



Property Training Solutions

**Student Handbook
(July 2011)**

**Property Training Solutions Pty Ltd
RTO ID 91220**

Student Handbook

Please take the time to read this handbook carefully as it forms part of your induction to Property Training Solutions (PTS) and contains information you may need from time to time during your studies with PTS.

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Introduction

Welcome

Welcome to Property Training Solutions. This handbook contains important information about us, our approach to training, our responsibilities to our students, your responsibilities as a student and the procedures you should follow throughout your training experience.

Who is PTS?

Property Training Solutions (PTS) is a Registered Training Organisation registered in New South Wales by the Vocational Education and Training Accreditation Board (VETAB), in accordance with the Australian Quality Training Framework Standards and Conditions of Registration. We provide training and assessment programs in nationally recognised qualifications and units of competency.

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

For further details on our registration, you can find us on the National Training Information Service website - www.ntis.gov.au. Our national RTO ID is 91220.

Vision Statement

The vision at Property Training Solutions is to become recognised nationally as a standard bearer in education and training for the property agency industry, providing programs at entry level, advanced and ongoing professional development to persons wanting to enter or already engaged in the industry.

Mission Statement

Our Mission is to contribute to the career success and job satisfaction of our clients and the people they in turn do business with.

The continued growth and success of the company and the career success and job satisfaction of our people is dependent upon this quality of client service.

Course Information

Enrolment Procedures

How do you enrol in a course?

Enrolling at PTS is as easy as completing a simple enrolment form and making the payment for the course that you wish to attend. You can find further course information, including our enrolment form on our website at www.pts.edu.au

Depending on the training program you wish to undertake, you may be required to attend an information session. The details of the course will be explained further at this session.

If you are enrolling under a traineeship, your eligibility must be determined before enrolment can be processed. If you are interested in undertaking a traineeship, please contact the traineeship administrator on training@pts.edu.au.

What are the conditions for enrolling in a course?

Enrolment Cut Off

Courses can fill quickly, so it is a good idea to enrol early. For the safety and benefit of others, once a course is full, we will not accept any other students in to that course. Once a course has commenced, no further enrolments will be accepted. Enrolments will only be accepted up to 48 hours before the commencement of the course. This is to enable us to ensure that we have all resources ready in time for all students participating.

Pre-Requisites

If a course has pre-requisites, you will not be considered as “enrolled” until you have shown that you meet these pre-requisites. You can find out about these pre-requisites by referring to our course brochures.

Fees

Unless previously arranged with PTS management, enrolments will only be accepted when accompanied by full payment for the course. Selected courses have a payment structure applied to them to allow for the course to be paid for over a period of time. Some programs require you to bring some of your own resources at your expense. Refer to course brochures for further detail, including fees applicable for the program.

Fees Paid In Advance

As payment is required to be made prior to the course commencing, your fees will be protected to ensure a refund is available where appropriate. We have established a holding account where all fees are deposited until seven days prior to the commencement of the program. Upon this date all fees are transferred to our working account.

Dishonoured Payments

There may be times when you pay us your fees that either a cheque or credit card payments will not be able to be cleared for various reasons, including insufficient funds in your accounts. In the event that this does occur, we will contact you requesting that you make other arrangements for the payment of these fees. You will not be able to attend training or assessment until payment has been received.

PTS reserves the right to forward any costs incurred by dishonoured payments onto the payee

Age

PTS does accept enrolments for students under the age of 18 years. However, when enrolling, you will need to ensure that you have your parent or guardian's permission to undertake the training program. Your parent or guardian will be required to co-sign your enrolment form for the program to indicate they agree to your enrolment.

Assessments

PTS has a highly developed assessment system that allows students to gain nationally recognised qualifications. Our assessment system is incorporated into all nationally recognised training courses we offer.

The choice of whether to be assessed is up to the student, however it is only upon the successful completion of assessment that a certificate or statement of attainment can be issued.

Our assessment system also takes into consideration students who wish to undertake assessment without actually participating in a training course (Recognition of Prior Learning). This is part of our flexible learning environment. Refer to the Recognition of Prior Learning section of this Handbook for further details.

PTS delivers training and assessment programs that are aligned to units of competency or qualifications from National Training Packages. Training Packages are developed by an Industry Skills Council who act on behalf of the industry, ensuring that industry stakeholders have input into the standards that are being set within the units and qualifications.

