

NPC
National Property College



Student Handbook



Contents

About National Property Education of Australia	5
Our Campus & Contact Details	7
Our Campus Facilities Our Campus Facilities	7
Emergency Telephone Numbers:	7
Key highlights of this Handbook:	9
Key highlights of National Property Education of Australia:	9
Our Courses	9
Delivery strategy:	9
Licensing/Regulatory Information	14
Award	14
Assessment strategy:	14
Assessment Arrangements	14
Assessment methods:	14
Assessment outcomes & submission of assessment:	15
Appealing assessment decision	16
Reasonable adjustment in the assessment	16
Assessment	16
Referencing	17
Cheating	18
Plagiarism	19
Misconduct	19
Disciplinary Action	21
Health	25
Emergencies	25
Fire	25
Ambulance	25
Medical assistance	25
Working in Australia	25
Your rights	25
If you have a problem	25



Your Safety	26
Unique Student Identifier	26
Credit Transfers	26
Recognition of Prior Learning	27
National Property Education of Australia Policies & Procedure	27
Student Orientation and Support Services	27
Welfare services	28
External Support Services	28
Reading and Writing Hotline	28
Lifeline	28
Reach Out	28
Health direct Australia	29
MindSpot	29
My Future	29
Fees and Refunds	29
Refund Policy	34
National Property Education of Australia Expectations & Requirements	388
VET Environment	388
Course Progress Policy	388
Your Feedback	40
Access to Your Records	40
Amendment to records	40
Notifying you if things change	41
Workplace Health and Safety	41
Harassment, victimization or bullying	41
Equal opportunity	422
National VET Regulator Act 2011	422
Your Privacy	422
Student code of conduct	433
Complaints and Appeals Policy	455
Issuing of certification documents	477



NPC

National Property College

Re-Issuing Statements and Qualifications	488
Student Forms	488
Student Acknowledgement	488



From the CEO's desk

We are pleased to welcome you to National Property Education of Australia to start your learning journey with us which we hope will be both fulfilling and beneficial.

We are excited to take you on the journey of the Real Estate industry. This industry is very dynamic and requires the right professionals. Every individual's first home is a dream home and a real estate agent is the one who turns this dream into reality. We believe to be successful real estate personnel you should have the passion and drive to understand the dynamics involved in the industry.

We are here to assist you in achieving the same.

This handbook will guide you through your journey at National Property Education of Australia.

CEO

National Property Education of Australia



About National Property Education of Australia

National Property Education of Australia aims at providing quality training across the real estate industry to develop the required skills of candidates.

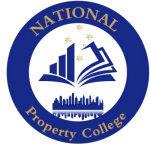
National Property Education of Australia aims to be connected with Industry/ students and trainers and always act as a connecting link between these parties. In this cycle, National Property Education of Australia will obtain feedback/ comments/ suggestions from the industry. Pass on to the academic team to adapt in training and assessment strategies and practices at National Property Education of Australia so that they deliver the most appropriate skills to the students enrolled at National Property Education of Australia. This will assist the students to get placed in the industry directly once they achieve the desired skills and knowledge at National Property Education of Australia.





NPC
National Property College

*Please note though National Property Education of Australia will make all efforts that majority of their students get placed within their industry or grow within their existing jobs by studying at National Property Education of Australia, National Property Education of Australia does not guarantee placement as an outcome of the course.



Our Campus & Contact Details

Campus Address:	22/277 Middleborough Road Box Hill South Vic 3128
Office Hours Contact No	1800 319 860 / (03) 9063 1168
24/7 Emergency Contact No:	1800 319 860 / (03) 9063 1168
Email:	admin@npc.edu.au
Business Hours:	Monday to Friday From 8:00 am to 5: 30 pm

If you require support or assistance with your course, please contact either Student Support Officer or CEO who will assist or direct you to the appropriate support.

If you are having trouble contacting any of these persons, please make an appointment through reception.

Contact reception on 1800 319 860 / (03) 9063 1168

If you require urgent assistance to do with your course and it is after 5.00 pm call the number below.

After Hours Emergency: 1800 319 860 / (03) 9063 1168

*NOTE: If your emergency is related to an accident, fire or you are in danger, please call "000"

If you are not well or have hurt yourself, you will need to either go to the hospital or the nearest medical centre to you.

Our Campus Facilities Our Campus Facilities

- Well lighted training rooms
- Free Wifi at the campus; login details will be provided at Orientation
- Student Break area
- Easily accessible via public transport;

Below are the emergency and general services contact details for services available near your campus.

Emergency Telephone Numbers:

Police, Fire, Ambulance	Dial 000
Hospital	Address: 8 Arnold St, Box Hill VIC 3128 Hours: Open 24 hours Emergency department: Open 24 hours More hours Phone: 1300 342 255



	Number of beds: 621
Police Station	Address: 1 Kangerong Rd, Box Hill South VIC 3128 Hours: Open 24 hours Phone: (03) 8892 3200
Local Medical Centres	Address: 528 Station St, Box Hill South VIC 3128 Phone: (03) 9890 1024
	Guardian Medical Centre Address: 459 Station St, Box Hill VIC 3128 Phone: (03) 9890 4585
Pharmacy	Located in: Box Hill Central Address: Shop G45/17 Market St, Box Hill VIC 3128 Phone: (03) 9898 3632
Public Transport options:	Bus: 281, 284, 302, 766, 767. Train: BELGRAVE, LILYDALE. Tram: 109.
Local taxi companies	Silver Top Taxi Boxhill And Blackburn Taxi Cabs Address: 587 Middleborough Rd, Box Hill North VIC 3129 Phone: 0457 619 636
Automated Teller Machines (ATMS)	Located in: Box Hill Central Address: Box Hill Central, Station St, Box Hill VIC 3128 Phone: 13 13 14 Located in: bp Address: 891 Canterbury Rd, Box Hill South VIC 3128 Hours: Open 24 hours Phone: 1800 800 521
Libraries	Box Hill Library Address: 1040 Whitehorse Rd, Box Hill VIC 3128 Phone: (03) 9896 4300
Stationery supplies and printing services	Officeworks Address: 263 Middleborough Rd, Box Hill South VIC 3128 Phone: (03) 9895 6700



Key highlights of this Handbook:

This handbook is developed to provide you with pre-enrolment information and to help guide you through the duration of your study. It contains information about relevant and important processes and procedures, which directly affect you and helps us maintain our high standard of education delivery.

