner a Course Confirmation and Schedule in writing via email. The email will outline details relevant to the particular course including venue, date and course duration.

For online learners, they will be given options of how they would like their resources. Online learners have access to either PDF copies on a USB or hard copies.

REISA's cancellation and refund policy is also clearly outlined below.

Learners who meet the entry requirements (where applicable), as prescribed by the appropriate Training Package will be accepted into the course of their choice (subject to availability).

REISA endorses the national equity strategy by incorporating the principles of equity into all programmes. Learners have equitable access to all programmes irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Admission procedures will therefore be free of discrimination, and if an individual does not meet external entry requirements, all attempts are made to assist them to identify alternative courses of action.

The balance of fees will be invoiced in increments accordingly throughout the duration of your course. A payment schedule will be reflected on your deposit invoice.

No parchments will be issued until your account is finalised.

If you experience financial hardship please contact the Finance Manager direct on [laura.curtis@reisa.com.au](mailto:laura.curtis@reisa.com.au) for assistance. Payments may be made by cheque, credit card, cash or EFT.

## Unique Student Identifier Number

Learners are required to have a Unique Student Identifier (USI) Number when enrolling in nationally recognised training.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives learners access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for learners to find and collate their VET achievements into a single authenticated transcript. It will also ensure that learners' VET records are not lost.

The USI is available online and at no cost to the learner. This USI will stay with the learner for life and be recorded with any nationally recognised VET course that is completed from 1<sup>st</sup> January 2015.

For further information including applying for an USI Number, please visit <http://www.usi.gov.au/Pages/default.aspx#>

## Information for Learners

Under the new initiative, learners will be able to get a full transcript of all of the accredited VET training they have undertaken from the time the USI comes into effect or an extract of it that shows the particular achievements they want it to.

Individuals can apply for a USI and must be provided to their training provider before the person can receive a statement of attainment or qualification.

For further information including applying for an USI Number, please visit <http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueStudentIdentifierForVET/Pages/default.aspx>

## Course/Tuition Fees

Course payment can be made in the form of cash, personal cheque, bank cheque, Visa, MasterCard and AMEX or by EFTPOS.

Please note that your Course/Tuition Fees do not cover postage in relation to posting pre-reading resources, resubmissions and completed folders.

## Cancellation and Refund Policy

The non-refundable deposit of \$500.00 will not be refunded. Any other payments made will not be refunded, other than that deemed to be exceptional by the Finance Manager.

Course fees do not include the provision of any technology required to undertake your training, for example. PC, laptops, iPads. All meals are the responsibility of the learner unless advised.

Course fees are not transferrable between individuals.

All cancellations of course enrolments must be notified in writing.

REISA endeavours to deliver every course/workshop as published and scheduled. REISA reserves the right to cancel or postpone a course/workshop to an alternative date. All registered learners affected by such a cancellation or postponement will receive a refund or be offered the opportunity to transfer to a future course/workshop being offered by REISA.

REISA reserves the right to cancel a course if insufficient enrolments are received seven (7) days prior to course commencement. Learners already booked into these courses will be notified by telephone or email.

If REISA cancels a course, a full refund of the deposit for the course will be made within thirty (30) days. REISA has in place financial safeguards to ensure that all deposits are available for refund in the case of cancellation by the REISA.

For further information on our Cancellation and Refund Policy, please visit our website [www.reisa.com.au](http://www.reisa.com.au).

## GST Liability

Where applicable, all pricing is inclusive of GST.

**Please Note: Accredited training does not attract GST.**

## Inducting New Learners

Learners will receive an induction either in class or a copy of the Induction PowerPoint will be supplied. The formal induction process covers information contained in this handbook. The *Induction Checklist* can be found in *Appendix 1*.

The following is an outline of the induction program:

- Building access
- Emergency procedures, emergency wardens, first aid, accident/injury reporting, security and occupational health and safety
- Policies for Privacy, Anti-Discrimination, Prevention of Harassment, Vilification and Bullying, Prevention of Sexual Harassment and handling learner grievances
- Information on training packages, competency-based training and assessment, vocational education and training requirements and policies, requirements for new traineeships

### At the Conclusion of Induction

Learners are required to sign the Induction Checklist, acknowledging that they have undertaken the induction program and received a copy of the Learner Information Booklet.

A signed copy of the Induction Checklist is placed in the learner's electronic file.

## Learner Feedback

Learners are encouraged to provide feedback at the completion of each course or qualification. For classroom based learning, learners will be provided with a Learner Survey on the final day of training. This is to be completed and returned to Compliance – Training & Development prior to leaving. All responses are anonymous and will not be passed directly back to your facilitator. A summary of group feedback and comments may be passed onto your facilitator once the data has been collated and reviewed by the REISA Training Compliance team. This data is then sent to the Australian Centre for Educational Research who collects quality indicator data on all Registered Training Organisations. The Quality Indicator data is also submitted to the VET Regulator, ASQA, as part of the reporting process for all RTOs.

Online learners will be mailed the Learner Survey to complete and return to us in a reply paid envelope.

The collection of feedback and Quality Indicator data provide a valuable tool for continuous improvement of REISA's training services and products, as well as ensuring that the Manager – Training and Development is alerted to any problems or concerns. We value your feedback and comments.

In addition to the Learner Survey, REISA also has its own REISA Learner Feedback Survey. This form provides us with meaningful information about your training experience. All classroom learners will be given a Learner Survey at the end of each cluster/unit.

REISA will ensure that:

- a fair and equitable process is in place in order to deal with any feedback relating to the delivery of learning and/or the assessment of learning outcomes
- any feedback, grievances or disputes are handled professionally and confidentially in order to resolve them efficiently
- all parties have a clear understanding of the steps involved in the feedback process

## Chapter Two: Course Information

---

### Course Delivery

REISA ensures the resources for the delivery, assessment and issuance of qualifications in the area(s) of recognition sought meet the requirements of the relevant endorsed Training Package(s) and/or accredited course(s).

REISA affirms that it has in place and applies the following resources:

- Trainers with appropriate qualifications and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines.
- Delivery and assessment tools appropriate to the delivery and assessment requirements.
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by REISA are selected to best achieve the required elements of competency while giving full consideration to the learning style of the learner. The provision of training may include a combination of off and on-the-job delivery and assessment.

