

Participant Handbook



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INTRODUCTION

Welcome to Real Coach Pty Ltd – a Registered Training Organisation (RTO) that provides excellence in training services designed for the real estate industry. The Real Coach philosophy encompasses first class customer service coupled with the delivery of premium quality training and assessment to its clients. All staff and trainers are committed to assisting clients in furthering their careers and reaching their goals within the real estate industry.

The Real Coach RTO currently delivers the following qualifications:

PRD30101 Certificate III in Property (Real Estate)

PRD40101 Certificate IV in Property (Real Estate)

PRD50101 Diploma of Property (Real Estate)

91086NSW Course in Property Practice (Real Estate)

Real Coach also delivers Continuing Professional Development (CPD) courses which are an annual training requirement for all Certificate and Licence holders in the real estate industry.

Real Coach offers the following study methods for its courses:

- Certificate of Registration – correspondence
- Licensing – correspondence
- CPD – Face to face course, CD-Rom learning and Online learning

All Real Coach trainers and assessors are highly qualified and have extensive real estate experience. Their role is to support course participants throughout their training and to ensure that they have an enjoyable learning experience.

CODE OF PRACTICE

You are about to consider becoming a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered to you in NSW by an organisation that has met the requirements of the Vocational Education and Training Accreditation Board (VETAB).

These requirements are defined in the Australian Quality Training Framework (AQTF).

VETAB audits Registered Training Organisations (RTO's) to ensure compliance against these standards.

These standards and the auditing process are intended to provide the basis for a nationally consistent and high quality vocational education and training system.

Real Coach have implemented various policies and procedures for the following legislative requirements:

- Access and Equity
- Anti-discrimination
- Privacy
- Harassment
- Working with Children
- Occupational Health and Safety
- Traineeships and Vocational Education and Training

Real Coach also has policies on:

- Client Selection, Enrolment & Induction
- Recognition of Prior Learning (RPL)
- Recognition of Other Qualifications
- Fees and Refunds Policy
- Training and Assessment
- Client Appeals and Complaints
- Language Literacy and Numeracy
- Client Support
- Discipline
- Administration

The policies not included in this handbook can be viewed upon request.

CLIENT SELECTION

Real Coach uses a range of criteria in the selection of students for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans.

It is the responsibility of each individual potential student to discuss this information with Real Coach staff and to provide relevant evidence to substantiate his/her claims. The information supplied will be used to assist in the decision as to which applicants will be offered an available place in a course.

Various courses that are offered may require a different type of selection criteria, however the common selection criteria utilised by us is as listed below:

- The ability and commitment of the potential student to complete the course
- Why the applicant wishes to enrol in the course and how this course is relevant to his/her personal career plans
- Any other defined relevant National Training Package pre-requisites.

It should be noted that it is a condition required by the Office of Fair Trading that all documentation relating to the sale of property shall be completed in English.

ACCESS AND EQUITY

Real Coach is committed to ensuring that it offers training opportunities to all people on an equal and fair basis.

This includes women where under-represented, people with disabilities, people from non-English speaking backgrounds, indigenous Australians, and rural and remote learners.

All participants have equal access to Real Coach's training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

It should be noted that it is a condition required by the Office of Fair Trading that all documentation relating to the sale of property shall be completed in English.

All participants who meet the entry requirements will be accepted into any of the training programs.

Any issues or questions raised regarding access and equity can be directed to Real Coach's Chief Executive Officer.

Where training programs have a limited number of available places, these will be filled in order of completed bookings

ENROLMENT

Although Real Coach takes training program bookings and payment over the telephone, all participants will not be considered 'Enrolled' until they have received and reviewed the Participant Handbook and completed an enrolment form.

Both the participant handbook and the enrolment forms are available from our website (www.realcoach.com.au).

All course participants are required to complete an enrolment form. Course participants who have been accepted for a course will be notified as soon as possible about their enrolment.

Course material will not be sent or given to students until Real Coach has received the course payment in full.

If a decision is made to cancel a particular course, Real Coach will advise the course participant as soon as practicable and offer an alternative to the course applicant wherever possible.

INDUCTION (FACE TO FACE COURSE)

Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to the Real Coach training staff
- Location of amenities, exits, safety marshalling points, contact details etc.
- Confirmation of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment
- Qualifications to be issued

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

RECOGNITION OF PRIOR LEARNING POLICY (RPL)

Real Coach recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Real Coach should apply at time of enrolment to have their skills and knowledge assessed and, where appropriate, have the training program reduced.

To apply for Recognition of Prior Learning you will be required to complete an application form and submit all relevant documentation to support each unit of competency from which you wish to apply for exemption. The application form can be obtained from the Real Coach office.

RECOGNITION OF OTHER QUALIFICATIONS

All AQTF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Real Coach.

These qualifications will be recognised and, where appropriate, could be used to reduce any training program being offered by Real Coach.

FEES AND REFUND POLICY

All course participants are required to pay the course fee prior to the commencement of the course and will be issued with a receipt for the fees paid.

Payments can be made via mastercard, visa or cheque.

