

## PRE-ENROLMENT INFORMATION

**Our courses will challenge, interest and skill you to work smart in the Estate Industry.**

**Real**

PTA is a Registered Training Organisation (RTO No. 41241), delivering training to the **Australian Property Industry**. Our mission is to provide relevant and affordable training through **innovative** and **flexible** approaches to learning.

PTA meet the standards for Registered Training Organisations (RTOs) 2015 and all other relevant legislation. We **do not sub-contract** any of our services to 3<sup>rd</sup> Party delivery organisations and you can be **assured** your course will be delivered by only **accredited trainers** who currently also **work in the industry** and provide you with the **latest trends and information**. You will learn in a relevant meaningful way with realistic and useful learning resources.

Property Training Australia's **website** contains useful and important information regarding courses, durations, timetabling, any entry requirements and your **Student Handbook**.

### Student Handbook

Your Student Handbook contains important information about services provided by PTA, your rights and responsibilities, fees and refunds, privacy, complaints and appeals. It is a requirement that you read and understand this information before completing your enrolment.

The **enrolment** process will collect information to enable us to provide any **support you may need** to successfully progress through and complete your course. Please inform us if you have any concerns.

By enrolling into a course with PTA, you hereby agree to all PTA's Policies and Procedures. If you have any questions about any information provided, please contact PTA before finalising your enrolment.

**Prior to enrolment** you will have the opportunity to speak with our friendly and experienced team and we encourage you to contact our Head Office about your career goals and aspirations to make sure you choose the right course for you.

It is important for students undertaking **Classroom** that you refer to the timetable located on our website when enrolling to ensure you choose the correct location, date and time suitable for you. Classroom delivery is Blended Training and Assessment with students having access to additional computer-based learning and assessment materials as students studying fully online.

Students studying **Online** will need access to PTA's Learning Platform. There are certain timeframes attached to the online delivery component which are set out in your Student Handbook. This is to ensure you **progress** through the course and successfully complete your certification in a **timely manner**. Our systems flag any students who are having difficulty with their progression and if so, we will make contact with you to see how we can help.

Online students have access to 24-hour support by way of FAQ's and in addition we have experienced and nationally accredited trainers/assessors on email during office hours. Any enquires received this way will be responded to either immediately, or, if demand is high within the next 24 hours.

Our online platform is interactive and requires active participation from you to ensure you are engaged in the learning. Assessment may be carried out in a variety of ways, for example: case studies, simulations, multiple-choice questions, written questions, reports, projects, completion of forms.

For those already working in or who have past experience in the Real Estate industry, PTA also offer Recognition of Prior Learning (**RPL**). Contact the College to discuss.

All students are able to lodge a **complaint or appeal** (including assessment appeal) if they feel they are being unfairly treated. Your Student Handbook contains information on this process and PTA will assist you in any of these matters.

All accredited Training Organisations must record a Unique Student Identified (**USI**) for each of their students at the time of enrolment or prior to completion. PTA cannot issue a Certification to any student unless they hold a USI. This includes Recognition of Prior Learning (RPL). Refer [www.usi.gov.au](http://www.usi.gov.au). Your Student Handbook contains further information to assist you.

Prior to enrolling please discuss your employment prospects and aspirations with our staff to ensure the course you enrol in is best suited to you. PTA do not guarantee any employment outcomes and students should seek their own employment advice prior to entering the industry.

Also, if licensing is your final goal check your availability to apply for a licence or registration certificate through the Queensland Office of Fair Trading PH: 13 74 68. Qld OFT eligibility criteria not only contains mandated units of competency but also addresses age, criminal history, bankruptcy and any previous licence or registration cancellations that may apply to you.

**Contact us within Australia on PH: 07 5539 9035 or 1800 080 349 or [admin@propertytraining.edu.au](mailto:admin@propertytraining.edu.au) if you have any questions concerning your choice of course as our experienced, friendly team are happy to assist.**