Delivery modes may include but are not limited to:

- Demonstrations
- Group participation
- Individual projects
- Learning support works
- Audio/visual presentations
- Use of guest speakers

### Certification

REISA will issue a Statement of Attainment for all units completed as part of a qualification.

Where a whole qualification has been undertaken, REISA will issue a Certificate showing the qualification name and nationally recognised code, together with a record of results for all the units completed within the qualification.

If a learner attends a specialist course that is not part of a qualification and is not an accredited unit, a Statement of Attendance will be issued.

Certificates and/or Statements of Attainment will not be issued until all course fees have been paid in full.

REISA will ensure that the Certificate or Statement of Attainment reflects the qualifications or industry competency standards from a nationally endorsed Training Package or a qualification, competency standard or unit specified in an accredited course.

Each qualification or statement of attainment will comply with the AQTF and will include:

- The NRT (Nationally Recognised Training) logo
- The REISA logo
- The REISA Registered Training Organisation Provider Number
- The name of the recipient
- The name of the national code of the course
- Identification of the national competencies achieved
- The number of the statement
- The date issued
- The signature of an authorised member of staff within REISA signatory

## Lost and Replacement Certificates and Results

The following fees exist should a learner require the replacement of a Certificate or Statement of Attainment:

Replacement of original Certificate .....	\$50.00
Replacement of original Statement of Attainment .....	\$30.00

## Replacement of Course Materials

Where a learner loses or forgets their course notes, a replacement set of notes will be issued. An administration fee will be charged as follows:

Workbooks:	
Electronic Copy.....	\$10.00
Hard Copy (plus postage and handling).....	\$25.00

## Plagiarism Policy

REISA does not tolerate plagiarism, cheating or collusion.

All items submitted for assessment will only be valid for assessment with a completed learner's declaration and therefore deemed to be the learner's own work. The purpose of this declaration, is for learners to declare that they have not plagiarised, colluded or cheated in the preparation of the work and have not allowed any other individual the opportunity to plagiarise, collude or cheat from their work.

The learner's declaration will state that they have received, read and understood the definitions of plagiarism, cheating and collusion and that they have received, read and understood REISA's policies and procedure.

An assessor who suspects or detects evidence of plagiarism or cheating, should bring the evidence to the attention of the Manager - Training and Development.

The Manager - Training and Development will contact the learner to obtain their account of the circumstances and request that they attend a meeting or supply a written submission.

During this process the learner will not be accused of cheating, only that there is a suspicion that cheating may have occurred. However, the onus is on the learner to fully cooperate with any investigation.

After investigation of the learner's case and the evidence provided, the Manager will decide:

- That no case has been established and assessment to continue as normal, or
- If a learner has plagiarised, they will be given the opportunity to redo the assessment in its entirety and submit it for marking.
- For learners who have plagiarised a second time, the learner will be suspended from all training, for a time determined by the Manager – Training and Development
- If a learner is found to have plagiarised for a third time, the learner's enrolment will be cancelled and they will not be entitled to receive a refund.

The learner will be advised in writing by the Manager - Training and Development of the outcome of the investigation.

Learners have the option to appeal the decision in writing within seven (7) days of the date of the letter of outcome from the Manager - Training and Development.

The Training Department will retain all relevant documentation and evidence subject to the requirements of the *Privacy Act 1998*.

## **Assessment**

REISA has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant Training Package(s), units of competency and/or accredited courses in the areas of recognition sought.

REISA is committed to ensuring valid and reliable assessment of achievements against industry competency standards and that all assessments undertaken by REISA remain consistent with principles of assessment and rules of evidence.

### **Assessment Principles**

REISA ensures that all assessments conducted within the organisation are reliable, flexible, fair and valid.

### **Assessment Pathways**

REISA offers learners assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework.

The main assessment pathways to a qualification are as follows:

- Off-the-job training and assessment
- Practical Demonstration of skills
- On-line learning and assessment
- Recognition of Prior Learning

## Assessor Qualifications

REISA ensures that staff involved in assessment activities meets the assessor requirements as set by:

- The assessment guidelines of Training Packages.
- The assessment requirements of accredited courses.
- VET Quality Framework

## Conducting Assessment

REISA ensures that the personnel who are responsible for conducting and tracking assessments utilise appropriate methods for recording, storing and accessing assessment outcomes.

REISA utilises a variety of assessment tools for each of the units of competency contained in the qualifications within our scope of registration. The assessments are consistent for all methods of learning and the same assessment is provided for each unit regardless of the trainer.

Assessors are required to mark the assessment papers using a marking guide, their own professional judgement and appropriate assessment techniques.

In all cases, assessors are required to make a judgement about the learner's skills and to put into practice the requirements of the unit of and/or qualification competence knowledge, skills. This is done through gauging knowledge of the subject matter using a number of evidence gathering methods, as outlined below, that require the learner to contextualise the material into a work situation.

Assessment activities undertaken by REISA follow the methodology outlined below:

- Assessment procedures are fully explained to learners. Throughout all training, learners are regularly reminded of the ongoing availability of assessment.
- Opportunities for RPL (Recognition of Prior Learning) are discussed upon enrolment and induction, as are any available flexible methods of assessment. The appeals and reassessment process is outlined at induction.

The assessment requirements of the unit(s) of competency are outlined and any particular arrangements for the workplace/training environment are arranged.

- All evidence-gathering methods remain reliable, flexible, fair and valid.
- As assessments are undertaken, REISA trainers and assessors provide individual learner with feedback and assessment results to the Training Support Officer. Results are entered into a computerised Student Management System. Assessments are scanned into the learner's electronic file and learners are notified that they are able to collect their assessments. Post assessment guidance is always available to learners.
- A fair and impartial appeals process is available.
- Evaluation of assessment processes and procedures is made on an ongoing (informal) basis.

Evidence-gathering methods commonly utilised by REISA include but not limited to:

- Demonstration
- Questioning
- Workplace performance
- Role-play
- Simulation
- Oral presentation
- Graphic presentation
- Projects/assignments
- Audio/visual display
- Written tests
- Skills portfolio

Where the learner exhibits difficulty with written assessments, either due to problems with the written word or using English (if it is not their first language), REISA will, where applicable, consider other methods of assessment. In the past, these alternative methods have included verbal questioning, observation of skills in the workplace and the review of documented evidence supplied by the learner and/or employer.