This handbook provides you with the information you need to know about what courses are available and how to apply to study, services, emergency numbers, enrolment, assessment and more.

The first section of this Handbook details the proposed courses National Property Education of Australia offers, how you can apply and secure your enrolment.

During your orientation program, you will be provided with further information to familiarize you with our process and procedures.

Key highlights of National Property Education of Australia:

The National Property Education of Australia is conveniently located and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible equipment, learning environment, relevant curriculum, teachers and trainers that are highly qualified with current industry experience to ensure that you get a qualification that is highly regarded by the industry.

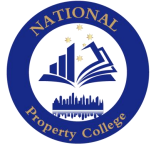
Our Courses

Proposed Scope of Registration

Code	Course Name	Delivery Mode
CPP41419	Certificate IV in Real Estate Practice (Release 3)	Face to Face / Online
CPP51119	Diploma of Property (Agency Management) (Release 4)	Face to Face/ Online

Delivery strategy:

Mode of Delivery	Face to Face, Campus-Based Delivery
Delivery Location	22/277 Middleborough Road Box Hill South Vic 3128
Learning Environment	Classroom-based, multicultural groups in an instructor-led learning environment
Simulated Work and Learning Environment	<p>Where students are not in a workplace setting (e.g., classroom sessions), a simulated environment will be created to provide the real-life context and resemble the actual workplace conditions.</p> <p>As a best practice, National Property Education of Australia shall endeavour to establish industry partnerships to provide examples and context of an actual workplace environment. However, where it is not possible, the simulated environment will be achieved through role-play, scenario-based activities and adjustments to classroom layout.</p>



The simulated work environment, when used, will closely resemble what occurs in a real work environment. The simulated work environment will also involve a range of activities that reflect real work experience.

In the simulated work environment, National Property Education of Australia shall ensure that the trainers and assessors are thoroughly familiar with the units of competence as well as experienced in the current circumstances of the work.

National Property Education of Australia shall utilise the RTO environment to showcase examples of actual work environment

<p>Delivery mode</p>	<p>Distance Learning</p> <p>This qualification will be delivered via distance delivery practices, such as video conferencing via Microsoft Teams and recorded real-time webinars that mimic a classroom environment. The distance learning structure will also include learning activities, online discussion between learners, additional reading and research to keep learners engaged with their peers.</p> <p>Students will access learning materials including the student assessments / workbooks via Moodle, and online textbook login details.</p>
<p>Online requirements for student</p>	<p>Access to Internet, software and computer /Laptop</p> <p>Internet: It is a mandatory requirements for students to have access to WI FI internet or cellular 4G data.</p> <p>Software Requirements: Microsoft Office 365 Suite – Students and educators can access Office 365 Education via Moodle for free, including Word, Excel, PowerPoint, OneNote, OneDrive and Microsoft Teams, plus additional classroom tools.</p> <p>Alternatively, students could also use and download OpenOffice or other open-source free software.</p> <ul style="list-style-type: none"> • Microsoft Office 365 Education – https://www.microsoft.com/en-au/education/products/office • Open Office – https://www.openoffice.org • WPS Office suite – https://www.wps.com/download/ <p>Microsoft Teams- For online sessions: Students can use Microsoft Teams for free. The online sessions can be accessed by clicking the Microsoft Team link via Moodle dashboard; Alternatively, students can access the online sessions via their email (allocated by NPC) by clicking a link of each session; Alternatively, student can instal Microsoft Teams App on their computer or mobile and access it by input the login details provided to them.</p> <p>Microsoft Teams – https://login.microsoftonline.com</p> <p>Hardware Requirements: Access to Computer or Laptops is mandatory requirement to</p>



	<p>enrol via Distance Learning – should have video conferencing facilities (Webcam and Microphone).</p> <p>In order to successfully progress through their course, students will be required to log in for their scheduled 20 contact hours per week as per the timetable provided to them.</p>
<p>Resources available to students</p>	<p>Students will have access to National Property Education of Australia’s Learning Management System (Moodle), available at: https://cloudcampus.emerge.com/npc</p> <p>National Property Education of Australia’s learning Management system has the following resources available for the students to access:</p> <ul style="list-style-type: none"> • Assessments • Learning materials and access to activities • Web links for self-paced learning and videos • Recorded real time webinars • Access to trainers during deliver. • Free Office 365 Suite including Outlook, Word, Excel, PowerPoint, OneNote, OneDrive, Microsoft Teams.
<p>Student support available</p>	<p>To determine the student support needs with distance delivery mode, a re-assessment of the student’s individual needs will be undertaken by National Property Education of Australia. This will be done using one of the following methods:</p> <ul style="list-style-type: none"> • Conducting pre-training Interview • Trainer input based on experience of the student • Asking students to complete a self-report • Student support to make individual contact with learners to identify support needs <p>Where it’s identified that a student might have limited digital literacy skills a personal one-on-one online training session will be organised with the trainer.</p> <p>The trainer and assessor will be the key contact with the student. Trainers will proactively contact students, provide prompt feedback and encourage real-time interaction to encourage positive communication and maintain student motivation in their studies. Students would have multiple options available to contact their trainer and assessor to discuss requirements. These options include:</p> <ul style="list-style-type: none"> • Access to their trainer and assessors’ email address • Private and public chat options on their online Microsoft Teams session • Contacting their trainer and assessor via the LMS messaging system • Contacting National Property Education of Australia student support via phone/WhatsApp or email to address any other queries they may have. <p>To ensure individual student needs are supported and to maintain student satisfaction and successful completion, students will be made aware of the support services and</p>