Access to Trainers and Tutorials

Access to Trainers for tutorials can be arranged by contacting PTS course administrators. A tutorial is an additional resource for students who require clarification with their course notes and assessments. This can be conducted by email, phone or in person depending on the trainer's availability.

Withdrawal from your course

If you are withdrawing from your course, you must notify PTS in writing 7 working days prior to commencing your course; Or if you are already in the middle of a course, please advise PTS administrators in writing that you wish to withdraw as soon as possible.

If you are a trainee, you must notify PTS within 7 working days of cancelling your traineeship contract or of having left your current employer.

Refer to the Refund Policy section below for further information.

Qualifications

At the conclusion of your course and assessments, you will be issued with either:

- A Certificate identifying the achievement of a nationally recognised qualification. In order to be awarded a Certificate, you will be required to be deemed competent in all units of competency contained within the full qualification program. This Certificate will also identify the individual units that you have successfully completed.
- A Statement of Attainment for the **partial** completion of a nationally recognised qualification or for a collection of units of competency from a national training package. A Statement of Attainment is issued where you have not yet completed all units required for a full qualification. This Statement of Attainment will identify the units that you have successfully completed.

- A Statement of Attendance for courses that are not aligned to nationally recognised units of competency or qualifications, or where the course does not require formal assessment.

Recognition of Prior Learning (RPL)

As part of our approach to flexible learning and assessment, we acknowledge that some students may already have the required knowledge and skills to be assessed as competent for the course (or parts of the course) they wish to undertake. When this is the case, there may be no need for students to attend the training program. If you believe that you can provide evidence of your previously gained skills and knowledge, you can apply for Recognition of Prior Learning (RPL).

The RPL process recognises a range of types of evidence, including information found within a detailed CV, references from previous or current employers, job descriptions for previously or currently held positions, and statements or certificates obtained for previously completed training programs.

For further information or to obtain an RPL Application Kit, please contact our office at your earliest convenience. If you wish to apply for RPL, you may be required to attend an information session where the process will be explained to you in further detail.

Student's Responsibilities

Distance Education (Correspondence)

As a participant in any correspondence course offered by PTS, you will be expected to:

- ▶ Understand and accept the enrolment conditions for the program
- ▶ Provide complete and accurate information at enrolment and advise PTS of any changes to your contact details
- ▶ Pay all fees and charges associated with the course
- ▶ Accept instruction and training given by trainer and PTS
- ▶ Attend scheduled training delivered by PTS (if applicable)
- ▶ Complete assessments and tasks set by PTS
- ▶ Contact PTS immediately if you require additional assistance with the correspondence course

Workshops and Training Days

As a participant in any training program offered by PTS, you will be expected to:

- ▶ Understand and accept the enrolment conditions for the program
- ▶ Provide complete and accurate information at enrolment and advise PTS of any changes to your contact details
- ▶ Pay all fees and charges associated with the course
- ▶ Recognise and respect the rights of other students and the staff of PTS

- ▶ Attend the course regularly and punctually, where applicable
- ▶ Ensure that when attending classes, you are not under the influence of alcohol or other drugs
- ▶ Smoke only in permitted areas
- ▶ Ensure the security of your personal possessions whilst attending a course
- ▶ Promptly report any case of injury or harassment to your trainer, assessor or the Operations Manager
- ▶ Respect the equipment and facilities of PTS
- ▶ Act with integrity in all training and assessment procedures

Smoking Policy

Under Commonwealth and State Legislation, smoking is not permitted during training. If you wish to have a cigarette, ask your trainer where a suitable area may be located. When smoking, please be considerate of others at all times. Please dispose of your cigarette butts in the correct manner.

Mobile Phones

Mobile phones are not permitted to be turned on at any time during your course. There will be breaks during your course which will allow you time to make calls or to check your messages.

If anybody needs to contact you during your training, they should leave a message with the receptionist at the venue and the message will then be passed to your trainer during these breaks.

Student Disciplinary Policy

PTS reserves the right to refuse enrolment as permitted by law and to remove students from class who behave in an unacceptable or inappropriate manner towards staff, fellow students or the property of PTS.

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, the following rules apply to **all** people who attend any of our sessions.

Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Dysfunctional behaviour may include:

- ▶ Continuous inappropriate interruptions to the trainer whilst delivering the course content
- ▶ Smoking in non-smoking areas
- ▶ Being disrespectful to other participants
- ▶ Displaying actions that could be perceived as discriminatory or harassing to others
- ▶ Harassment by using offensive language or gestures

- ▶ Acting in an unsafe manner that places the learner and others at risk
- ▶ Refusing to participate in group activities when required
- ▶ Continued absence at required times
- ▶ Cheating / plagiarism
- ▶ Stealing the property of others, including PTS

Any person, who is asked to leave a session or course due to the above, or similar, will not be entitled to a refund under any circumstances.

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

Additional Useful Information

Code of Practice

Property Training Solutions (PTS) has adopted the following Code of Practice for all of our educational services.

Our Responsibilities to Students

PTS takes its responsibilities to students and their employers very seriously. As such, we have identified the following rules by which all PTS staff will abide.

- ▶ We will adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the educational interest and welfare of students.
- ▶ We will maintain a learning environment that is conducive to the success of all students.
- ▶ We will register all relevant courses on State and National Registers.
- ▶ We will ensure that PTS staff will be sensitive to the gender, age, ethnic background and culture of students.
- ▶ We will market PTS products with integrity and accuracy, provide adequate information to students, and make no misleading comparisons with any other provider or course.
- ▶ We will safeguard funds paid by all students and will make refunds where appropriate, according to PTS policy and documentation supplied to students
- ▶ We will keep proper, auditable documentation of the financial transactions between PTS and students.
- ▶ We will provide students with all relevant information relating to courses offered, assessment procedures, qualifications issued, and processes of appeal. This information will be reviewed regularly to ensure its accuracy and relevance.
- ▶ We will recruit students in an ethical and responsible manner.
- ▶ We will provide services which are available to all members of the community which are free from harassment, bullying and discrimination.
- ▶ We will, within our capacity, provide assistance to students with learning difficulties and disabilities to enable them to complete their course.
- ▶ We will ensure students have access to fair and equitable processes for dealing with complaints.
- ▶ We will do all that we can to assist students to fulfil their own responsibilities and obligations while undertaking our courses.

Refund Policy

We will issue full refunds to candidates when:

- ▶ A course has been cancelled by us
- ▶ The student is unable to attend due to extended hospitalisation, illness and/or pregnancy/childbirth at any time prior to the commencement of the course, provided a medical certificate can be produced

We will issue full refunds, excluding non-refundable deposits, to candidates when:

- ▶ The student gives us written notice at least 7 working days prior to commencement of their course

We will not issue refunds for:

- ▶ Change in students work hours
- ▶ Cancellation of course within 7 working days of course commencement
- ▶ Non Attendance of a course
- ▶ Inconvenience of travel to class
- ▶ Moving interstate
- ▶ Change of mind
- ▶ Job change or retrenchment
- ▶ Students who leave before finishing course/module
- ▶ Or any other reason other than those stated above

To apply for a refund of fees already paid, please submit your request in writing to;

admin@pts.edu.au

Lost and Replacement Results

It is our policy to keep all student records of attainment for a period of 30 years. All records are kept within the offices of PTS for the first 12 months, after which they will be placed in our archives. It is possible to request replacements certificates or results during this time, however a fee exists for this service, as outlined below.

- | | |
|--|---------------------------------|
| ▶ Replacement Certificate or Statement of Attainment | \$33 (including GST) |
| ▶ Replacement Results | \$33 (including GST) |
| ▶ Replacement of Both | \$55 (including GST) |
| ▶ Retrieval from archives | additional \$55 (including GST) |

National Recognition Policy

We acknowledge and support recognition of qualifications issued by other Registered Training Organisations as one of the most important features of the Australian Quality Training Framework.

As such, we will accept the Qualifications and Statements of Attainment issued by any other RTO's based in any State or Territory of Australia. Credit will be applied to training programs where you are able to provide a certified copy of the Certificate or Statement of Attainment issued by another RTO. It is preferable that the copy is certified by a Justice of the Peace. If this is not possible, you can provide a copy directly to a PTS trainer/assessor or member of management, presenting the original at the same time.

Property Training Solutions reserves the right to seek independent verification of Statements of Attainment and Certificates submitted.