### **Late Submission of Assessments**

Learners are required to submit written assessments within fifteen (15) working days (Monday to Friday) from the last day of the cluster/unit. Extensions will only be granted in special circumstances and will be given after discussion with the Manager - Training and Development.

Where a learner, has had no activity with their training for six (6) months, they will forfeit all fees paid. If the qualification they are enrolled in has been superseded, they will need to re-enrol in the current qualification and pay the applicable fees.

### **Assessment Moderation Strategy**

Random samples of marked assessments are collected routinely for each subject area and each trainer.

Assessment moderation meetings are conducted regularly throughout the year to ensure that a consistent approach to marking is undertaken by each Trainer. This ensures that over a calendar year, all assessors/trainers will have assessments audited for all units they assess. In addition, this strategy provides a quality assurance mechanism that ensures uniformity of required standards for competency.

All assessments are produced centrally and are updated at each annual review or when a legislative change takes place. Copies of assessment are version controlled.

## **Recognition of Prior Learning (RPL)**

Learners, who consider they already possess the competencies identified in all or part of any course/qualification offered by REISA, will be encouraged to seek recognition for them.

This process is referred to as Recognition of Prior Learning (RPL). RPL is determined on an individual basis, with the competencies obtained via:

- Previous formal training
- Work experience and/or
- Life experience

RPL determines the advanced standing to which the learner is entitled in relation to a course or qualification. The focus of RPL is what has been learned, rather than how, where or when it was learned. RPL focuses on the demonstration of competence and the currency of that competence to industry standards.

If a learner has gained competencies at work or elsewhere which are relevant to the qualification in which they are participating, they may not have to undertake the study unit(s) of competency covering that content. Learners seeking RPL must establish the currency of their skills or competence.

The processes used to determine RPL are fair to all parties and REISA ensures that it provides adequate support to all potential applicants.

For each unit for which RPL is sought, a cost applies. Please discuss with either a member of Training Team or Manager - Training and Development.

## **How to Apply for Recognition Prior Learning (RPL)**

Learners wishing to undertake RPL need to:

- Obtain the information handout and application form from the Training Department
- Complete the application form
- Submit the application form with any relevant documentation, to REISA with the appropriate fee (RPL application will not be processed without payment)

Following submission of the application form and fee:

- The application is reviewed and assessed
- If required by REISA, an interview will be scheduled. The results are processed or additional information may be required to be provided by the applicant
- Additional information is reviewed and the results processed

Learners will receive feedback following the interview and if relevant to satisfy the criteria of the unit/s further activities may be required. The learner will then be advised accordingly of the outcome of the RPL Application.

If a learner has already paid their course fees prior to applying for RPL, once granted, a refund of the unit(s) cost will be given.

## **What Types of Evidence are Acceptable?**

The types of evidence required include:

- Relevant evidence from previous study such as schools, TAFE, universities, Adult Community Education and other Registered Training Organisations. Qualifications completed overseas may also be recognised.
- Relevant evidence of life experience such as community or voluntary work, sports team management, hobbies.
- Relevant evidence of work experience such as written statement(s) from your employer(s) which set out your training and work duties, relevant samples of your work, documented evidence of on-the-job training.

## National Recognition Policy

REISA recognises Certificates and Statements of Attainment from any other Registered Training Organisation (RTO) per the National Recognition guidelines.

National Recognition requires a Registered Training Organisation (RTO):

- To recognise and accept Australian Qualifications Framework (AQF) qualifications and partial qualifications conferred by other RTOs, and
- To recognise an individual's AQF qualification or partial qualification

### How to Apply for National Recognition (NR)

Learners wishing to undertake National Recognition need to:

- Obtain the information handout and application form from the Training Department
- Complete the application form
- Submit the application form with the original Certificate and/or Statement of Attainment to the Training Department (who will take a copy of the parchment)

Following submission of the application form:

- The application is reviewed and assessed
- An interview will be scheduled. The results are processed or additional information may be required to be provided by the applicant
- Additional information is reviewed and the results processed
- REISA will validate that the identical unit/s have been attained at another training organisation
- NR will be awarded and the learner advised accordingly

REISA is committed to national recognition of qualifications or statements of attainment issued by Universities, TAFE Colleges and other Registered Training Organisations.

## Appeals Procedure

An appeals and reassessment process is an integral part of all training and assessment leading to a Nationally Recognised qualification or Statement of Attainment.

Any assessment returned as Not Yet Competent and disagreed with by the learner should be referred directly to the Manager - Training and Development, either in writing or verbally. At no time should this process be referred to any other REISA staff member.

A fair and impartial appeals process is available to all learners of REISA.

If the learner wishes to appeal their assessment result, the process is as follows.

Contact REISA's Manager - Training and Development who will arrange the following:

1. The learner must discuss their concerns with the trainer/assessor in the presence of an approved REISA assessor. The outcomes of the appeal process must be forwarded to the Manager - Training and Development by the REISA assessor within five (5) business days.
2. If the learner and the trainer/assessor do not come to an agreement, the learner has a right to request their assessment to be remarked by another assessor at the discretion of the Manager - Training and Development and agreed by the learner.
3. Any further action will be managed by the Manager - Training and Development.

Every effort is made to settle the appeal to both the learners and REISA's satisfaction.

## Chapter Three: Training Venue Policies

---

### Facilities and Equipment

All programs begin with a short induction session which advises all learners of the facilities, equipment and procedures within REISA.

### Contacting Trainers

Learners will be asked to speak to the individual trainer should they have a query in regard to their assessment tasks. Most trainers can be contacted on their mobile phone number.

All learner enquiries will be logged and a message left with the trainer as soon as possible. It is expected that trainers return the learner's call within 24 hours of receiving the message during business hours.

### Assessments

All assessments for submitting are to be handed in at the REISA reception area.

Written assessments are to be completed in black or blue pen. Assessments completed in pencil or erasable pen will not be accepted.

