



RTO ID: 21687

Learner Handbook

UNDER THE HAMMER TRAINING
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Rosebery NSW 2018

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Welcome

Dear Student,

This document signals your start in what we hope will be a highly valuable learning experience.

Under The Hammer Training is registered with the Australian Skills Quality Authority (ASQA) to provide national competencies as listed in our guide. As a specialist training provider working across Australia, Under The Hammer Training is dedicated to providing our students the highest quality training and education possible.

Our team members are highly qualified, experienced and passionate about what they do. Working together as a team, they aim to ensure each learner receives optimal care towards their individual requirements. As a student, you will have the opportunity to learn from the best and gain a real-life insight into working in Real Estate.

Selecting a training provider is an important decision. This handbook outlines all that you as a student need to know about our organisation, what we expect of you, and also what you can expect of the Under The Hammer team. It also contains information about the delivery and assessment arrangements and your obligations and rights as a student. We require that students read this handbook before they confirm their enrolment in any accredited course. If you have any questions or concerns, please give us a call. We want you to be able to make a clear and informed decision.

On behalf of the team at Under The Hammer, I welcome you and trust that your time with us will be an enjoyable and quality learning experience. We look forward to working with you during what we hope will be your unique window of opportunity to an exciting and rewarding career in Real Estate.

Kind Regards,

Matthew Shalhoub
CEO/Principal

Contact Us

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Enrolment Process

Under The Hammer Training offers courses in real estate to students at all levels. Entry level courses include units which allow you to apply for your Certificate of Registration in New South Wales, your Agent's Representative in Victoria, or your Sales Registration in Queensland. We also offer the Certificate IV in Property Services (Real Estate) which allows you to apply for your real estate licence in New South Wales, Victoria and Queensland.

Other, more specialised courses include the Auctioneer Accreditation, real estate mentoring and coaching, and business coaching. Under The Hammer Training also offers NSW and ACT continuing professional development (CPD) courses for agents who hold a real estate certificate or licence.

Details pertaining to our full scope of registration can be found at the following link:

<https://training.gov.au/Organisation/Details/21687>

How to Enrol

Complete an enrolment form at www.underthehammertraining.net.au or request a form directly from our team. Enrolment applications cannot be processed until full course fees for courses under \$1,500 have been made, or an initial instalment for courses over \$1,500 have been made. For information on course fees or deposit amounts consult your trainer or individual course brochure.

Course Brochure

The course brochure contains information regarding all courses we offer, structures, modes of delivery and training locations. A copy of the course brochure will be included in your welcome pack, or you can download a copy on our website at www.underthehammertraining.net.au

Fees and Charges

For all courses under \$1,500 the full fee is required to be paid upon enrolment. For courses \$1,500 and over, payment plan options are offered. Please note, accredited training does not attract GST.

Cancellations and withdrawals

Should the student withdraw from the training or cancel their enrolment, the full course amount is still applicable and payable as per the agreed schedule. Enrolments and enrolment fees are non-transferable under any circumstance.

Certificates and Statement of Attainments Reprints

An administrative cost of \$50.00 applies for reprinting certificates and statements of attainments. If you have lost or damaged your original copy, you will need to complete a reprint application form and submit it with full payment before we can process your reprint.



Refund Policy

Once the enrolment and payment has been processed, a student is only entitled to a refund of any fees paid under the following circumstances:

- If a course is cancelled or postponed by Under The Hammer Training
- If Under The Hammer Training is unable to meet its obligation to the student as stipulated in its requirements.

Students may elect to transfer their enrolment to another course date or means of completion (e.g. distance learning). This will not incur any additional fees.

General Information

Unique Student Identifier (USI)

The USI is an Australian Government initiative which allows individuals to keep track of their education and training in one central location without the need to contact past training providers. The USI is a reference number comprised of 10 numbers and letters which enables you to logon to the dedicated portal. The service is free and easy to use from anywhere. All training undertaken within Australia from the 1st of January 2015 should be accessible if you had a verified USI.

According to the Australian Government, if you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. Therefore, to study a vocational course with Training Agents, all students must have a verified Unique Student Identifier or USI as we are bound by Government regulations that state an RTO cannot issue your qualification without record of your USI. If you do not have a USI upon enrolment, you will need to apply for one.

