



MASTERS
REAL ESTATE ACADEMY

Student Handbook

2026

Policies & Procedures for Students

Welcome to our Registered Training Organisation, and thank you for choosing us as your education and training partner.

We are committed to providing you with high-quality, nationally recognised training that supports your goals and prepares you for success in your chosen field. Whether you're upskilling, changing careers, or beginning your vocational journey, we aim to provide a learning environment that is inclusive, respectful, and supportive of your unique needs and aspirations.

Our team is here to ensure your experience with us is positive, safe, and rewarding. We are proud to foster a culture of fairness, cultural safety, and continuous improvement.

We recognise the value of diversity and are committed to supporting all students — including First Nations people, individuals from culturally and linguistically diverse backgrounds, people with disability, and those from regional or remote areas.

This handbook contains important information about your rights, responsibilities, available support services, and how we work together to ensure a successful and meaningful training experience. I encourage you to take the time to read it thoroughly and reach out to our team if you have any questions.

On behalf of our staff and trainers, I wish you every success in your training and future career.

Warm regards,

Meisy Ho
Chief Executive Officer
Masters Real Estate Academy Pty Ltd

Student Rights and Responsibilities

All students have the right to:

- Access and participate in training and assessment in a culturally safe, inclusive, and respectful learning environment.
- Be treated with dignity, fairness, and respect, free from discrimination, harassment or bullying on the grounds of:
 - Age
 - Gender identity or sexual orientation
 - Cultural, linguistic or religious background
 - Disability or ongoing health conditions (including mental health)
 - Socio-economic status or educational background
 - Aboriginal and Torres Strait Islander origin
- Receive accurate information about courses, training and assessment services, fees, support services, and rights before enrolment.
- Expect training and assessment that meets industry standards and is tailored, where possible, to your learning needs and goals.
- Request reasonable adjustments to training or assessment where disability or health conditions require it, without compromising industry or qualification standards.
- Access wellbeing support services and referrals, where required.
- Have your prior learning or qualifications considered for credit or recognition.
- Appeal assessment decisions and make complaints about any aspect of your experience without fear of disadvantage or victimisation.
- Have personal information handled in accordance with the Privacy Act and kept secure and confidential.
- Receive AQF certification documentation in a timely manner upon successful completion of your course.

Student Responsibilities

As a student of this RTO, you are expected to contribute to a respectful, inclusive, and supportive learning environment that fosters learning and personal development. Your responsibilities include:

- **Accurate Information**

Providing true and correct information during enrolment and throughout your training. You must advise the RTO of any changes to your personal details (including name, address, contact details) within seven days.

- **Course Engagement**

Attending scheduled classes, work placements or other training activities punctually and consistently, and actively participating in learning and assessment activities.

- **Enrolment Conditions**

Understanding and accepting the enrolment terms, course structure, delivery and assessment requirements, including attendance expectations, submission of assessments, and any work placement obligations.

- **Academic Integrity**

Submitting your own work and not engaging in cheating, plagiarism, or unauthorised use of artificial intelligence to complete assessments. Misconduct of this kind may result in disciplinary action.

- **Respectful Behaviour**

Respecting the rights of others to a safe, harassment-free, inclusive environment. You are expected to treat fellow students and staff with dignity and fairness, and comply with directions from RTO staff.

- **Personal Conduct**

- Attending classes sober and drug-free;
- Dressing appropriately, as per any course-specific requirements;
- Refraining from discriminatory or inappropriate behaviour;
- Smoking only in designated areas.

- **Support and Safety**

Promptly reporting any incidents of injury, illness, harassment, discrimination, or unsafe practices to RTO staff. If you require support (including learning, wellbeing, or language assistance), you should request help as early as possible so we can make reasonable adjustments where appropriate.

- **Compliance**

Complying with all RTO policies, procedures and lawful instructions. This includes acceptable use of facilities, technology, equipment, and respecting the property of others.