*Please note: Typed assessments must include the questions with each individual answer typed below each question. Please do not cut out the answers and glue them in your folder.*

Fill out the front page and sign the Student Declaration.

Redo only those answers indicated by the Assessor on the Evidence Summary Sheet.

Written answers are to be completed on the new blank Assessment paperwork only and will not be accepted on any other document.

*Please note: Typed resubmissions must include the questions with each individual answer typed below each question.*

If you wish to remove pages from the folder, ensure that you place them back in the correct position.

Prior to submitting your folder, please ensure that you have:

- taken a copy of your work, as REISA cannot be held responsible for any lost assignments. A scanner is available and is located adjacent to the training room.
- removed any staples from your work
- hole punched any loose pages and placed them in the correct section of your folder..

Return the entire folder to REISA with fifteen (15) working days (Monday to Friday). The folder must contain all the original and resubmitted assessments.

Learners requiring an extension should negotiate with a member of the Training date. Late applications will not be accepted.

If you are posting an assignment, it must be received by the due date.

## **Resubmission Policy**

For the 1<sup>st</sup> resubmit of an assessment, the trainer is to mark each answer, provide suggestions and feedback for improvement where relevant and clearly state which activities, questions, case studies and /or projects need to be resubmitted in their comments on the Evidence Summary Sheet.

When a learner is being resubmitted for the 2<sup>nd</sup> time, the trainer should consider telephoning the learner to discuss any questions that the learner is still having difficulty with.

When a learner is being resubmitted for the 3<sup>rd</sup> time, the trainer should consider having a face to face meeting with the learner, to fill in any gaps in their knowledge and clarify the learner's understanding.

When a learner is being resubmitted for the 4<sup>th</sup> resubmit, the learner will be asked to redo the unit/cluster again (at their own cost). The trainer should consult with the REISA Training Team.

## Chapter Four: Learner Welfare and Guidance

---

### Attendance

Attendance is an important part of the courses, particularly for competencies which involve group work. If a learner is not able to attend they should contact the REISA Training Department and advise the reason for absence.

#### Day Classes

If a learner misses the **first day of the cluster**, the learner will need to reschedule the cluster.

If a learner misses **one (1) class** in a cluster, it will be reviewed on a case by case basis, looking at the cluster that is currently being undertaken in class.

For learners missing **two (2) or more classes** in a cluster, the learner will be allowed to continue attending class for the remainder of the cluster but they will not be permitted to participate in the workshop for that cluster. Prior to rescheduling the workshop, learners will need to successfully complete the cluster folder.

Learners will be required to reschedule the cluster if they have missed **four (4) or more classes** in that cluster. The folder for that cluster will not be permitted to be submitted until the cluster and workshop have been attended.

Learners are required to contact the Training Department on (08) 8366 4360 before 5.00pm if they will be absent for that day's class or are running late. Failure to notify the Training Department may impact on their course.

#### Night Classes

If a learner misses the **first night of the cluster**, the learner will need to reschedule the cluster.

If a learner misses **one (1) class** in a cluster, it will be reviewed on a case by case basis, looking at the cluster that is currently being undertaken in class.

For learners missing **two (2) or more classes** in a cluster, the learner will be allowed to continue attending class for the remainder of the cluster but they will not be permitted to participate in the workshop for that cluster. Prior to rescheduling the workshop, learners will need to successfully complete the cluster folder.

Learners will be required to reschedule the cluster if they have missed **four (4) or more classes** in that cluster. The folder for that cluster will not be permitted to be submitted until the cluster and workshop have been attended.

Learners are required to contact the Training Department on (08) 8366 4360 before 5.00pm if they will be absent for that night's class or are running late. Failure to notify the Training Department may impact on their course.

## **Completion Timeframes**

### **Full time and Part time**

It is a requirement that all learners complete all aspects of the course within 12 months from commencing their course.

Any extensions to this must be put in writing to the Manager - Training and Development. Depending on individual circumstances, a further course fee may be incurred.

### **Trainees**

It is a requirement that all trainees complete all aspects of the course prior to the end date of their Contract of Training.

## **Registration with Consumer and Business Services (CBS)**

### **Who Needs to be Registered?**

If you act as a Sales Representative for a Registered Land Agent, you must be registered. Sales representatives may be involved in the sale of land or businesses, and this includes the lease or letting of land. If you are only involved in the leasing of land that is not to be used for the purposes of business, you do not need to be registered as a sales representative.

If you are registered as a Land Agent, you may act as a Sales Representative for another agent without needing separate registration as a sales representative.

Additionally, if you conduct an auction of land or a business for a Land Agent, you must be registered as an auctioneer. To apply for registration as an auctioneer, you must be registered as a Sales Representative or Land Agent and have completed the appropriate unit(s) pertaining to the conduct of an auction.

### **Eligibility for Registration**

You are eligible to be registered if you meet the following criteria:

- You have completed the approved qualification
- You have never been convicted of an indictable offence of dishonesty or convicted of a summary offence of dishonesty within the last ten (10) years
- You are not suspended or disqualified from practising or carrying on an occupation, trade or business under Australian law
- You are a fit and property person to be registered

### **Information to be Provided When Applying for Registration with CBS**

- Application fee (it is recommended you check the CBS website for current fees)
- National police clearance, in your full and legal name and no more than twelve (12) months old at the time of lodging your application (some exceptions apply)
- Evidence you meet the qualification requirements
- Proof of identify, consisting of 100 point check

## Guidance Services

As a support mechanism to REISA staff, specialised welfare and guidance services are available.

### Libraries

State Library of South Australia  
North Terrace (08) 8207 7250  
Adelaide SA 5000 [www.slsa.sa.gov.au](http://www.slsa.sa.gov.au)

### Interpreting and Translation Centre

8.30am – 5.00pm 1800 280 203

### Reading Writing Hotline

(8.00am – 8.00pm) 1300 655 506

### Industrial Relations - Workplace Services

Awards and Wages 1300 365 255

### Centrelink

Centrelink has a variety of products available to people studying or training. Payment and products are liable in many instances to assets tests and may also be determined based on the number of hours undertaken. Individual opportunities need to be discussed with your local Centrelink office.