	<p>how to access them.</p> <p>Any complaints / feedback arising as part of the temporary change to the delivery mode, National Property Education of Australia will acknowledge the complaint promptly and provide regular updates to the student during the process in line with National Property Education of Australia’s Complaints and Appeals Policy and Procedure. All complaints/ feedback will provide valuable sources of information and once resolved will be considered in continuous improvement to the delivery practices.</p>
<p>Monitoring student progress/ attendance</p>	<p>Students will be monitored for course progress and attendance to track knowledge and skills development and assist to maintain motivation in accordance with National Property Education of Australia’s Course Progress and Attendance Policy and Procedure.</p> <p>Students will be required to attend their 20 scheduled course contact hours of distance learning per week.</p> <p>To ensure students are logging in regularly and maintaining their scheduled contact hours per week, an attendance log with individual student login and logout time(s) will be recorded and maintained by trainers.</p> <p>Regular contacts with the student via email and telephone will be maintained to check on their progression and to discuss the distance learning content to ensure they feel supported. This will also help in identifying students who would need additional support and to verify authenticity of the learner.</p> <p>Where students are not making satisfactory progress – intervention strategies would be implemented via telephone and/or private video conferencing with the student. All agreed intervention strategies will be recorded on the student file.</p>
<p>Technology available for online delivery and assessment</p>	<p>National Property Education of Australia will use video conferencing application such as Microsoft Teams and Learning Management System (Moodle) to conduct delivery and assessment.</p> <p>The video conferencing will also enable assessments with practical components such as role plays, group activities to be conducted.</p> <p>To enable the use of the distance delivery model, the following resources will be made available to all training and assessment staff:</p> <ul style="list-style-type: none"> • High speed internet connection • Cloud-based file hosting services and Microsoft Teams to record online sessions • Computers with video conferencing facilities • Mobile phones • Printers and photocopiers. <p>National Property Education of Australia will ensure trainers and assessors are supported to successfully conduct online delivery. If the trainer/assessor has not delivered remotely before – National Property Education of Australia will provide sufficient professional development.</p>
<p>Student to trainer ratio</p>	<p>National Property Education of Australia will maintain the student to trainer ratio which will not exceed 1:20.</p>



	<p>At all times, National Property Education of Australia will ensure that students remain supported and have sufficient access to their trainer to assist them in their learning.</p>
<p>Delivery strategy</p>	<p>The delivery strategy adapted by National Property Education of Australia for distance Learning is synchronous learning, facilitated via video conferencing and supported by Learning Management System. This strategy will mimic face-to-face classroom delivery. This delivery mode has been selected to ensure:</p> <ul style="list-style-type: none"> • students are constantly engaged • are allowed to ask questions through video or chat • will include learning activities, online discussion between learners, additional reading and research to keep learners engaged with their peers. <p>The schedule of units to be delivered will be decided at the start of every study period ensuring pre-requisites (if any) are scheduled first. At the discretion of the Academic Manager, the sequence of units may be re-ordered to ensure all assessment requirements for a unit of competency can be met by the distance delivery mode. This will be communicated to the students via email or through announcements on the Learning Management system.</p> <p>The delivery schedule will be maintained at 20 online contact hours per week for students.</p> <p>Links for their weekly session recordings can be accessible by students in their Microsoft Teams Account. Any further announcements about online sessions will be communicated to the students via telephone/WhatsApp or email and will also be pushed through the learning management system as well.</p>
<p>Methods of assessment</p>	<p>The assessment methods include a combination of theory and practical assessments. With the distance learning mode, National Property Education of Australia will ensure that assessments address all assessment requirements of a unit of competency before determining competency for a learner.</p> <p>Before conducting an assessment, which requires a simulated environment, the assessor will ensure that all of these resources are in place at the learner’s location. If the Assessor in liaison with the Academic Manager will ensure that the assessment conditions are met, and effective simulation is achieved.</p> <p>Real-time video-based assessment will be used for role-play scenarios, observations and presentations where students have to react, particularly in circumstances where assessment requirements specify the need for oral assessment. This will also verify authenticity of the learner.</p> <p>National Property Education of Australia will also require that students complete a declaration as part of their course that all course assessments are their own work to maintain authenticity.</p> <p>Any reasonable adjustment done to suit individual student needs will be recorded by the trainer / assessor on the student file.</p>



Licensing/Regulatory Information

45908

Award

A Certificate is awarded within 30 Calendar days when all units of competency identified within a specific qualification, have been successfully completed.

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment can be used to gain credit for the competency(s) with National Property Education of Australia, or another registered training provider either within the state or interstate, should the participant wish to complete the qualification with another provider.

Assessment strategy:

The assessment strategy is a critically component of the training program strategy. It will define how evidence will be gathered from students and demonstrate how the assessment will meet the training package requirements, meet the rules of evidence and be conducted in accordance with the principles of assessment. The following points characterise the general requirements of good practice assessment that are applied by National Property Education of Australia:

- Evidence is gathered over time involving several assessments rather than on one assessment occasion.
- Evidence is gathered using a range of assessment methods to allow for differences in student performance.
- Evidence is gathered in the holistic performance of simulated workplace tasks, not on isolated performance which does not realistically reflect the way tasks are performed in the workplace.
- Evidence is gathered based on the student's performance in analysing a simulated workplace case study.

Assessment Arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted
- Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Assessment methods:

In developing the content for the assessment strategy, the following is a guide for National Property Education of Australia developers:

At the beginning of the assessment strategy, the strategy should identify the assessment methods selected to gather evidence from the student. The choice of assessment methods will be informed by a range of factors including the evidence guide requirements in the unit of competency, the assessment guidelines in the applicable training package and importantly the scope and nature of the skills and knowledge is applied.

Assessment methods may include:



- Analysis of case scenario/ problem solving related to simulated workplace tasks;
- Structured activities that will lead to the demonstration of simulated workplace tasks;
- Questioning of required knowledge (verbal and/or written);
- Development of a portfolio of evidence which may include simulated workplace tasks, samples of work, statements by managers;
- Research and Review of simulated workplace reports, data, samples of work; and
- Report Writing.

Assessment outcomes & submission of assessment:

Completed written assessments are due to be submitted either (a) via Moodle or (b) in hard copy handed in to your Trainer (e.g. hard copy assignment, projects, portfolios etc.) by the specified time on the date advised by your Trainer.