- **Workplace Expectations (if applicable)**

While on placement or involved in industry-based training, you must comply with the workplace's policies and code of conduct, and act in a professional manner.

Access and Equity

This RTO is committed to providing an inclusive and culturally safe learning environment where all students are respected, supported, and given the opportunity to succeed. We uphold the principles of access and equity in accordance with the Standards for RTOs 2025, the Disability Discrimination Act 1992, the Disability Standards for Education 2005, and the Sex Discrimination Act 1984.

Our Commitment is No Discrimination!!

The RTO prohibits discrimination or harassment based on race, colour, national or ethnic origin, sex, gender identity, sexual orientation, marital status, disability (including mental health conditions), age, pregnancy, religion, or socio-economic background.

Inclusivity for All

We actively encourage participation from:

- First Nations peoples
- People with disability
- Neurodivergent individuals
- Culturally and linguistically diverse communities
- LGBTIQ+ communities
- Youth, mature-age learners and people from low socio-economic backgrounds

Reasonable Adjustments

Students with disability or ongoing health conditions may be entitled to reasonable adjustments. These may include:

- Modified training and assessment methods
- Additional support or assistive technologies
- Flexible delivery options

Students are encouraged to disclose any disability or additional needs during enrolment or as early as possible to allow support planning in collaboration with staff.

Culturally Safe Learning Environment

The RTO recognises the importance of a culturally safe and welcoming environment for First Nations students. We aim to:

- Avoid denial or challenge of First Nations identities and experiences
- Engage respectfully with local First Nations communities
- Build cultural competence among staff
- Ensure learning materials are trauma-informed and inclusive

Continuous Improvement

We regularly review our practices and learning environments to improve accessibility, diversity, and cultural safety for all learners.

Training Guarantee

Once you have commenced your course, the RTO guarantees to provide the training, assessment and support necessary for you to complete your qualification or course as enrolled, subject to the terms and conditions of enrolment.

In the unlikely event the RTO is unable to continue to deliver your course, we will:

- Make every effort to arrange a suitable transfer to another provider;
- Provide you with a statement of attainment for units completed (where applicable); and
- Refund any unused portion of your fees in accordance with our Refund Policy.

This guarantee ensures your access to quality education and supports continuity of training in accordance with our responsibilities under the Standards for RTOs 2025.

Training That Meets Your Needs

We are committed to delivering training, assessment, and support services that are responsive to your individual circumstances, needs, and goals.

To do this, we begin by identifying your needs through:

- Pre-enrolment questionnaires and discussions,
- Application and enrolment forms,
- Pre-training reviews or screenings (where applicable),
- Ongoing communication throughout your course.

Please tell us as early as possible if you:

- Have learning, language, literacy or numeracy challenges,
- Experience disability or health conditions (including mental health),
- Need flexibility due to personal circumstances,
- Require reasonable adjustments to participate effectively.

Support is available and will be tailored wherever practicable. Any personal information you provide will remain confidential and only be used to assist in the provision of appropriate training and support.

Welfare & Guidance Services

The RTO is committed to supporting the physical, mental, emotional, and academic wellbeing of all students. If at any time a student requires counselling, academic support, or guidance and RTO staff are not suitably qualified, students will be referred to an appropriate external provider. Any costs associated with external support services are the responsibility of the student.

The following numbers are a guide to some of the help services available.

Reverse charge	12 555
Translating and Interpreting Service (TIS National)	131 450
Free interpreting for eligible individuals and services.	
Privacy Enquiries Line	1300 363 992

General Wellbeing and Counselling

- **Lifeline** 13 11 14
24/7 crisis support and suicide prevention.
- **Beyond Blue** 1300 224 636
Mental health support, including for anxiety and depression.
- **Headspace** 1800 650 890
Youth mental health and wellbeing.
- **MindSpot Clinic** 1800 61 44 34
Free online mental health assessment and treatment.
- **Kids Helpline** 1800 55 1800
For young people aged 5 to 25.