Assessment Appeals Procedures

If you believe that any decision that has been made by PTS or a PTS representative is incorrect or inappropriate, including outcome of assessment, you have the right to appeal this decision. Please note that appeals must be submitted in writing (by email or written letter) within one month of the time the decision was made and implemented. This appeal should be addressed to your assessor or a member of PTS staff.

Where your appeal is not related to the outcome of an assessment, PTS will follow the same steps as outlined in the Complaints procedures below.

Where your appeal is against the outcome of an assessment, your appeal and the assessment documentation that was completed will be passed directly to an alternate qualified assessor. The alternate assessor will review the assessment evidence and reach a judgement of assessment. The alternate assessor may consult with both yourself and your original assessor to obtain a complete understanding of the appeal.

Where the alternate assessor reaches the same assessment judgement as the original assessor, this judgement will stand.

Where the alternate assessor reaches a different assessment judgement than the original assessor, an Appeals Meeting will be held to discuss the appeal in further detail. The appeals meeting will involve the PTS Operations Manager, the alternate assessor and yourself, as the appealing student. You will be advised of the outcome of your appeal in writing within 5 working days of the meeting.

Complaint Procedures

If you are unhappy with the service you receive from PTS, we would like to know about it. We have a documented procedure which explains how complaints are handled by PTS.

The steps you as the student need to follow are:

- Advise PTS administration or management about the problem.
- Should the issue not be resolved immediately, the following complaints procedure will be implemented.

The complaint procedure is as follows:

1. The complaint should be put in writing by the student.
2. All parties involved in the issue will be given the opportunity to provide their input or viewpoint on the situation. If other parties were involved or in attendance during the issue raised, their viewpoint may also be consulted.
3. If the Operations Manager is unable to resolve the matter given all viewpoints, a meeting will be arranged where all involved parties will be required to attend. Where appropriate, a suitably qualified member of another RTO or independent consultant will also be present at this meeting. This independent person will be agreeable to all parties prior to the meeting.
4. An outcome of resolution will be decided at this meeting and all involved parties will be informed in writing of this outcome, together with reasons for the decision.
5. In accordance with the National Complaints Code, complainants have the ultimate right of appeal to the state regulatory authority, VETAB, who can be contacted on (02) 9244 5335. You may also refer the complaint to the National Complaints Hotline on 1800 000 674.
6. In the event that the complaint is substantiated, Property Training Solutions will take action to rectify the situation and implement procedures and/or policies to prevent a re-occurrence.

At all times, our complaints procedures will be

- ▶ Conducted in a fair, unbiased and honest manner
- ▶ Conducted as quickly and efficiently as possible
- ▶ Conducted in such a way as to ensure your privacy

For Complaints relating to:

Assessments – Please refer to section titled Assessment Appeals Procedures

Refunds – Please refer to section titled Refunds Policy

Legislation

All of our courses refer to applicable industry legislation. While we have included extracts of this legislation in the course materials, you can also find the current legislation applicable to real estate at www.austlii.edu.au

You may also refer to this website for information related to legislation that affects our policies and procedures.

Occupational Health and Safety

It is our legal responsibility to provide and maintain a working and training environment that is safe and without risks to health. This includes our responsibility to:

- ▶ Provide and maintain safe work premises, equipment and systems of work;
- ▶ Make and monitor arrangements for the safe use, handling, storage and transport of equipment for promotional aids;
- ▶ Maintain the workplace in a safe and healthy condition;
- ▶ Provide adequate facilities to protect the welfare of students and employees;
- ▶ Provide information, training and supervision for all our employees to enable them to work safely.

At PTS, the Chief Executive Officer is responsible for the implementation and monitoring of the company's health and safety policy.

We value the contribution of all individuals in the identification and control of potential workplace hazards. It is our policy to consult with staff and students at mutually convenient times on matters relating to workplace health and safety.

As the effective implementation of this policy is a mutual/shared responsibility, we have stated below the responsibilities of the PTS, our employees and students.

PTS Management Responsibilities

Property Training Solutions:

- ▶ Is responsible for the effective implementation of the company health and safety policy;
- ▶ Must observe, implement and fulfil its responsibilities under the acts and regulations relating to OH&S;
- ▶ Must provide information, training and supervision for all employees in the correct use of plant and equipment used throughout the company;
- ▶ Must be informed of incidents and accidents occurring on the company premises or to company employees so that health and safety performance can be accurately gauged;
- ▶ Will provide first-aid and emergency procedures.