If hard copy assessment is submitted, you must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet if hard copy. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet. You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

ASSESSMENT FEEDBACK: Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance. Further evidence for assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding.

REASSESSMENT: If a student does not qualify for resubmission, or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule (noting that the third attempt is chargeable as per the fees and refunds policy).

However, if after 3 attempts have not resulted in a Competent "C" outcome. Separate assessment sessions may need to be organised under supervision for assessment tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed NYC.

If still failed in three reassessment attempts, the student will need to repeat (re-sit) the unit.

RESIT (or Repeat): The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options; i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Yet Competent (NYC). Re-sit may result in extension of course duration and may affect student's original completion date of the course. Student will need to pay a pro rata fee of the course fee to resit for the unit. Student should contact the admin department if he/she remains NYC after 3 attempts of reassessment. Admin team/ student support officer will liaise with accounts and academic team and issue the special training plan and the invoice for the resit attempt to the student.



If a course is extended by an academic term, a re-enrolment fee and RPL Fee per unit pro-rata term fee based on the total course fee will apply as per the course fees specified in the Student Agreement.

Resit mean repeating the entire unit of competency. Resit is a formal process and student will be advised of their resit options once all the term results are published. In the event where a student has been deemed NYC in 50% or more units within a study period, they will be asked to attend a course progress interview and go through the course progress process according to college's Course Progress Policy.

ABSENTEES: Students are absent of the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Yet Competent and will be subject to college's Course Progress Policy.

Appealing assessment decision

A student may appeal against a decision in writing to the Academic Manager within seven (14) days of publication of the final results.

If the appeal is in respect of an assessment or an outcome from the reassessment process, a review of available information/data is conducted within a reasonable timeframe by the course coordinator in consultation with CEO. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a complaint other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. Please refer to the Complaints & Appeals Policy for further details.

Reasonable adjustment in the assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Assessment

You are entitled to sit for your assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area and may be deemed 'not competent' in the assessment by National Property Education of Australia.



Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from National Property Education of Australia courses for a specific period.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these
- Paraphrasing, summarizing or simply rearranging another person's words, ideas, etc., without reference or explanation
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is
- A 'cut and paste' of statements from multiple sources
- Presenting as independent, work done in collaboration with others
- Copying or adapting another student's original work into a submitted assessment item
- Copying or adapting a student's own work submitted in a previous essay or assessment

Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At National Property Education of Australia, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work.

This information is:

- the name of the author or authors
- the year of publication
- the page numbers

Examples



Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.:

To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)
- That the "Bunyip" is a man-eating Australian animal that live in water-holes, swamps and creeks (accepted folklore)

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Academic Manager/Chief Executive Officer for appropriate action as outlined in disciplinary action.



Plagiarism

In the case of suspected plagiarism, the trainer / assessor will report the incident to the Academic Manager (AM). The AM, in consultation with the trainer / assessor will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The AM and trainer/assessor will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to students by the Trainer to determine if adequate information had been given;
- identify if the student has been previously warned of plagiarism;
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences).

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the AM explaining the seriousness of the incident and the consequences if the student is found to plagiarize again.

Students who commit plagiarism after being formally warned are to be cancelled on Academic Misconduct from the program they are enrolled.

Appeals against decisions regarding plagiarism will be managed as per the compliant and appeals policy of National Property Education of Australia.

Misconduct

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of National Property Education of Australia operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

- Vandalism / Theft
- Defaced equipment, furniture or fixtures on premises under the control of National Property Education of Australia
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations



Failure to Comply with Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or another person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of National Property Education of Australia
- Intoxicated and disorderly on premises under the control of National Property Education of Australia
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of National Property Education of Australia
- Used an object as a weapon to threaten or intimidate another person on premises under the control of National Property Education of Australia

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

- Willfully obstructing or disrupting any National Property Education of Australia meeting, activity, class or assessment
- Willfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief



- Willfully damaging, or wrongfully dealing with, any National Property Education of Australia property or the property within premises under the control of National Property Education of Australia personnel
- Assaulting or attempting to assault any person within National Property Education of Australia
- Drunken and disorderly behaviour on premises under the control of National Property Education of Australia
- Cheating and plagiarism
- Making a false representation as to a matter affecting student/trainee status
- Breach any rules relating to conduct of assessment
- Any indictable offence which impinges on National Property Education of Australia operations
- Possession of prohibited or dangerous articles
- Breaching Workplace Health & Safety responsibilities

Disciplinary Action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct other than 'Serious Misconduct' the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by National Property Education of Australia. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- The student / trainee shall be immediately suspended for 24 hours from attendance at class.
- The supervisor/trainer shall advise the Chief Executive Officer immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
- The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Chief Executive Officer.



- The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
- The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
- The Chief Executive Officer shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

Admissions & Enrolment

Getting Started

If you wish to apply for admission please contact us directly at the college address or please email at admin@npc.edu.au

For information on our courses and other information please visit our website www.npc.edu.au.

General entry requirements

National Property Education of Australia will accept applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, please contact us to express your interest. You will be sent a Course Outline as well as Enrolment Form to complete. You will also need to provide evidence that you meet the Entry Requirements of the course (as indicated on the Course Outline) such as verified copies of qualifications, identification including your passport, schooling and access to software and hardware as detailed in the course information specifically if chosen delivery method is distance delivery.

If you are applying for Credit, you should indicate this on your enrolment form and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to admin@npc.edu.au You will be contacted within 10 days to discuss your suitability and arrange an Initial Skills Assessment if you meet the entry requirements. In the initial skills assessment, College will assess if the selected course is suitable to your existing skills and knowledge. This is done to ensure that your selected course is suitable for your future career pathway and is in line with your existing skills.

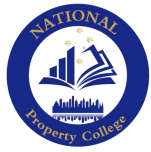
If your application is approved you will be provided with an Offer Letter and Written Agreement that outlines the Terms and Conditions of your enrolment with National Property Education of Australia. You must keep a copy of this for your own records.

You will then be required to pay your deposit and provide any additional evidence as well as the signed Student Agreement to complete the enrolment process.