For more information on USI's visit <https://www.usi.gov.au/students>

Formal Qualification or Statement of Attainment

Under The Hammer Training is a nationally recognised Registered Training Organisation (RTO) and are responsible for delivering quality training and assessment meeting the national standards for RTOs. Formal qualifications issued are recognised within the Australian Qualifications Framework (AQF) displaying the Nationally Recognised Training logo. They include but are not limited to Certificate IV and Diploma. Formal qualifications must be issued to the student within 30 days from the date full competency has been awarded. A Statement of Attainment is granted for individually completed unit(s) which do not collectively form a full certificate or higher level qualification.



Training

Assessments

Students are advised of the assessment requirements by the trainer (face-to-face), or as outlined in the learner workbooks. Assessments are structured throughout the course. If students do not achieve competency on the first attempt, time will be allocated for sufficient revision with up to two additional submissions available per assessment. If competency is not achieved within a total of three attempts, the student has access to retraining, mentoring and coaching services. Reasonable adjustment to the assessment may be applicable.

Course Changes

Course dates, times, and content are subject to occasional change. Should the need for changes occur, we make every effort to inform students prior to the commencement of training in order to reduce any potential impact.

If in the event of any major changes occurring (e.g. change in services offered, change in RTO ownership or engagement in third party arrangements), we endeavour to advise all students as soon as practicable. Should Under The Hammer Training cease to offer training and assessment services, we will assist all students to find alternative providers delivering the same or similar courses. In the event that we cannot find a suitable provider, a full refund for any outstanding training will be issued.

Where the nationally recognised competency standards or qualifications are reviewed and changed (superseded), a transitional phase of 12 months applies called a 'teach-out' period, which gives current students the opportunity to complete their course. Students who are less than three quarters of the way through a course when a course is superseded will be given the option of upgrading their enrolment to the current course version (ensuring students attain the most current qualification) with no additional fees or charges applied.

Training Support

Training support is provided for all students throughout the duration of your course. Additional support is available for all students with a disability or language, literacy and/or numeracy barrier. During the enrolment phase, all applicants are required to complete an LLN assessment, which determines whether they possess the requisite LLN level for that particular course of study. If you cannot demonstrate proficiency at the required level, we will advise you of your options. You may consider undertaking a foundation level course in order to boost your LLN capacity before progressing on to the Certificate III or higher level qualifications.

In cases where you meet the minimum LLN criteria, however, with the need for additional support, we can tailor a training strategy specifically to address your individual needs. This means the trainer will offer you additional support inside and outside of the classroom depending on your needs. In some cases, reasonable adjustment may be applied to your formal assessments. For example, if you have difficulty writing an assessment piece but are able to verbally demonstrate your competence through oral questioning given by the trainer, then the trainer may opt to scribe your responses on your behalf.



Other Support

Where appropriate and with your permission, Under The Hammer Training will provide referrals for students to service providers such as language, literacy and numeracy services, other training providers, welfare and guidance services. For a list of local support service providers, please refer to the Social Support table at the end of this handbook.

Disability Support

When a learner identifies themselves with a disability, Trainers/Assessors liaise with the individual and the relevant disability support agencies to address the delivery and assessment requirements, resulting in a customised program. If the support service provider is unable to accommodate the needs of the student, Under The Hammer Training will endeavour to identify and refer the learner to an alternative Registered Training Organisation delivering the same competencies, who are better equipped to accommodate the specific needs of the individual.

Support Referral Guide

In the event that a student or potential student is identified with a learning support concern and assessed as unsuitable to undertake the level of study for which they are attempting, the student or potential student will be referred to appropriate services. Assistance to the student, and liaison with the service provider will be provided, where applicable, to identify the specific support requirements.

RPL and Credit Transfer

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal assessment of experience, knowledge and/or skills which an individual may possess, however no formal recognition has been awarded. Evidence must be provided and assessed against the relevant Training Package requirements, with gap analysis conducted to determine any gaps in competency. The student may be awarded full or partial RPL. Where gaps exist, the student must undertake the requisite study to fill the gap(s) in order to be awarded for that unit.

RPL Application Process

Candidates must formally apply for RPL. An RPL information kit is provided to all applicants which includes information on qualifications, units of competency, performance criteria and the RPL process. Once received, RPL applications are assessed by a qualified Trainer/Assessor. A mapping exercise is undertaken to determine whether direct credit or partial RPL can be granted. Where partial RPL is granted, gaps exist in the level of required competency. The student must then fill these gaps by undertaking additional training/assessment.