Language, Literacy, Numeracy and Digital Skills Support

- **Reading Writing Hotline** 1300 655 506
- **Digital Literacy Foundation** 1300 446 024
- **Be Connected** www.beconnected.esafety.gov.au

Your local library may also be able to assist you with digital literacy support.

Gender Specific Support

- **1800RESPECT** 1800 737 732
24/7 counselling for sexual assault and family violence.
- **Women's Health** 1800 882 436
Health and wellbeing support for women.
- **Men's Line Australia** 1300 78 99 78
Counselling for men experiencing family or relationship issues.
- **DVConnect (Women)** 1800 811 811
Domestic violence crisis support for women.
- **DVConnect (Men)** 1800 600 636
Counselling, information and referral for men.

Legal and Financial Support

- **Legal Aid QLD** 1300 651 188
Free legal information and advice.
- **Family Law Hotline** 1800 050 321
- **National Debt Helpline** 1800 007 007
Free and confidential financial counselling.
- **Centrelink** 132 850
Access to financial support and student payments.
- **Family Relationship Advice Line** 1800 050 321
Guidance on family relationships, separation, and support.
- **Taxation - Personal Tax Info Line** 13 2861

Housing and Emergency Assistance

- **Homelessness Australia** www.homelessnessaustralia.org.au
Provides links to local homelessness support services across Australia.
- **Ask Izzy** www.askizzy.org.au
A free and anonymous mobile website connecting people in need with services including housing, meals, money help, family violence support, and counselling. Accessible even without phone credit.
- **Salvation Army** 13 SALVOS (13 72 58)
Crisis accommodation, housing and homelessness support services.
- **Mission Australia** 1800 888 868
National support for housing and homelessness issues, especially for young people and families.

Cultural and Diversity Support

- **QLife** 1800 184 527
Peer support for LGBTIQ+ people.

Aboriginal and Torres Strait Islander Student Support

- **13YARN** 13 92 76
A national 24/7 crisis support line for Aboriginal and Torres Strait Islander people, offering confidential support with trained Indigenous counsellors.
- **National Indigenous Australians Agency (NIAA)** www.niaa.gov.au
Provides information on education, employment, and support programs for Aboriginal and Torres Strait Islander people.
- **Headspace Yarn Safe** www.headspace.org.au/yarn-safe
A youth mental health service with culturally safe resources specifically for Aboriginal and Torres Strait Islander young people.
- **Aboriginal Legal Service (ALS)** www.als.org.au
Provides culturally appropriate legal advice and representation. Local services are accessible nationally.
- **First Peoples Disability Network Australia** www.fpdn.org.au
Advocacy and support for Aboriginal and Torres Strait Islander people with disabilities.

Changes to Agreed Services

We are required to inform you of any changes that may affect your training and assessment services. This includes, but is not limited to:

- A change in ownership or RTO management;
- Changes to any third-party arrangements (e.g. for delivery, assessment or support services);
- Significant alterations to training delivery locations or modes;
- Cancellations or rescheduling of courses;
- Changes to course content, structure or qualification status (e.g. if a course is superseded).

You will be advised of any such changes in writing, and we will work with you to minimise any impact these may have on your study or progression.

Complaints and Appeals Policy

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved equitably and efficiently, in accordance with the principles of natural justice. The Complaints Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or a student of the RTO.

The RTO acknowledges that a student, member of staff, or a member of the public, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The person making the complaint has the right to present the complaint or appeal formally and in writing.

The RTO will manage all complaints and appeals fairly, equitably and efficiently as possible.

The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the RTO and is available in the Student Handbook. The information will also contain details of external authorities that they may approach.