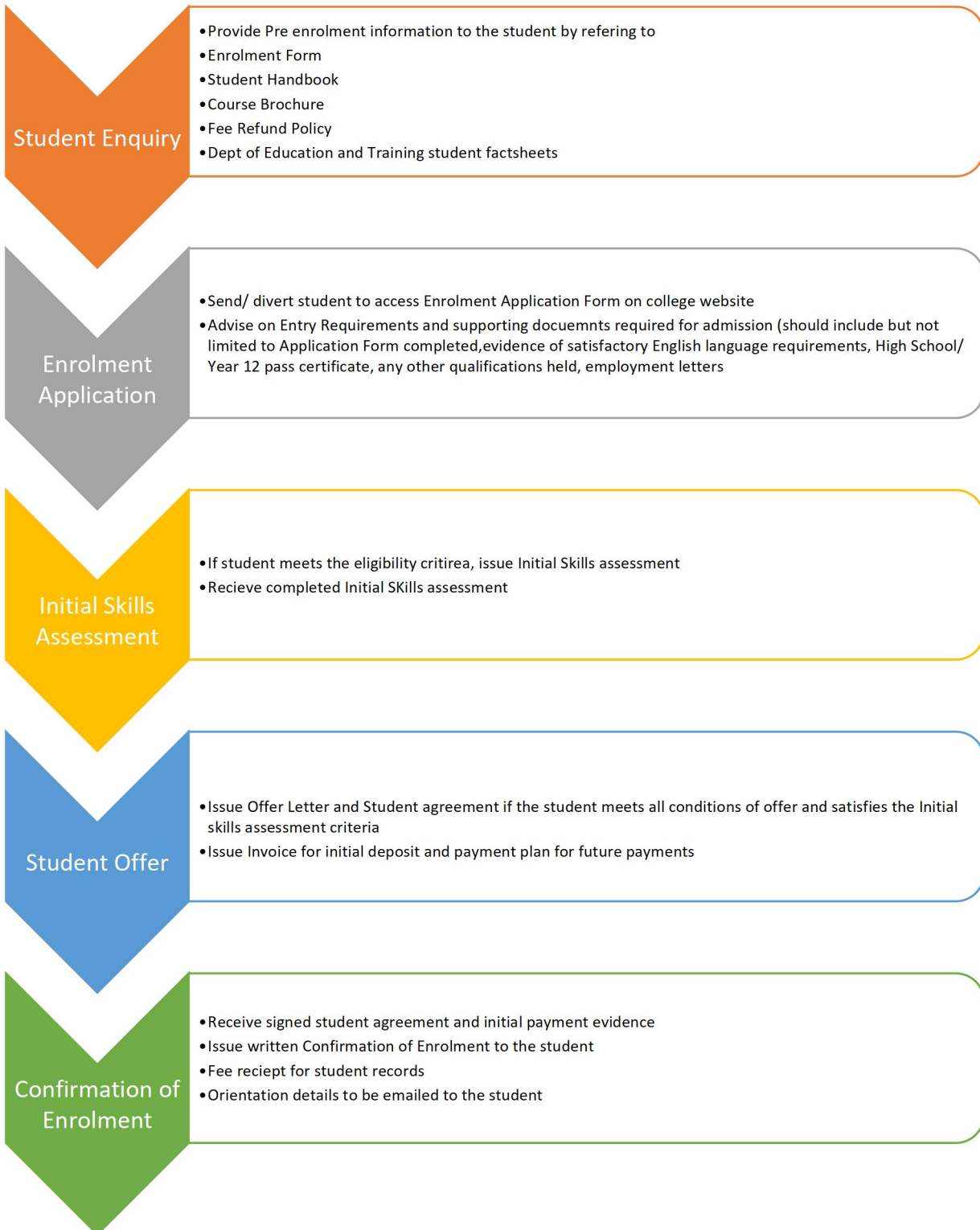
Admission Requirements for both qualifications:



Academic Requirement	To enter this qualification, applicants should have successfully completed Year 12.
Age Requirement	Students must be a minimum age of 18 years or above at the time of course commencement.
Pre-Training Review	All learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor.
Language Literacy and Numeracy (LLN)	All students will be required to complete an LLN assessment prior to the commencement of the course. National Property Education of Australia uses LLN robot platform for the assessment. All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course.
Hardware/Software requirements	For students to enrol for this course via distance learning mode of delivery it is mandatory for the student to have access to a laptop or computer with windows operating system and office application like Microsoft word at their own cost (refer to online requirements under 3.1 Delivery Arrangement for details)



Application Process





Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Working in Australia

Your rights

Everyone working in Australia, including those on working holiday visas, have basic rights at work.

These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

More information: <https://www.studyinaustralia.gov.au/english/live-in-australia/working>

YouTube: <https://www.youtube.com/watch?v=IKVwRLmI5I0&feature=youtu.be>

If you have a problem

Contact the Fair Work Ombudsman

Web: <https://www.fairwork.gov.au>

Phone: 13 13 94

Translating and interpreting service: 131 450



Your Safety

Australia is a safe country. However, it's always best to take precautions. Read the information at the following website about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and psychological. You may wish to use National Property Education of Australia's authorised agent once published on the college website, who can assist you to apply for a course and join National Property Education of Australia.

Contact us for details of the education agents that we use or you can check the same on our website (Upon Approval) www.npc.edu.au

Unique Student Identifier

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/students>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/students/individual-exemptions>

Credit Transfers

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

National Property Education of Australia can grant a credit transfer to your course for units / module that you have already completed with another RTO or authorised training organisation. A Credit transfer can be applied when it is established that the unit /module you have already completed is equivalent to the unit/ module in your course.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment/application. You can apply for credit transfers at any time however, it is best if you do this as part of your enrolment. By applying for credits as part of your enrolment any potential credits are known, and planning can be done for your course timetable and study required.



Attach certified copies of transcripts from your previous course to the credit application. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

Your Credit Transfer Application may be returned to you if you don't provide the required information.

In some cases, credit transfers may lead to a reduction in the course fees as there is less work involved in offering your course.

You will be advised in writing of the outcome of your Credit Transfer Application. If successful any adjustments to duration of your course, course fees or anything else will be advised in this communication.