Assessing RPL Evidence

All RPL applications are processed in a suitable timeframe with feedback and/or further information on the outcome provided in writing. Evidence may consist of anything which can demonstrate current skills and knowledge. Evidence can be collected from a range of formal or informal education/training, work experience or life experiences. Below are some examples:

- Copies of certificates, diplomas or degrees
- Statement of attainment from other formal study
- Third party evidence reports (employer or supervisor)
- Statements of attendance (informal course transcripts)
- Comprehensive resume
- Current job position descriptions
- Records of work experience
- Personal or work reference

RPL documents must be in English and must be signed and sealed by the appropriate organisation or company representative (e.g. CEO, Director, Manager)

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards of Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTO's. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

In order to obtain a Credit Transfer for any units of competency, students must submit a copy of their transcript outlining the units that have been completed. Under The Hammer Training will contact the issuing RTO to confirm its authenticity before awarding a Credit Transfer.

Student Responsibilities

Conduct and Discipline

Students are expected to behave in a manner which is courteous, safe and not disruptive to others. Serious misconduct may result in students being suspended or expelled from a course. We do not tolerate the following behaviour or actions:

- Misuse of any Under The Hammer Training property
- Unsafe or illegal practice or activity
- Being under the influence of, or the possession of alcohol or prohibited drugs
- Dishonest in training and assessment activities
- Plagiarism
- Disorderly, disruptive or harassing behaviour
- Discrimination (please refer to discrimination and harassment under Learner Support)



Classroom Training

As a student of Under The Hammer training, you must agree to:

- Arrive on time for all sessions and be ready to start at the appropriate time
- Come to class suitably dressed
- Contact the RTO if you are going to be late, absent or sick
- No smoking in the training room or building
- Observe all workplace health and safety guidelines and follow instructions
- Fulfil all assessments, assignments and study requirements

Learner Support

Confidentiality and Privacy

Personal information provided to Under The Hammer is protected. We respect your privacy and only supply your personal information to authorised agencies with your consent. As an RTO, we are required to periodically report to Government agencies for research, audit, validation/moderation and for review purposes. Students are able to access copies of their personal information at any time by contacting the RTO administrators.

Discrimination & Harassment

Under The Hammer Training aims to provide an environment free from discrimination and harassment for both students and staff. Discrimination and harassment comes in many forms and may relate to gender, age, race, religion, sexual preference or disability. If you feel that you have been the subject of discrimination or harassment, contact your trainer or any member of our staff who can either refer you appropriately or provide you with confidential support.

Equality

The management, trainers/assessors and staff of Under The Hammer Training are responsible for ensuring equality for all students. All students are treated equally and fairly and have equal access to participation in training. We believe that all individuals have the right to access education and training in a comfortable discrimination and harassment free environment where everyone is equally respected.

Workplace Health & Safety

The Work Health and Safety Act 2011 applies to all staff, trainers/assessors and students enrolled with the RTO. All employees, trainers/assessors and students have the primary responsibility to ensure that they work safely, without risk of injury to themselves or others. Should an accident or incident occur on any Under The Hammer Training site, details of the incident must immediately be reported to your trainer/assessor who will direct you to complete an Accident Report Form. An internal Workplace Health & Safety investigation will then ensue.



Appeals and Complaints

As a consumer, you have the right to complain if you feel you have not received the product as it was advertised. You are also able to appeal an assessment decision if you are not satisfied with the outcome. Appeal of assessment outcomes must be lodged within 10 working days of being advised of the assessment decision. Appeals are not investigated unless you have submitted all required assessment criteria and first sought an explanation/counselling or further guidance from your trainer on how to achieve competency.

Appeals and complaints are taken seriously. If you wish to lodge an appeal or complaint you will be required to submit the Complaints and Appeals Statement Form. Upon lodgement of this form, we investigate the claim thoroughly providing the applicant with a written response within 10 working days.

Leaner Questionnaire

On completion of the nationally recognised course, students are issued with the Leaner Questionnaire Feedback Form. All students are requested to complete the form and return it to the trainer before the final class is dismissed.

Social Support

In the event that you require support, assistance or formal counselling, see the below list of providers:

- Centrelink 132 490
- Mental Health Association 1300 729 686
- Wesley Mission 1800 021 821
- Women's Domestic and Family Violence 1800 811 811
- Life Line 13 11 14
- Kids Helpline 1800 551 800
- Alcoholics Anonymous 1300 222 222