Where complaints or appeals have been received, RTOs must securely keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Should a student have a complaint or appeal, the following steps are to be followed:

1. If appropriate and possible, the Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached the student should, if appropriate and possible, discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing using the Complaints or Appeals Form.
 - A description of the complaint or appeal;
 - State whether they wish to formally present their case;
 - Steps taken thus far to deal with issue / complaint;
 - What outcomes they would like to fix the problem & prevent it from happening again.
4. If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
5. If the person making the complaint is not a student, but a staff member or a member of the public, or if the complaint or appeal has not dealt with to the student's satisfaction within a seven (7) day period, they may bring it to the attention of the CEO.

The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the CEO, or their delegate, receives written notification from the person making the complaint. A response / acknowledgment must be presented within 7 days.

The CEO / or Management Representative, must review the complaint and arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimisation.

6. Once all parties have had a chance to present their information, the CEO / Management Representative will provide a written response to all parties confirming the outcome of the complaint within the 14 day period.
7. Should the issue still not be resolved to the satisfaction of the person making the complaint, the RTO will make arrangements for an independent external person to resolve the issue. All parties will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 days.
8. If any party is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA) or other relevant body.
9. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

10. All documentation relating to complaints or appeals will be securely archived either with the student file or in the RTO's document management system for audit purposes.

The RTO's CEO will be person responsible for the implementation and maintenance of the policy.

Appeals against Assessment Grades

Students may appeal against a result shown on their student record / assessment and may lodge their appeal using the appeals form.

Assessment

Students enrolled into nationally recognised qualifications and units of competency are required to demonstrate competence in the units they are enrolled in. Assessment activities will be undertaken within a reasonable time frame and as negotiated between the assessor and the student.

Upon enrolment, the student will receive information about their assessment activities, which could include a training plan and training record with assessment due dates, especially when undertaking a full qualification. These will also be provided when Assessment Tasks are issued.

Assessments must be completed by due dates or re-negotiated between the assessor and the student. Requests for extension beyond the final completion date must be made to, and approved by, the CEO, or their delegate.

Written assessment tasks will be marked, and feedback returned to the student within a reasonable timeframe. Workplace assessments can be undertaken at a time negotiated between the student and the assessor.

Students receive two attempts at achieving competence. Re-assessment must be undertaken within four weeks of feedback.

Flexible Forms of Assessment

The RTO has facilities to provide flexible forms of assessment as required for Students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

Access to Students Records and Participation

The RTO is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more the willing to help you.

Once you complete your course and graduate, you can contact the RTO to discuss any matter, including obtaining a reprint of your Certificate and accessing your training record. As a graduate, please do not hesitate to contact the RTO at any time.

Fees, Refund and Cooling Off Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

All students are liable for the financial commitment to the RTO however Students recently enrolled do have a cooling off period of 5 days after enrolment. This is outside the RTO's refund policy.

The RTO:

- has appropriate safeguards and fair options in place for any monies paid in advance.
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,500.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Withdrawal and Refunds

If you withdraw from a course at least 14 calendar days prior to the commencement date, you will receive a full refund less any enrolment fees.

Should you withdraw within 14 calendar days of course commencement you will be liable for any enrolment fees and 50% of the course cost.

Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full course cost.

Fees in Advance

In the case where an individual student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,500.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Credit for Prior Studies

Learners must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence that they have successfully completed a unit or module at any RTO, the RTO must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process. e.g. CPR and First Aid.

Credit must be granted not only for studies completed at an RTO, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

The RTO is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid).

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

The RTO must then verify the certificate to ensure its legitimacy and currency. The RTO will write on the copy of the certificate the date and person they spoke to when verifying the qualification. The outcome of the application will then be communicated to the applicant.

Recognition of Prior Learning

The RTO provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual / participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40110) and who has the vocational competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the College policy.

Administrative Contacts

Occasionally Students may need to consult the Trainers and or the CEO with comments, questions, suggestions or other matters. In order that we may better assist our Students, we suggest, that the student speak with his/her trainer, or the CEO.

The trainer can often assist with any individual subject problems a student may encounter. **The trainer can only** comment on his/her subject not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in the "Policies and Procedures for Students" refer the question to the Trainer or CEO.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO with the relevant information. The change must be advised in writing stating the previous address, the new address.