There is no charge to apply for Credit Transfers. Review our Credit Transfer policy at: www.npc.edu.au

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work or unrecognised training, potentially life experience can be formally recognised and reduce the amount of required study or cover the entire course in specific circumstances

National Property Education of Australia has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to apply for RPL. We encourage you to discuss RPL with one of our trained team at National Property Education of Australia to ascertain if RPL may be suitable for you and ideally apply for RPL at the time of enrolment, however you may apply up to 2 weeks into your course.

To deem if RPL is suitable for you, we will look at how much experience you have in relevant areas aligned to the course, your work history and any previous training you have completed. If RPL is determined as a possibility for you, you will be provided with an RPL kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

If you choose to progress with RPL you will need to officially apply by filling in an application form, this is a part of the RPL kit provided. Return the kit and application form to and your application will then be assessed for suitability. If accepted, you will be contacted by an assessor to progress the RPL process.

In the instance your application for RPL is not successful you will need to participate in full training and assessment to achieve your qualification. This will be advised in writing.

If successful, the RPL process usually involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us or you can access the same in the Fee Schedule published on the website.

Review our RPL process: www.npc.edu.au

National Property Education of Australia Policies & Procedure

Student Orientation and Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:



- details of internal and external support services available to assist the study, such services including welfare services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from trainers.
- Additional classes, tutorials and workshops.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

Contact **Student Support Officer** at any time at admin@npc.edu.au to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues. Services will be provided at no additional cost to the student.

External Support Services

Reading and Writing Hotline

Telephone: 1300 655 506 [Website: https://www.readingwritinghotline.edu.au/](https://www.readingwritinghotline.edu.au/)

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of the providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14 [Website: https://www.lifeline.org.au/](https://www.lifeline.org.au/)

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by



building skills and providing information, support and referrals in ways they know work for young people.

Health direct Australia

Telephone: 1800 022 222 [Website: https://www.healthdirect.gov.au/](https://www.healthdirect.gov.au/)

Symptom checker, medicines and health information.

MindSpot

Telephone: 1800 614 434 [Website: https://mindspot.org.au/](https://mindspot.org.au/)

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673 [Website: https://thebutterflyfoundation.org.au/](https://thebutterflyfoundation.org.au/)

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to midnight, 7 days a week

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

Telephone: 1800 737 732 (1800 RESPECT) [Website: https://www.1800respect.org.au/](https://www.1800respect.org.au/)

A range of support services are available for people who have experienced sexual assault, domestic or family

Fees and Refunds

1. Protection of fees paid in advance

- National Property Education of Australia protects the fees that are paid in advance by students.
- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- Fee protection is ensured through:
 - National Property Education of Australia does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

2. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline. Detailed fee information is provided prior to enrolment or commencement of training, whichever is first.



- Fee information provided to prospective students includes:
 - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
 - Any additional charges that may apply and the circumstances in which they apply
 - The potential for changes to fees over the duration of the course
 - Payment options
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student’s course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- As National Property Education of Australia does not use direct approach marketing or tele-sales, no cooling-off period applies to its courses.

3. Course fee inclusions

- The Student Agreement will clearly itemise all course fees, including both tuition and non-tuition fees.
- Tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or a Statement of Attainment (in the case of withdrawal or partial completion).
- Non-tuition fees may include (if applicable):

Non- Tuition Fee

Non Tuition Fees – all students	Charge
Re-issuing of testamur and statements of results All course fees include the cost for issuing one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.
Additional copies of textbooks or any other learning and assessment resources where the original provided is lost or misplaced. 1 copy of each required resource is included in course fees.	A fee of \$100 per textbook or \$20 per printed document applies if required.



<p>Printing and photocopying</p> <p>Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that National Property Education of Australia holds about them.</p>	<p>National Property Education of Australia</p> <p>provides printing or copying for a cost of 20c per page, however, students may use their own or other printing facilities.</p>
<p>Re-enrolment fee</p>	<p>\$500 Per unit</p>
<p>Reassessment fee (per unit) after two failed attempts</p> <p>Where a student fails to achieve a satisfactory outcome after two attempts at an assessment task, the student will need to re-enrol into the unit or units in question.</p> <p>(noting that the third attempt is chargeable as per the fees and refunds policy)</p>	<p>\$500 Per unit</p>
<p>Late Submission fee</p>	<p>\$100 per unit</p>
<p>Recognition of Prior Learning (RPL) Application Fee</p>	<p>\$500.00</p>
<p>Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</p>	
<p>RPL Fee per unit</p>	<p>\$500 Per unit</p>

Management Action and Responsibility

To ensure that National Property Education of Australia 's financial management policies are implemented and that National Property Education of Australia complies with these policies, National Property Education of Australia shall monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement.

The Accounts Officer is responsible to process the fees following the procedure and standards.

The CEO/PEO will provide the state or territory registering body that has registered it with a formal assurance that National Property Education of Australia has sound financial management standards for matters related to its scope of registration and scale of operations.

National Property Education of Australia will ensure that its accounts will be certified, at least annually, by a qualified



accountant who is a member of Certified Practising Accountants (CPA) Australia /Chartered Accountants Australia and New Zealand (CA)/Institute of Public Accountants (IPA, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.

Below is the Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at National Property Education of Australia .

- **Email 1:** Send the invoice four (4) weeks before the term start date.
- **Email 2:** One (1) day after the commencement of Term, if payment still not received.
- **Email 3:** Two (2) weeks after the commencement of Term, if payment still not received.
- **Email 4:** Three (3) weeks after the commencement of Term, if payment still outstanding.
- **Email 5:** Notice of Intention to Cancel on Non-Payment of tuition fees; four (4) weeks after the commencement of the term, if payment still outstanding.

Definitions

Application Fee: Covers the administrative costs of enrolment

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules.

Study Period: A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, a short course of similar or lesser duration, excluding holidays and term/semester breaks.

Fees: Includes all fees, fines, and charges payable as specified in the Schedule of Fees.

Materials Fee: Covers the cost of learning materials and resources provided by National Property Education of Australia.