<http://www.humanservices.gov.au/customer/dhs/centrelink>

International Services	131 673
Job Seekers	132 850
Disability, Sickness and Carers:	132 717
Family Assistance Office:	136 150
Youth Services:	132 490
ABSTUDY:	1800 136 380

### Government Agencies

Licensing and Registration  
Consumer and Business Services (CBS)  
Chesser House, 91-97 Grenfell Street 13 18 82  
Adelaide SA 5000 [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

Australian Skills Quality Authority (ASQA)

1300 701 801

[enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

[feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)

Vocational Education:

Department of State Development (DSD)

Level 4

11 Waymouth Street

(08) 8226 3821

Adelaide SA 5000

<http://www.statedevelopment.sa.gov.au>

## Chapter Five: Study Environment Policies

---

### Access, Equity and Client Services

REISA endorses the national equity strategy by incorporating the principles of equity into all programs. Learners have equitable access to all programs irrespective of their gender, culture, linguistic background, race, sexual preference, location, socio-economic background or disability.

Admission procedures will therefore be free of discrimination and if an individual does not meet external entry requirements, all attempts are made to assist them to identify alternative courses of action.

Similarly, if an individual experiences difficulty in accessing course notes or joining group activities, all attempts are made to assist them to gather the experience and information they require to complete tasks given.

### Equal Opportunity

REISA provides equal opportunity for all employees, contractors and learners regardless of sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, transgender, political conviction or religious belief.

Equal Opportunity is about good business practices and REISA integrates equal opportunity principles within all decisions and operations. REISA seeks to create an environment where all employees, contractors and learners are respected and can develop to their full potential.

REISA is committed to examining all policies and practices as they affect employees, contractors and learners to ensure the elimination of discrimination and harassment. REISA is committed to supporting the balancing of employees' career responsibilities and to providing a work and study environment free from vilification.

REISA has a legal and moral obligation to provide equal opportunity in employment and a workplace free from harassment for employees, contractors and learners. The success of REISA's program to overcome disadvantages, to eliminate discrimination and to eliminate harassment relies on the cooperation of all workplace learners. At REISA, this responsibility rests with the Manager - Training and Development.

As a learner, you have the responsibility to:

- Act to prevent harassment and discrimination against others at REISA
- Respect differences among learners and trainers such as cultural and social diversity
- Treat people fairly, without discrimination or harassment

## Anti-Discrimination

Legislation covering anti-discrimination in Australia that applies to REISA includes

- *Equal Opportunity Act 1984 (SA)*
- *Racial Discrimination Act 1975 (Commonwealth)*
- *Sex Discrimination Act 1984 (Commonwealth)*
- *Australian Human Rights Commission Act 1986 (formerly the Human Rights and Equal Opportunity Commission Act 1986) (Commonwealth)*
- *Disability Discrimination Act 1992 (Commonwealth)*

REISA is committed to providing programs to assist members of EEO (Equal Employment Opportunity) groups to overcome past or present disadvantage. EEO groups are people affected by past or continuing disadvantage or discrimination.

Further information may be obtained from the Equal Opportunity Commission's website at [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au) or by phoning 1800 188 163.

## Disability

Employees, contractors and learners with disabilities are encouraged to discuss with REISA any 'reasonable adjustments' to work and study environment which they consider necessary or would assist them in the performance of their duties or studies. For adjustments relating to REISA, employees, contractors and learners should contact the Manager - Training and Development.

Careful consideration will be given to any proposals of this nature and, where reasonable and reasonably practicable, such adjustments will be made.

There may however be circumstances where it will not be reasonable or reasonably practicable for REISA to accommodate those proposals and where some other adjustment or treatment may be justified in line with statutory provisions.

## Complaints

All complaints of discrimination will be treated seriously and investigated promptly, confidentially and impartially as follows:

- Employees can make complaints under the internal grievance procedures
- Contractors can make complaints under their contracts
- Learners can make complaints under the REISA grievance procedures as detailed within this handbook.

If your complaint is not resolved, you can seek advice from the Training Advocate [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au).

## Prevention of Harassment, Vilification and Bullying

All employees, contractors and learners have an equal opportunity to work and study at REISA. Behaviour which is harassing, vilifying or bullying within REISA will not be tolerated.

It is against the SA Equal Opportunity Act 1984, for employees, contractors and learners in educational institutions to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation also applies to staff, contractors and learners.

REISA is committed to providing an environment which recognises and respects the diversity of employees, contractors and learners within REISA.

REISA is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and learners to work and study in a safe and healthy environment free from such behaviour.

REISA recognises that harassment, vilification and bullying demeans and infringes the rights of individuals and groups, damaging the work and study environment. Harassment, vilification and bullying will not be tolerated at REISA. REISA will ensure that complainants of harassment, vilification and bullying will not be victimised for making a complaint.

### Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity
- Sex
- Pregnancy
- Marital status
- Disability (including physical, intellectual and/or behavioural/psychiatric disability, past, current or future disability, actual or presumed disability)
- Sexuality
- Transgender
- Age

It is also unlawful for a person to be harassed because of their relationship to, or association with, a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly. Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

### Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of:

- Race
- Sexuality
- Transgender

## **Bullying**

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates that person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and 'ganging up'.

Repeated 'put-downs', aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour.

It can occur between people such as managers and employees or contractors, co-workers and learners.

## **Complaints**

All complaints of harassment, vilification or bullying will be treated seriously and investigated promptly, confidentially and impartially as follows:

- Employees can make complaints under the internal grievance procedures
- Contractors can make complaints under their contracts
- Learners can make complaints under REISA grievance procedures.

## **Responsibilities**

The Manager - Training and Development is responsible for ensuring that the work and study environment is free of harassment, vilification or bullying actions and behaviour by:

- Ensuring that employees, contractors and learners understand that these types of actions and behaviour will not be tolerated in the work/study environment
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and learners have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues.

This can be achieved by:

- Refusing to join in with these types of actions and behaviours
- Supporting the person in saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or learner feels harassed, vilified or bullied, the employee, contractor or learner is encouraged to inform the person that the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or learner feels unable to approach the person or if the behaviour continues following their request that the behaviour cease, the Manager - Training and Development should be contacted. Refer also to the Sexual Harassment policy.