Real Coach ensures that a full refund of enrolment fees will be made if a course is cancelled by us.

See below for details of specific courses.

Course	Certificate of Registration Correspondence	Licensing Correspondence
Refund	No refund is available after dispatch	No refund is available after dispatch
Transferable	Non transferable	One transfer will be granted to an identical course within 6 months. \$50.00 administration fee
Time Limit	6 month time limit to complete	12 month time limit
Extension	3 month extension (1 extension only) \$100.00 administration fee	6 month extension (1 extension only) \$100.00 administration fee
Re-assessment	1st Re-assessment free. 2nd/3rd \$50.00 administration fee Maximum of 3 re-assessments	No charge for re-assessment

Course	Continuing Professional CD Rom Learning	Continuing Professional Development-Face to Face
Refund	No refund is available after dispatch	No refunds will be available if participant cancels or unable to attend (see below)
Transferable	1 transfer permitted per CD-Rom. \$50.00 administration fee	One transfer will be granted to an identical course within 6 months of original course. \$50.00 administration fee
Time Limit	None	None
Extension	N/A	N/A
Re-assessment	No charge for re-assessment	No charge for re-assessment

Online Learning - Please contact Real Coach on 1300 124 125.

All requests must be received in writing and will incur an administration fee which is payable at time of transfer/cancellation.

Course Bookings - No refunds will be given within 48 hours of the course being held. Prior to this, refunds will only be given if received in writing and will incur an administration fee of \$100.00 applicable at the time of cancellation.

In the event that you need a replacement certificate there is an administration fee of \$40.00 which is payable at time of request.

Please note: These fees are subject to change without notice. Any questions or queries please contact our office.

CREDIT TRANSFER POLICY

Credit Transfer is available to all participants enrolling in any of the training programs on Real Coach's scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or national training package qualifications with another Registered Training Provider.

ASSESSMENTS

Assessments that are assessed as Not Yet Competent will be returned to the student for completion or correction. The trainer will state what is required to achieve competency.

Assessments that are assessed as Competent will not be returned. Therefore it is recommended that students make a copy before submission/resubmission.

CLIENT APPEALS

Real Coach will deal with any participant appeals against its decisions, including assessment decisions, in an effective and timely manner.

- Each appeal and its outcomes will be recorded in writing
- Each appeal will be heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the appeal's outcomes, including reasons for the decision.

If an appeal for re-assessment is proven Real Coach will make all necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

Copies of the Complaints and Appeals forms are available from Real Coach's CEO.

All appeals are reviewed at quarterly management meetings and, if required, changes will be made to processes which will be documented in Real Coach's continuous improvements process.

If the participant is still not satisfied with the resolution of the appeal, the National Complaints Code directs him/her to seek further assistance from VETAB, whose details are listed below.

VETAB
 Level 14, 1 Oxford Street
 Darlinghurst NSW 2010
 Ph: (02) 9244 5335

A copy of the National Code of Complaints is available from Real Coach's CEO.

CLIENT COMPLAINTS

Real Coach will deal with any participant complaints against its decisions in an effective and timely manner.

- Each complaint and its outcomes will be recorded in writing.
- We will act upon any substantiated complaint.

Copies of the Complaints forms are available from Real Coach's CEO.

All complaints are reviewed at quarterly management meetings and, if appropriate, result in a continuous improvements process.

If the participant is still not satisfied with the resolution of the complaint, the National Complaints Code directs him/her to seek further assistance from the National Training Complaints Hotline 1800 000 674 or VETAB, whose details are listed below.

VETAB
 Level 14, 1 Oxford Street
 Darlinghurst NSW 2010
 Ph: (02) 9244 5335

A copy of the National Code of Complaints is available from Real Coach's CEO.

LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE

Real Coach course standard material contains written documentation and very limited numerical calculations.

Real Coach recognises that not all people are able to read, write and perform calculations to the same standards.

Real Coach will endeavour to help students where it can and will accommodate those having difficulties with Language, Literacy or numeracy.

Listed below are 3 questions that may assist students in identifying whether they have a language, literacy or numeracy training need. Please look at these questions and answer them as honestly as possible.

- | | | |
|---|-----|----|
| 1. Is English the first language used in your home? | Yes | No |
| 2. Have you completed study, either high school, vocational training program (to at least Certificate 3) level, university qualification in a country where English is the national language. | | |

(Eg : USA, Canada, UK, New Zealand) Yes No

3. Were you able to read this participant handbook without assistance? Yes No

If a student answered No to any of the above questions he/she may have an LLN requirement. Please contact Real Coach prior to enrolment for assistance in this matter.

In the event that a participant's needs exceed Real Coach's skill the company will refer the participant to an external support provider such as his/her local TAFE.

PARTICIPANT SUPPORT, WELFARE AND GUIDANCE

Real Coach will assist all participants in their efforts to complete the training programmes.

In the event that a participant is experiencing any difficulties with his/her studies Real Coach would recommend that the participant should see his/her trainer, or another member of Real Coach's staff.