Pre-paid Tuition Fees: Tuition fees paid in advance before commencement of the course or a study period.

Term Start Date: Date on which an academic term commences as per National Property Education of Australia yearly academic program calendar. The academic program calendar is published on the college's website and also available from National Property Education of Australia reception.

Tuition Fee: Covers the cost of providing the course of study and use of resources at National Property Education of Australia . Tuition Fee does not include, administration costs including enrolment / application fee, homestay booking fee, airport pick-up fee and costs related to equipment or training material purchases.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The Australian Consumer Law 2011
- Course fees (tuition or non-tuition) do not include:
 - Stationery such as paper and pens.
 - Excursions (unless stated on the Course Outline)
 - Any optional textbooks and materials that may be recommended but not required to complete a course.



- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- National Property Education of Australia cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by electronic transfer (EFT), money order or cheque.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- National Property Education of Australia reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Refunds Policy

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where National Property Education of Australia is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that National Property Education of Australia or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided.

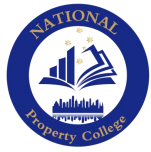
This includes the following situations:

Where National Property Education of Australia or any third parties delivering training and assessment on its behalf ceases to operate.

Where National Property Education of Australia ceases to deliver the course in which a student is enrolled, and the agreement is terminated.

Where National Property Education of Australia needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, National Property Education of Australia will automatically conduct a refund assessment



of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by National Property Education of Australia in the provision such as:

6. Textbooks or other materials provided;
7. Training provided (e.g. number of meetings/classes/visits etc.);
8. Individual support provided by the trainer/assessor;
9. Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student’s registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy & Procedure.

Recording and payment of refunds

10. Refunds will be paid to the person or organisation that made the original payment.
11. Refund assessments can be appealed following our Complaints and Appeals Policy & Procedure.
12. Records of refund assessments and issuance of refunds will be stored securely on the student’s file and in our accounts keeping system.

It is the policy of National Property Education of Australia to ensure that all applications for refund of fees are considered.

An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required to be payable two weeks (10 working days) before the commencement of the course.

Refunds are made following the policy below and full refunds of amounts owed to the students will be made within four 28 business days of refund application.

REFUND TABLE	
Cancellation of enrolment more than 28 calendar days before the commencement date.	Full Refund of Tuition Fees paid. The application fee of \$250 will not be refunded.
Cancellation of enrolment before 14 days of the commencement date.	75% Refund of Tuition Fees paid. The application fee of \$250 will not be refunded.
Cancellation of enrolment less than 14 calendar days before the commencement date.	50% Refund of Tuition Fees paid. The application fee of \$250 will not be refunded.
Cancellation of enrolment after commencement date	No Refund of Tuition Fees paid
Course cancelled/withdrawn by National Property Education of Australia	Full Refund of unused portion Tuition Fees paid



A student is unable to start the course on serious medical grounds. Evidence provided from a registered doctor at least 14 calendar days before the agreed course start date	Full Refund of Tuition Fees paid
Enrolment Fees (\$250)	No Refund under any circumstances

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

Refunds will be considered on a pro-rata basis, i.e. the re-enrolment fee and RPL Fee per unit for students who fall ill or are injured to the extent that they can no longer undertake the course and provided a supporting Medical Certificate is supplied to National Property Education of Australia. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within 12 months from the time the initial payment is made.

Should National Property Education of Australia cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course at no extra cost. In this event, participants will be given their preferred option. In this case, the student will be refunded within two (2) weeks of the day on which the course ceased to be provided.

In all other cases, refunds are at the discretion of the CEO for National Property Education of Australia and may be negotiated on an individual case-by-case basis.

Management Action and Responsibility

To ensure that National Property Education of Australia financial management policies are implemented and that National Property Education of Australia complies with these policies, National Property Education of Australia shall monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement.

The Accounts Officer is responsible to process the fees following the procedure and standards.

The CEO/PEO will provide the state or territory registering body that has registered it with a formal assurance that National Property Education of Australia has sound financial management standards for matters related to its scope of registration and scale of operations.

National Property Education of Australia will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practising Accountants (CPA) Australia, /Chartered Accountants Australia and New Zealand (CA)/Institute of Public Accountants (IPA) or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.

Definitions

Enrolment Fee: Covers the administrative costs of enrolment

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules.



Study Period: A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, a short course of similar or lesser duration, excluding holidays and term/semester breaks.

Fees: Includes all fees, fines, and charges payable as specified in the Schedule of Fees.

Materials Fee: Covers the cost of learning materials and resources provided by National Property Education of Australia.

Pre-paid Tuition Fees: Tuition fees paid in advance before commencement of the course or a study period.

Term Start Date: Date on which an academic term commences as per National Property Education of Australia yearly academic program calendar. The academic program calendar is published on the college's website and also available from National Property Education of Australia reception.

Tuition Fee: Covers the cost of providing the course of study and use of resources at National Property Education of Australia. Tuition Fee does not include; administration costs including enrolment / application fee, homestay booking fee, airport pick-up fee and costs related to equipment or training material purchases.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The Australian Consumer Law 2011

13. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

14. Publication

- National Property Education of Australia will publish this policy in the Student Handbook and on its website.

National Property Education of Australia

National Property Education of Australia has the following of additional charges which may apply in some circumstances.

Non- Tuition Fee



Non Tuition Fees – all students	Charge
Enrolment Fee	\$250 Non Refundable
<p>Re-issuing of testamur and statements of results</p> <p>All course fees include the cost for issuing one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	\$50 per document plus the cost of postage if required.
<p>Additional copies of textbooks or any other learning and assessment resources where the original provided is lost or misplaced. 1 copy of each required resource is included in course fees.</p>	A fee of \$100 per textbook or \$20 per printed document applies if required.
<p>Printing and photocopying</p> <p>Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that National Property Education of Australia holds about them.</p>	<p>National Property Education of Australia</p> <p>provides printing or copying for a cost of 20c per page, however, students may use their own or other printing facilities.</p>
Re-enrolment fee	\$500 Per unit
<p>Reassessment fee (per unit) after two failed attempts</p> <p>Where a student fails to achieve a satisfactory outcome after two attempts at an assessment task, the student will need to re-enrol into the unit or units in question. (noting that the third attempt is chargeable as per the fees and refunds policy)</p>	\$500 Per unit
Late Submission fee	\$100 per unit
Recognition of Prior Learning (RPL) Application Fee	\$500.00



<p>Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</p>	
<p>RPL Fee per unit</p>	<p>\$500 Per unit</p>

National Property Education of Australia Expectations & Requirements

VET Environment

The training and assessment offered by National Property Education of Australia focuses on providing you with the knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Course Progress Policy

1. Completion within expected duration

- National Property Education of Australia monitors student progress to ensure that students to complete their studies within the expected duration specified on their offer letter and confirmation of enrolment letter.