No responsibility will be accepted by the RTO for failure to follow the above procedure.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the CEO. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

Assessment Results

Students are notified of assessment results by their trainer at the end of each session. Assessment results will not be given to anybody other than, you, the trainer and or CEO with your prior permission. No assessment results are issued or discussed over the telephone.

Academic Misconduct and Plagiarism Policy

Academic misconduct, including plagiarism, is a serious breach of integrity and academic standards. It occurs when a student submits work that is not their own, uses another person's ideas, words, or creations without appropriate acknowledgement, or otherwise seeks to gain unfair academic advantage.

With the increasing availability of Artificial Intelligence (AI) tools (e.g., ChatGPT, Grammarly, paraphrasing tools), students are reminded that the unauthorised use of such tools in assessments, where original student work is required, may also constitute academic misconduct or plagiarism.

Forms of Academic Misconduct or Plagiarism

Academic misconduct may include, but is not limited to:

- Directly copying sentences, paragraphs, images, tables, or other content from a source (including the internet, books, or software) without proper citation;
- Paraphrasing or summarising another person's work without acknowledging the source;
- Presenting ideas or research findings from another person without attribution;
- Submitting work that is wholly or partially completed by another individual, including tutors, peers, or family members;
- Copying answers from another student or allowing another student to copy their work;
- Collaborating on assessment tasks intended to be completed individually;
- Buying or downloading pre-written assignments or assessment responses;
- Fabricating sources, quotes, data, or evidence in any part of an assessment;
- Using AI tools to generate or paraphrase written content and submitting it as their own original work, where such tools are not explicitly permitted for use in the assessment;
- Submitting work previously submitted for another unit or qualification without authorisation;
- Submitting content produced using AI that misrepresents the student's own understanding or competency.

Use of Artificial Intelligence (AI)

The use of AI tools for learning support (e.g., proofreading or idea generation) may be appropriate in some contexts **if clearly authorised and disclosed**. However:

- **Students must not use AI to generate or complete assessments unless explicitly allowed.**
- Where AI is permitted, students must **clearly acknowledge the use of AI**, including specifying which tool was used and for what purpose.

- Submitting AI-generated content without attribution or permission will be treated as **academic misconduct**.

Consequences of Academic Misconduct

- Students found to have breached this policy will be **deemed Not Yet Competent (NYC)** for the relevant unit of competency.
- All confirmed breaches will be **documented in the student's record**.
- A **first breach** will result in a formal written warning.
- A **second breach** will result in the student being **withdrawn from the course without refund**, in accordance with the Student Disciplinary Policy.

The RTO is committed to upholding integrity and fairness in assessment. Students are encouraged to seek clarification if unsure about acceptable practices, including the appropriate use of AI.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Procedure

The RTO seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
 - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.

NOTE: The RTO reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of the RTO. These are accessible during training if required via your trainer or administration

Legislation in relation to your study

As a student at the RTO you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary. There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at www.austlii.edu.au

VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the 2025 Standards for Registered Training Organisations
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

Standards for Registered Training Organisations

The Standards for Registered Training Organisations are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for 2025 Registered Training Organisations, the

Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on <http://www.aqf.edu.au>
- Training Packages, as published on <http://training.gov.au>
- Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally).

The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Learn more: [Frequently asked questions—Fit and Proper Person requirements](#)

Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting your [financial viability requirements](#)

Data Provision Requirements

The Data Provision Requirements ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment.

Australian Qualifications Framework

The [Australian Qualifications Framework \(AQF\)](#) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF [Second Edition January 2013](#) provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.

AGREEMENT TO COMPLY – STUDENTS

I, _____, have read the Policies and Procedures for Students as outlined by the RTO and agree to comply with all the conditions and requirements therein.

Name: _____
(Please print name)

Signature: _____

Date: _____