The staff member will ensure that the full resources of Real Coach are made available to ensure that the participant achieves the required level of competency in all accredited courses.

Should the participant be experiencing a personal difficulty Real Coach will make every attempt to accommodate his/her needs within the company's limited capacity.

If the participant's needs exceed Real Coach's capacity the company will refer him/her onto an appropriate external agency.

GUIDANCE SERVICES

Office of Fair Trading Licensing (02) 9372 9299

Libraries:

State Library NSW Macquarie St Sydney (02) 9230 1414

Central Library Town Hall House Sydney Square (02) 9265 9053

Contact your local council for local government libraries

Adult Migrant English Services (02) 9289 9222

Reading Writing Hotline 1300 655 506

Department of Education and Training (DET) NSW (02) 9266 8111

Aboriginal Unit (02) 9244 5426

Disability Services (02) 9244 5085

Real Estate Employers Federation (REEF) (02) 9262 4355

FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

Real Coach recognises that not all participants learn in the same manner, and that with an amount of 'reasonable adjustment' participants who may not learn best with traditional learning and assessment methods will achieve good results.

Real Coach will make any necessary adjustment to meet the needs of a variety of participants. The ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Real Coach undertakes to assist participants achieve the required competency standards where it is within the company's ability. Where Real Coach cannot assist a participant, the company will refer him/her, where possible, to an agency that can assist.

Any further questions can be referred to the trainer or Real Coach's CEO.

DISCIPLINE

Real Coach attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that his/her behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a participant wishes to express a complaint in relation to the disciplinary action taken, he/she has the opportunity to follow our complaints procedure.

Real Coach expects that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Real Coach's CEO and the appropriate action will be taken.

PLAGIARISM

All work must be your own. Real Coach takes plagiarism very seriously and will not tolerate it in any course or training that we provide. Plagiarism means copying someone else's work and presenting it as your own original work. This may be in whole or in part. Any copying of work either from a previous assessment or another student is considered to be a serious offence and penalties will apply.

Real Coach encourages students to discuss the course material and assessment questions, however each person's response to the assessment questions must be written independently in their own words.

If we believe that a student has plagiarised his/her assessment, an additional assessment will be issued for completion at an additional cost to the student. Once the additional assessment is issued the student will be unable to appeal the original decision. Further evidence of plagiarism will result in the student's assessment being marked as Not Yet Competent and the student or students involved will be banned from undertaking any further courses or training with Real Coach.

If it is determined that a student allows his/her work to be copied by another student, both parties will be considered equally guilty of plagiarism and the above penalties will apply to both.

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the BSB401A, BSZ402A and BSZ403A units of competency from the BSZ40198 qualification or the TAA04 equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- We will achieve this through:
 - careful design of the assessments,
 - validation and moderation of the assessment materials conducted in our annual review,
 - a understanding of the definition and practical application of the above definitions.

ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, see further details in the appeal process section.

PARTICIPANT TRAINING RECORDS POLICY

We are committed to maintaining and safeguarding the accuracy, integrity and currency of your records without jeopardising their confidentiality of the records or your privacy. Access to your records is available on written request.

There may be a cost involved in accessing your records once your course has been completed. This will be advised at the time of request.

Individual Participant records will be stored in a locked secure office area. Our electronic records are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years. In the event that we cease to operate as a RTO we will transfer all records to VETAB in appropriate format and details as specified by VETAB at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will invest in a suitable software package.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, the Vocational Education and Training Accreditation Board or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing, the participant's themselves, after making application in writing.

CLIENT FEEDBACK

Real coach has a client feedback form included with all course material. We ask that each client completes the feedback form and returns the form with their completed assessment questions. The client feedback form enables us to identify any problems or concerns that clients may have and assists us on improving our products and services to meet the needs of our clients.

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

State Based Legislation

- Vocational Education and Training Act 2005
- NSW Anti-discrimination Act (1977)
- Child Protection (Prohibited Employment) Act 1998
- Property Stock and Business Agents Act 2002
- Property Stock and Business Agents Act Regulations 2003

OCCUPATIONAL HEALTH AND SAFETY POLICY

The NSW Occupational Health and Safety Act 2000 describes Real Coach's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participants,

- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

HARASSMENT AND DISCRIMINATION POLICY

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of Real Coach.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

PRIVACY

Real Coach takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

In some cases as required by law and as required by the AQTF we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.

7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

8. Anonymity - Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.

9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.

10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

VOCATIONAL EDUCATION AND TRAINING REQUIREMENTS AND POLICIES

These are described in more detail in the VET Act 2005(Vocational Education and Training Act 2005) but basically confirm the right of VETAB to audit Real Coach, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

APPRENTICESHIPS AND TRAINEESHIPS

Real Coach does not deliver traineeships or new apprenticeships, however should our scope change and we begin to deliver these, we will ensure that we comply with the Skilling Australia's Workforce Bill 2005 and Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

WORKING WITH CHILDREN

We comply with all Federal and State working with Children legislation such as the Child Protection (Prohibited Employment) Act 1998.

Further information on the Working with Children's Check is available from Real Coach's CEO.