Student Responsibilities

Students:

- ▶ Have a duty to take care of their own health and safety and of others affected by their actions at work and during studies;
- ▶ Must not wilfully interfere with or misuse items or facilities provided in the interests of health, safety and welfare of company employees and students;
- ▶ Must, in accordance with agreed company procedures for accident and incident reporting, report potential and actual hazards to the nominated health and safety supervisor.

If you see something that has the potential to become, or is a current safety issue, you are requested to report it to your trainer/assessor immediately.

Good housekeeping practices must be followed at all times. Papers and other wastes must be placed in the containers provided. A neat, clean work area not only reduces the chance of an injury but also makes for a more pleasant and attractive place to work.

If you notice a condition or work practice that seems unsafe, you should immediately bring it to the attention of the trainer/assessor or if possible to do so safely, correct it personally. Rules alone will not prevent accidents - it takes the co-operation of all of us to see that accidents are eliminated. Report any unsafe conditions and remember to think "**safety**" at all times.

Workplace Harassment, Discrimination and Bullying

Everyone has the right to an environment free from harassment, discrimination and bullying.

What is harassment?

Harassment is unwelcomed or unreciprocated behaviour which makes an employee or customer feel intimidated, offended or belittled in the workplace. It can take place between:

- ▶ an employee and a manager or supervisor;
- ▶ co-workers; or
- ▶ An employee and another person in the workplace, for example a customer or student.

Harassment can occur in any location where people are working including those where services are delivered outside the usual place of work, such as a customer's home.

Harassment can occur over a period of time or be a single act. It can also be of a sexual nature.

Examples of harassing behaviour include but are not limited to:

- ▶ physical contact or requests for sexual favours;
- ▶ persistent following (stalking);
- ▶ suggestive looks implying a sexual interest;
- ▶ persistent verbal abuse or threats; or
- ▶ persistently disrupting an individual's work, work space, equipment or interfering with their personal property

Other forms of harassment whether directed at a person or a group can include:

- ▶ jokes, derogatory or dismissive comments;
- ▶ gestures that are insulting or belittling;
- ▶ circulating, displaying written or pictorial material that is offensive or belittling

Effects of harassment

Harassment can lead to serious workplace problems and can have a range of effects including:

- ▶ Loss of confidence and self esteem, feelings of isolation and problems with work performance
- ▶ High stress levels leading to sleep difficulties, problems concentrating, rashes and headaches
- ▶ Ill health such as anxiety related illness, anxiety, depression and panic attacks.

Discrimination

Managers and staff have an obligation and responsibility to ensure staff and clients are treated equitably.

What is discrimination?

Discrimination involves any unfair treatment, including:

- ▶ Any form of harassment, such as abuse, causing offence or assault,
- ▶ Putting down or intimidating someone,
- ▶ Vilifying or insulting a particular racial group
- ▶ Ignoring, isolating or segregating a person, or
- ▶ Introducing practices or policies which disadvantage a certain group

Discrimination may be based on many personal characteristics, including, but not limited to, the following:

- | | |
|-------------------------------|---------------------|
| ▶ Gender | ▶ Sexual Preference |
| ▶ Race | ▶ Religion |
| ▶ Martial status or pregnancy | ▶ Political beliefs |
| ▶ Disability | ▶ Union membership |
| ▶ Physical characteristics | |

It is illegal to discriminate against an individual or group on any of these attributes, or for their association, or relation to, a person identified on the basis of these attributes.

Preventing Discrimination

Discrimination of any kind is unacceptable and should not be tolerated in any manner.

All formal complaints regarding discrimination should be made directly to the Chief Executive Officer.

What is workplace bullying?

Bullying is any behaviour that intimidates, offends, degrades or humiliates another worker. It can also take subtle forms. It can occur between a manager (or supervisor) and a worker, between co-workers or between a worker and someone else in the workplace, such as a student. Bullying can include:

- ▶ Verbal abuse, insults, threats of violence or intimidation.
- ▶ Unwarranted or constant criticism and belittling of opinion.
- ▶ Teasing or being joked about, tampering with personal effects.
- ▶ Isolation from normal work interaction, training or career opportunities.
- ▶ Overwork, placing impossible work targets or unreasonable demands.
- ▶ Restrictive or petty rules.
- ▶ Constant intrusive surveillance.

What are the effects of bullying?