2. Study Periods

- Students who do not meet course progress requirements within each Study Period will be required to attend an intervention meeting to work out the possible support services to be provided to assist them progress in the study.
- Study periods may also be known as ‘terms’ and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress.

3. Determining if a student has meet course progress requirements

- Students must have demonstrated satisfactory course progress requirements by the end each study period. To do so, they must have successfully completed (achieved satisfactory outcome on) all assessment tasks they were required to submit in the ending study period.



- Assessment task due dates are outlined in the Training & Assessment Strategy and are communicated to students at the commencement of each new study period.

4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

5. Progress Monitoring

- All students progress will be monitored using the Course Progress and Attendance Monitoring Tool.
- At the end of each monitoring period:
 - The monitoring report is updated by the Academic Manager including a status of progressing, at risk or not progressing for all students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Academic Manager will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- National Property Education of Australia ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organisations where National Property Education of Australia is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.



7. Extension to an expected course duration

- Extensions to the course duration specified are allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with National Property Education of Australia's Deferral and Suspension Policy and Procedures.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

8. Publication

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for all students and induction for all academic staff.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing the Feedback Form, available on request by email or at our head office.

Access to Your Records

You may access or obtain a copy of the records that National Property Education of Australia holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the CEO outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that National Property Education of Australia holds about them to be incorrect,



incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, National Property Education of Australia will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, National Property Education of Australia must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. National Property Education of Australia has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with National Property Education of Australia emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimization or bullying

National Property Education of Australia is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. National Property Education of Australia will not tolerate any behavior that



harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per National Property Education of Australia Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by National Property Education of Australia aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with National Property Education of Australia.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

National Property Education of Australia provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Your Privacy

1. Privacy Principles

- In collecting personal information, National Property Education of Australia complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), My Health Records Act 2012, and the relevant privacy legislation and regulations of the states/territories in which National Property Education of Australia operates.
- The Department of Education and Training (the Department) is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).



- Personal information, including sensitive information, is collected from individuals in order that National Property Education of Australia can carry out its business functions. National Property Education of Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by National Property Education of Australia if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual’s consent to the collection, use or disclosure.
 - It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to National Property Education of Australia’s functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.
- National Property Education of Australia ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for National Property Education of Australia to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about National Property Education of Australia if they consider that their personal information has been mishandled.
 - Is made aware of any consequences for not providing the information requested.
 - Whether the information is likely to be disclosed to recipients, and if so, which countries such recipients are likely to be located in.
- National Property Education of Australia retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:

<https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at: www.npcollege.com.au

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course with National Property Education of Australia. Students who do not abide by this Code of Conduct will be followed up through the



disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information National Property Education of Australia holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to National Property Education of Australia on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with National Property Education of Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to National Property Education of Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify National Property Education of Australia if any difficulties arise as part of their involvement in the program.
- Notify National Property Education of Australia if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.



- Make payments for their training within agreed timeframes, where relevant.

Complaints and Appeals Policy

1. Nature of complaints and appeals

- National Property Education of Australia responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of National Property Education of Australia.
 - Any student or client of National Property Education of Australia.
- Complaints may be made in relation to any of National Property Education of Australia's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by National Property Education of Australia to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by National Property Education of Australia

2. Principles of resolution

- National Property Education of Australia is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, National Property Education of Australia ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- National Property Education of Australia will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or



appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

National Property Education of Australia will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals should be made in writing using the Complaints and Appeals Form, or other written format and sent to National Property Education of Australia's head office with attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable National Property Education of Australia to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of National Property Education of Australia will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.
- Complaints and appeals will be finalised within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
- The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

7. Independent Parties



- National Property Education of Australia acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by National Property Education of Australia.
 - Complainants or appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to locality and area/s of concern: <https://www.resolution.institute/disputeresolverdirectory>
 - National Property Education of Australia will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

- Complaints can also be made via the following avenues:
- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: NTCH@dese.gov.au
- Australian Skills Quality Authority (ASQA):

Complainants may also complain to National Property Education of Australia's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about National Property Education of Australia in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA: <https://www.asqa.gov.au/complaints/complaints-about-training-providers>

Issuing of certification documents

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or



statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

National Property Education of Australia reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where National Property Education of Australia is not permitted to do so by law.

National Property Education of Australia must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
RPL & Credit Application Form	If you want to apply for Credit Transfer or RPL
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Request Form	If you believe you have grounds for a refund
Student Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Withdrawal Deferment & Suspension Form	If you wish to withdraw from a currently enrolled course of study.
Withdrawal Deferment & Suspension Form	If you wish to transfer to another provider.
Change of Course Form	If you wish to change to another course with National Property Education of Australia.

Please refer to our website: www.npcollege.com.au to access above forms.

Student Acknowledgement

You are required to return signed copy of this page to the National Property Education of Australia office.



I have read and understand all the information contained in National Property Education of Australia Student Handbook. I am aware that further detailed information relating to National Property Education of Australia services policies, procedures and best practice guidelines is available on request.

I understand the student responsibilities, code of behavior/rules, conditions of enrolment, and policies outlined in this handbook and the links provided.

Signed: _____

Dated: _____

Name (please print): _____

IN PERSON

National Property Education of Australia, 22/277 Middleborough Road Box Hill South Vic 3128

BY POST

National Property Education of Australia, 22/277 Middleborough Road Box Hill South Vic 3128

BY EMAIL

admin@npc.edu.au