## Grievance Procedures

All learners have the right to express a concern or problem they may be experiencing when undergoing training at REISA.

In the event of a learner wishing to lodge a grievance, the procedures are as follows:

1. In the first instance, discuss concerns with a member of the Training Team who will initiate a solution to the problem and liaise with the learner to help reach a solution
2. If unresolved, the Manager – Training and Development, will then review the issue and liaise with the learner to reach a solution that will satisfy both REISA and the learner.
3. If unresolved, the Chief Executive Officer of REISA who will act as a mediator and/or liaison person or alternatively initiate further solutions to the perceived concern
4. If unresolved, the Training Advocate will be contacted to discuss further options and resolutions

All grievances will be treated with confidentiality and will in no way be of detriment to the initiator.

All attempts will be made by REISA to resolve the grievance internally with all parties involved. In the instance, however, where the grievance cannot be resolved internally, an appropriate legal or independently impartial body will be approached immediately to act as objective and impartial arbitrator. The learner will be consulted as to the selection of the appropriate legal/impartial body. REISA will allow the learner to be represented by an impartial body in any subsequent discussion.

Due to changes in the current REISA training, students have been notified that their training is required to be completed by 30 May 2019. REISA will work with students with day, night and weekend workshops to help students complete their training by the due date. REISA will not issue any refunds to learners who have not completed their training within the allocated time. A 'Statement of Attainment' will be issued for units and workshops that have been completed by learner.

## Sexual Harassment

In addition to REISA's policy on preventing harassment, vilification and bullying, REISA has a separate policy for preventing sexual harassment and handling complaints.

REISA deplors all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all managers. Employees, contractors and learners are expected to comply with the policy.

Sexual harassment is unlawful. Both REISA and the harasser may be held liable for unlawful actions and be required to pay damages. Harassment can reduce the effectiveness of REISA by creating a threatening environment. All employees, contractors and learners have the right to work and study in an environment free from intimidation and harassment.

Sexual harassment takes many forms. People may not always realise that their behaviour constitutes sexual harassment but they must be aware that behaviour that is acceptable to one person may not be acceptable to another. Sexual harassment is unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting (such as training at REISA).

All new trainers, learners and employees are informed of REISA's policy on sexual harassment at induction, where it is stressed that all complaints will be treated seriously.

## Complaints

REISA recognises the sensitive nature of complaints of sexual harassment. If learners do not feel comfortable raising the matter with their trainer/assessor, they may raise the matter with the Manager - Training and Development.

The following actions may be taken by the person disclosed to:

- Learners who are victims of minor sexual or racial harassment are advised to try an informal approach in the first instance. By either speaking directly to the harasser or in a letter, learners can make it clear that the behaviour is unacceptable, that it is causing distress and that it must stop
- Where informal methods fail, or serious harassment occurs, learners are advised to bring a formal complaint. The complaint should be made in writing and, where possible, state the name of the harasser, the nature of the harassment, dates and times when harassment occurred, names of witnesses to any incidents of harassment and any action already taken by the complainant to stop the harassment. The complaint should be sent to the Manager - Training and Development.

## Investigation of Complaints

As soon as a complaint of sexual harassment is made, action is taken to separate the harasser and complainant during the course of the investigation.

The Manager - Training and Development will carry out an investigation as quickly as possible. This will include interviewing the complainant, the harasser and witnesses. Any statements by witnesses will be made available to the complainant and the harasser.

Any person interviewed in the course of the investigation may be accompanied by a colleague of their choice at the interview. Requests for support by an external person may also be acceptable.

All people involved in investigations are expected to respect confidentiality. The outcomes of the investigation will be confirmed in writing to both the complainant and the harasser.

If the complainant is not satisfied with the way the complaint has been handled, they may request that REISA's CEO reconsider the matter. Such requests should be made within five (5) working days of the written confirmation of the outcomes of investigation. Decisions from this second investigation will be sent, in writing, to both parties and will be final.

## Privacy

REISA is bound by The *Privacy Act 1988* (Privacy Act) and respects your right to privacy.

REISA has developed its Privacy Policy to outline:

- the kinds of personal information that REISA collects and holds;
- how REISA collects and holds personal information;
- the purposes for which REISA collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by REISA and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles or a registered APP code (if any) that binds REISA and how REISA will deal with such a complaint;
- whether REISA is likely to disclose personal information to overseas recipients;
- if REISA is likely to disclose personal information to overseas recipients, the countries in which such recipients are likely to be located if it is practicable to specify those countries in the policy.

The REISA Privacy Policy aims to ensure that all individuals are aware of REISA's open and transparent handling of personal information.

REISA reserves the right to re-identify information to perform statistical analysis of user behaviour and characteristics in order to measure interest in and use of the various areas of the site and to inform advertisers of such information as well as the number of users that have been exposed to or clicked on their advertising banners.

All enquiries from learners regarding REISA's privacy policy must be directed to the Manager – Training & Development, REISA. Similarly, any requests from learners for access to their personal information or to update, change or make corrections to their personal information, must also be directed to the Manager – Training & Development.

The Manager – Training & Development can be contacted by the following methods:

Phone: (08) 8366 4300

Email [training@reisa.com.au](mailto:training@reisa.com.au)

Writing: 249 Greenhill Road  
Dulwich SA 5065

## What is the Purpose of the Privacy Act?

The main purpose of (*the Act*) is to establish a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information.

The Act has special protection for sensitive information. Personal information is information that can identify a person, such as names, addresses, photographs, etc. Sensitive information is information about a person's racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, professional or trade association, sexual preference, criminal record and health information.

Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Consumers can ask to see the information collected and for it to be corrected if it is wrong.

## Work Health and Safety

SafeWork SA: 1300 365 255

To obtain a copy of the Work Health and Safety Act 2012 (SA) and the Work Health Safety Regulations 2012 (SA) from 1<sup>st</sup> January 2013 visit [www.legislation.sa.gov.au](http://www.legislation.sa.gov.au)

REISA is committed to providing a safe and healthy work environment for its staff, learners, contractors (such as trainers) and visitors.

REISA encourages all workplace learners to regard accident prevention and working safely as a collective and individual responsibility.