The effects of bullying can be extremely serious to the individual, and to companies.

Bullying can have a range of effects, including:

- ▶ Loss of confidence and self esteem, feelings of isolation and problems with work performance.
- ▶ High stress levels - leading to sleep difficulties, problems concentrating, rashes and headaches.
- ▶ Ill health such as anxiety related illness, anxiety, depression and panic attacks.

Preventing bullying or harassment

Bullying and harassment are unacceptable and should not be tolerated in any manner.

If you are being bullied or harassed then following are a number of steps that should be taken to prevent or rectify this situation. Both bullying and harassment are illegal throughout Australia.

- ▶ **Recognise bullying or harassment**
The first step is to recognise that a person's behaviour is either bullying or harassment. This can sometimes be difficult, as it is often a number of small incidents rather than any major argument or assault.
- ▶ **Keep diary of incidents**
Bullying and harassment can sometimes be difficult to prove. It is vital that all victims keep a diary of events, recording incidents in as much detail as possible and the names of any witnesses.
- ▶ **Approach the alleged bully/harasser**
Sometimes approaching the bully or harasser directly and telling them to stop their behaviour can solve the problem.
- ▶ **Use formal complaints procedures**
If talking with the bully or harasser does not stop their behaviour, complainants can lodge a formal complaint about the issue. All formal complaints regarding workplace harassment and bullying should be made directly to the Chief Executive Officer.

Equal Access for All Students

It is the policy of PTS to ensure that every person in the community is given the opportunity to participate in our courses. At all times we are aware of our equal opportunity obligations required under legislation. We provide our courses and services to all people regardless of gender, race, marital status, disability, physical characteristics, sexuality, religion or political beliefs.

Real Estate practice involves working with numbers when providing valuations, opinions of likely selling prices or rents, and estimating costs, therefore we expect that students will be numerate.

Real Estate practice also involves negotiating contracts. It is a legal condition of Contract Law within Australia that contracts must be written in English, therefore we assume that the student is proficient in the English language.

If you feel that you do not meet these 2 criteria, please contact PTS and we will be happy to assist you in attempting to find a Training Organisation that specialises in these areas. There may be assessments in your training which require you to demonstrate a certain level of language, literacy and numeracy.

If, during the course of training, it becomes apparent to the trainer or assessor that a student does not have these skills, the student will be asked to leave the course. PTS will then issue a complete refund of fees and will assist the student in attempting to find a Training Organisation that specialises in these areas.

At PTS we aim to create a learning environment that is safe, free from workplace harassment, discrimination, bullying and conducive to the successful education of all.

Upon enrolment with PTS you will be requested to complete a "Student Enrolment Questionnaire". The purpose of this questionnaire is to give your trainer or assessor a better understanding of the reasons why you are attending the course.

This way we can better tailor your training to ensure that you receive maximum benefit from your studies at PTS. This questionnaire also allows us to ascertain if any special services need to be provided either before or during the course.

Privacy Policy

We will not disclose any information that we gather about our students or staff to any third party, unless required by legislation. We use the information collected only for the services we provide.

If information regarding an individual is requested by a third party other than legislative requirements, we will obtain written consent from the relevant individual prior to releasing any information.

Should individuals seek access to their own personal information, they should place their request in writing and send to the office of Property Training Solutions.

If enrolled in PTS' traineeships, we will be required to provide information about your traineeship to the Australian Apprenticeship Centre, Department of Education and Training, and the Vocational Education and Training Accreditation Board, where requested. We will also provide information, where requested to your employer.

Student Guidance Services

Your trainer is available to assist you with any queries you may have relating to:

- The course you are currently attending
- Real Estate generally
- Any courses that you may wish to attend in the future
- Property Training Solutions and the services that we provide
- Your personal welfare in relation to your course of study

PTS Closing Statement

Property Training Solutions complies with all standards and conditions of the Australian Quality Training Framework (AQTF).

PTS strives to set a new benchmark for quality systems and procedures. If you have identified an opportunity for improvement, or if you feel that PTS does not comply with the AQTF, please contact us on **02 8303 7073** so that we can rectify the problem.

Students are encouraged to provide feedback at the end of each training session. It is PTS' goal to continually improve our services and your feedback is highly valued. Please complete the feedback form and return it to your trainer at the end of your session. Alternatively, you may return your feedback by post, if you wish to remain anonymous.