

REIQ CODE OF PRACTICE

Professional Development Division



The REIQ is committed to operate within the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015. This means that all training stakeholders using the services of the REIQ as their registered training organisation can be guaranteed a high level of service and training product.

Australian Qualifications Framework (AQF)

Our Code of Practice recognises the qualifications of students and trainees who have accessed training and been issued statements of attainment or qualifications from other Registered Training Organisations within Australia.

Credit transfer/Recognition of prior learning

Students and Trainees will be given every opportunity to apply for and be granted credit transfer or recognition of prior learning. Details of this process is contained in the available promotional sheets as well as in the Student Information Handbook and Traineeship Induction Handbook.

Legislative requirements

The REIQ meets all legislative requirements of the State and Federal Government in relation to Workplace Health & Safety, Industrial Relations, Anti-Discrimination, Privacy and Vocational Training. These pieces of legislation are:

- Privacy Act 1988 (Commonwealth)
- Fair Work Act 2009 (Commonwealth)
- Anti Discrimination Act 1991 (Queensland)
- Further Education and Training Act 2014 (Queensland)

All students and trainees are appraised of the relevant WH&S rules and regulations of the REIQ at the commencement of their training and are referred to the Student Code of Conduct.

Access & Equity

The REIQ has a policy of Access and Equity for all trainees and students. This policy covers course admission and the treatment of trainees and students who are experiencing difficulty in meeting competency standards. The REIQ is a non-discriminatory workplace and has established principles to protect all workers and clients against discriminatory judgements and actions in the workplace. All REIQ professional development staff are regularly updated in the issues relating to Access and Equity and any staff member disregarding these policies faces disciplinary action. Details of this policy are contained in the Traineeship Induction Handbook and Student Handbook.

Quality Management Focus

The REIQ has a commitment to continued quality improvement of all its training products and services. Regular reviews of all products occur to ensure that the information being provided to trainees and students not only meets the current needs of our industry sector, but reflects current legislation and is up to date.

All REIQ trainers and assessors are selected for their ability to pass on high level knowledge and skills. All staff hold appropriate qualifications in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

Feedback from all training stakeholders is obtained and monitored. The REIQ is committed to incorporate suggestions and comments received from stakeholders when reviewing existing, and devising new, training products and services.

As the peak professional association, the REIQ is well placed to provide and maintain the highest level of real estate training in the state.

Client Service

The REIQ has developed policies and processes to ensure fast and efficient standards of client service. Each task performed by the professional development division of the REIQ is documented and reviewed periodically. The REIQ adheres to strict guidelines in relation to turn-around times for client response, marking of assessments and issuing of qualifications and statements of attainment. All certificates, transcripts and statements of attainment are issued in accordance with national standards.

The REIQ has a clearly defined and documented refund policy. This policy appears on all printed enrolment and trainee tuition fee forms as well as in the Student and Trainee Information Handbooks. In addition, the REIQ's refund policy is explained to all trainees and their employers during the induction process.

The REIQ has a Complaints and Appeal Policy that is documented in both the REIQ promotional sheets and in the Student and Trainee Information Handbooks. This policy allows the trainee or student to raise any issues of concern or complaint with the REIQ in relation to its provision of training and assessment services.

External review

As a Registered Training Organisation, the REIQ is required to undertake external review processes through government agencies. This covers quality audits, audit following complaint and audit for the purposes of re-registration, along with ongoing compliance with national standards for registered training organisations.

Administration

The REIQ has policies and management strategies that ensure sound financial and administrative practices. These practices ensure that the investment you make in your professional development with the REIQ is protected. The REIQ has a fair and documented policy in relation to refunds. This refund policy is contained on all enrolment forms. In addition, the REIQ maintains detailed records and database tracking systems for all assessment returns and marks. The REIQ has and maintains all relevant insurance cover in accordance with national standards for RTOs.

Marketing

The REIQ is committed to marketing and promoting its training products and services with integrity, accuracy and in accordance with the advertising standards required as registered training organisations.

Training and assessment guarantee

All trainers and assessors hold the relevant qualifications required to perform their tasks. In addition, all REIQ trainers will be selected on the basis of their industry knowledge and credibility. The training environment will reflect the professionalism of our industry and will at all times meet the standards required of registered training organisations. The principles of adult learning will be applied and all materials will be regularly reviewed to ensure they reflect current and correct information.

Assessment will be open, fair and equitable. All trainees and students will have the opportunity to discuss the most appropriate assessment methods for their individual circumstances. Information regarding the assessment processes is available to trainees and students prior to enrolment. In the case of trainees, assessment methodology will be conducted and agreed to during the induction and sign-up process.

All students and trainees who enrol in and pay for any of REIQ's nationally recognised training are assured of access to REIQ's training and assessment services in order to complete their course of study or qualification, and further assured of fee protection measures. Under the Standards for Registered Training Organisations 2015, REIQ protects student fees paid in advance by holding an unconditional financial guarantee with the Commonwealth Bank of Australia, held by REIQ's lawyers Carter Newell Lawyers.

All trainees and students achieving a competent assessment will receive a statement of attainment and/or transcript of their results.

On completion of a full qualification, the REIQ will ensure that students and trainees receive a certificate together with a transcript of results.

The REIQ agrees to honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or legislative requirements, we may have our registration as a Registered Training Organisation withdrawn.

If REIQ fails to meet its training and assessment guarantee, a student will be entitled to a refund of their course fees.