REISA recognises its corporate responsibility under the SA Work Health and Safety Act 2012 and related regulations. The Manager - Training and Development has a key responsibility for ensuring the health and safety of staff, learners, contractors and visitors.

In fulfilling this responsibility, managers have a duty to provide and maintain, as far as practicable, a work environment that is safe and without risk to health. This includes:

- Provide and maintain safe equipment and systems of work
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances
- Maintain the workplace in a safe and healthy condition
- Provide adequate facilities to protect the welfare of all employees and learners
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles
- Provide information, where relevant, to learners, allowing them to learn in a safe and healthy manner
- Check WHS system compliance via ongoing auditing
- Integrate continuous improvement into REISA's WHS performance

The CEO is accountable to the REISA Board for implementing and reviewing REISA's Work Health and Safety (WHS) policy and delegating WHS management responsibilities. In fulfilling the objectives of this policy, management is committed to regular consultation with staff to ensure that the policy operates effectively and that WHS issues are regularly reviewed.

Department managers and other managers are responsible for day-to-day WHS within their area of responsibility.

## WHS Duties

Recognising the potential hazards that could occur in REISA's work environment, REISA is committed to taking every practicable step to provide and maintain a safe and healthy work environment for all staff, learners, contractors and visitors.

Specific responsibilities are shown below.

Primary management of WHS rests with the Manager - Training and Development.

## Monitor and Review of WHS Management System

REISA monitors the WHS management system applying to employees, contractors and learners working and studying at the Institute. This monitoring and review process is linked in with REISA Continuous Improvement process. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls are also monitored and reviewed as part of REISA Continuous Improvement process.

## Preventing Accidents and Injury – Risk Management

Risk management is recognised as an integral part of good management practice. Risk management in relation to WHS is the process of recognising situations which have the potential to cause harm to people or property, and doing something to prevent the hazardous situation occurring or the person being harmed.

There are five steps in a workplace health and safety risk management process:

- Identify hazards
- Assess the seriousness of risks that arise from the hazard
- Decide on control measures to prevent or minimise the level of risk
- Implement control measures
- Monitor and review the effectiveness of measures.

## How to Implement Risk Management

Learners can implement risk management by identifying tasks, substances, equipment and methods at REISA that are likely to be a risk to health and safety. For example, learners are requested to advise their trainer promptly of any building maintenance required, such as cleaning, broken lights, electrical faults.

- This can be done by cooperating with safety audits commissioned by REISA, encouraging peers to report risks and by reporting risks to the trainer or Manager - Training and Development
- Reporting hazards associated with tasks, substances, equipment and methods in the Training Rooms. The Manager - Training and Development has responsibility for identifying WHS hazards and will ensure that the hazards are documented
- Cooperating with activities coordinated by the Manager - Training and Development to identify, analyse and document risks associated with hazards
- Implementing risk control measures designed by REISA to eliminate or minimise risks, including taking responsibility for risks identified in their work areas via WHS risk audits. Hazards are controlled by:
  - Eliminating the hazard
  - Changing equipment or materials
  - Changing work methods
  - Using personal protective equipment (PPE).
  - Reviewing and actively promoting risk management processes and control measures
  - Obtaining information on preventing risk of injury or accident, responding to injuries and accidents and emergency procedures. This ensures that learners are aware of their responsibilities for reporting hazards and for avoiding or removing risk to themselves and others.
  - Cooperating with incident and accident investigations and documented corrective actions

## Investigating Incidents and Accidents

The Manager - Training and Development is responsible for investigating incidents and accidents within the training facility and for informing the Chief Executive Officer.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), management immediately undertakes an investigation.

The process for investigations is as follows. The Manager - Training and Development:

- Interviews all people involved in the accident or incident and witnesses
- Uses the Risk Management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent
- Listens to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future
- Analyses results of investigation and documents recommended courses of action for evaluation by the Chief Executive Officer
- Once action is approved, communicates outcomes and planned actions to the Training Department staff

## Accident/Injury Procedures

The following procedure should be followed in the case of accidents or injuries at work:

- The person involved, if capable, must notify the Manager - Training and Development and the relevant First Aid Officer
- If the person is incapable of notifying the Manager - Training and Development or First Aid Officer due to the injury or accident, then the first person on the scene should take this responsibility
- The First Aid Officer attends to the injured person while the Manager - Training and Development alerts the Chief Executive Officer
- The Manager - Training and Development handles employees and other people in the vicinity of the accident
- The First Aid Officer (or person designated by the First Aid Officer) notifies and coordinates ambulance or medical assistance.

## Reporting Injuries

All injuries must be reported to the Manager - Training and Development who is responsible for ensuring that reporting requirements are met.

## Reporting “Near Misses”

Learners are also encouraged to report near misses. These are situations where injuries or accidents could easily have occurred or were narrowly avoided. Near misses should be reported to the Manager - Training and Development who will then investigate the cause of the near miss and implement preventative strategies.

## First Aid

REISA is committed to providing a comprehensive and accessible first aid service for staff, learners, contractors and visitors. First aid is viewed as a critical service in treating emergencies, accidents and injuries that occur at work. Effective first aid can preserve life, reduce the impact of disability and assist in early recovery.

## Security

REISA is committed to ensuring the security of employees, learners, contractors and visitors and of REISA property and premises. REISA expects all individuals to maintain security and take care of their personal safety.

The following steps should be taken by learners when on REISA premises:

- Do not allow strangers access to training rooms without proper identification and clearance by reception
- Where necessary, direct visitors to reception and advise the person who is meeting with the visitor
- Anything or anyone of a suspicious nature should be advised to the trainer or the Manager - Training and Development
- REISA is equipped with sensors and security alarms to ensure added security for learners and staff

## Emergency and Evacuation Procedures

REISA is committed to establishing and maintaining effective emergency procedures for its premises. Emergency procedures are designed to protect the safety of people on REISA premises. As such, the cooperation of all employees, contractors, learners and visitors is essential.

Emergencies, abnormal or dangerous situations that require immediate attention could include:

- Major accident
- Fire and/or explosion
- Bomb threat
- Hold up
- Earthquake/Flood
- Hazardous material spill or leak

All emergencies should be advised immediately to reception giving the following information:

- Nature of emergency
- Location
- Any casualties
- Whether emergency services have been contacted

The Manager - Training and Development should also be notified.

Emergency evacuation diagrams and assembly points are also posted in the Training Rooms.

The following steps should be taken while waiting for evacuation orders:

- Alert everyone in the area
- Switch off machinery
- Turn off air conditioning
- Trainer to pick up attendance list
- Follow instructions of management or be ready to proceed in a safe and orderly manner via the appropriate fire exit

Once evacuation orders are received:

- Leave the building immediately via the nearest exit
- Proceed to the assembly area
- Remain in the assembly area until advised that the emergency is over
- Do not re-enter the building until advised it is safe to do so by the Emergency Warden (in the case of fires) or emergency response personnel (in the case of other emergencies)

## **Aggressive, Armed or Dangerous Person**

This may be an intruder or learner:

- Remain calm
- If possible negotiate to remove person from the classroom
- Send another learner for assistance to the training area, reception or to any REISA staff if safe to do so
- Call the police
- Debrief – counselling is available to any learner or trainer upon request

## Appendix: Induction Checklist

<b>On Learner's Arrival</b>	
Learner reports to reception and will be directed to the designated training room.	
<b>At Orientation</b>	
Learners are welcomed by the Training Team. Formal enrolment takes place in order to fulfil requirements of the Department of State Development (DSD).	
Ensure all learners have a copy of the Learner Information Handbook	
Outline of course information and course delivery: <ul style="list-style-type: none"> <li>• Framework of the Program</li> <li>• Outcomes</li> <li>• Assessment – how it occurs</li> <li>• Assignments – Submission and Marking Guidelines</li> <li>• Plagiarism (Cheating) Policy</li> <li>• Cancellation, Transfer and Refund Policy</li> <li>• Role of Trainers</li> <li>• RPL</li> <li>• Completion time frames</li> <li>• Appeals</li> <li>• Employability Skills</li> </ul>	
Outline of Training Department policies: <ul style="list-style-type: none"> <li>• Facilities and equipment: first aid facilities, amenities, refreshment areas</li> <li>• Messages</li> <li>• Contacting Trainers</li> <li>• Classroom behaviour</li> </ul>	
Provide outline of study environment policies: <ul style="list-style-type: none"> <li>• Equal opportunity</li> <li>• Prevention of harassment, vilification and bullying</li> <li>• Sexual harassment</li> <li>• Grievance procedures</li> <li>• Accident and injury</li> <li>• First aid</li> <li>• Security</li> <li>• Privacy</li> <li>• Emergency</li> </ul>	
<b>At the Conclusion of induction:</b>	
Has learner signed and dated the Induction Checklist, below, acknowledging participation in the induction and access to Learner Information Handbook	
Signs and dates the Induction Checklist	
Place the signed Induction Checklist in the learner's file	

## Acknowledgement of Induction

I acknowledge:

- My participation in the induction program
- That I have access to the Learner Information Handbook, Course Information Handbook and I know how to access it for further reference
- I understand I am given up to 12 months to complete my course. If I have not completed my course within this timeframe, I will be required to re-enrol and pay the applicable fees.
- I understand if I have no activity with my training for six (6) months, I will forfeit all fees paid. If the qualification I am enrolled in has been superseded, I will need to re-enrol in the current qualification and pay the applicable fees.

**Learner's Name (printed):** \_\_\_\_\_

**Learner's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### REISA Training Department ONLY

**Tick (✓)**

Has the learner signed and dated the Induction Checklist and has access to Learner Information Handbook

Place the signed Learner Induction Checklist in the learner's file

**Training Department Representative Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Online Learner Induction Checklist

Acknowledgement of Induction	
Sign acknowledgement on page 2. My participation in the induction program	
Online Orientation	Tick (✓)
Learners have received the Orientation Email with the following documents: <ul style="list-style-type: none"> <li>• Learner's Handbook (given up to 12 months to complete my course. If I have not completed my course within this timeframe, I will be required to re-enrol and pay the applicable fees.</li> <li>• Learner Information Handbook</li> <li>• Course Information Handbook</li> <li>• Online Learner Induction Checklist</li> <li>• Promotional Information (REISA Meet and Greet functions, Club 99 and Referral Program)</li> </ul> I understand if I have no activity with my training for six (6) months, I will forfeit all fees paid. If the qualification I am enrolled in has been superseded, I will need to re-enrol in the current qualification and pay the applicable fees.	
Outline of course information and course delivery as per the Course Information Handbook : <b>Learner's Name (printed):</b> _____ Qualification Information _____ <b>Learner's Signature:</b> _____ Outcomes _____ Pre-requisites and Criteria _____ <b>Date:</b> _____ Licensing/Regulatory Information (if applicable) _____	
<ul style="list-style-type: none"> <li>• Course Timeframes</li> <li>• Course Requirements</li> <li>• Activities, Assessments and Workshops</li> <li>• Assessment – how it occurs               <ul style="list-style-type: none"> <li>○ Credit Transfer</li> <li>○ Recognition of Prior Learning (RPL)</li> </ul> </li> <li>• Assessment Timelines</li> <li>• Resubmissions</li> <li>• Plagiarism (Cheating) Policy</li> <li>• Appeals</li> <li>• Learner Support</li> <li>• Learner Counselling</li> <li>• Role of Trainers and Assessors</li> <li>• Units of Competency</li> <li>• Employability Skills Summary</li> <li>• Australian Qualification Framework (AQF)</li> </ul>	
Provide outline of study environment policies as per the Learner Information Handbook: <ul style="list-style-type: none"> <li>• Equal Opportunity</li> <li>• Prevention of Harassment, Vilification and Bullying</li> <li>• Sexual Harassment</li> <li>• Grievance Procedures</li> <li>• Accident and Injury</li> <li>• First aid</li> <li>• Security</li> <li>• Privacy</li> <li>• Emergency</li> </ul>	

Once you receive your online login details you will receive further information about navigating the online system including messaging and contacting the trainers.

REISA Training Department ONLY	Tick (✓)
Has the learner signed and dated the Induction Checklist and has access to Learner Information Handbook	
Place the signed Online Learner Induction Checklist in the learner's file	
<p><b>Training Department Representative Signature:</b> _____</p> <p><b>Date:</b> _____</p>	