

Student Handbook

Version 3.2 2023

New Zealand Certificate in Real Estate (Salesperson)
(Level 4)

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Welcome

TAFE (Training and Further Education) College NZ

We are pleased to welcome you to TAFE College NZ (TAFE College) and are excited that you have decided to enrol with us. We look forward to a collaborative, successful and mutually beneficial partnership as we strive to support you through your training. We aim to provide an optimal total learning experience where you will be treated with respect and cultural understanding.

About us

TAFE College, acquired in 2023 functions as a trading name under Strategi Institute Limited (Strategi Institute). [Strategi Institute](#), established in 2010 as the training division of Strategi Group, is a top-rated Category 1 provider recognised by the New Zealand Qualifications Authority (NZQA).

Enrolling with TAFE College and participating in this fully accredited programme allows you flexibility to fit your study around work, family, sport, and community activities.

We specialise in providing real estate training to existing and future real estate personnel. Our tutors are fully qualified in all aspects of real estate and include an agent currently engaged in workplace training and supervision of salespeople in a real estate office. This allows us to constantly monitor best practice versus common practice and keep our programme delivery relevant with up-to-date industry information.

We offer a blended learning approach for delivery of this programme, meaning we bring the classroom to you by:

1. Self-directed online learning combined with videos and articles.
2. Weekly tutorials for group discussion and personalised tutor support (via ZOOM, emails, or phone).

This means you can learn at your own pace, from anywhere, flexing to your own learning style, workload, and level of understanding.

Dedicated tutors, who will also be your manager, workplace assessors, help develop a relationship that allows individual guidance, assistance and, if required, advice on finding employment after the completion of the programme.

New Zealand Certificate in Real Estate (Salesperson) (Level 4)

This is the entry-level qualification that will provide you with broad operational and technical knowledge of the industry. Upon successful completion, you will be eligible to apply for your real estate licence to operate as a salesperson in the real estate industry (with guidance). As a salesperson, you will undertake tasks such as:

- Facilitating real estate transactions through to settlement using appropriate methods of sale.
- Complying with New Zealand law and standards relevant to the real estate industry.
- Utilising your knowledge of land ownership, land issues, building structures and council compliance.
- Conducting property inspections and appraisals.
- Building and managing a database of contacts to establish and maintain a presence in the marketplace.

This qualification enables you to undertake further training by studying for the New Zealand Certificate in Real Estate (Branch Manager) (Level 5) or your New Zealand Certificate in Real Estate (Level 6). Further study is available through other tertiary establishments – however, while you may study these, you need three years of real estate experience before the qualification would be recognised. TAFE College will be providing these additional qualifications in due course.

Unit standards

The qualification is made up of three modules, comprising of 13 unit standards (US). **Unit standard 26149** must be submitted before starting any other unit standard. Once submitted, the other unit standards can be started in any order, although we recommend the **unit standards** be completed in the order below.

Module 1 – Real estate fundamentals

| Standard | Description | Credits | Hours |
|-------------|---|---------|-------|
| US 26149 | Demonstrate knowledge of licensing and code of professional conduct under the REA Act 2008 (Course name: Licensing and the code of professional conduct) | 4 | 40 |

| Standard | Description | Credits | Hours |
|-------------|--|---------|-------|
| US 23157 | Demonstrate knowledge of building styles and materials for real estate personnel (Course name: Building styles and materials) | 3 | 30 |
| US 23134 | Demonstrate knowledge of law relating to land titles, ownership, and transfer of land (Course name: Land titles, ownership, and transfer of land) | 4 | 40 |
| US 22311 | Explain aspects of the Unit Titles Act 2010 for real estate personnel (Course name: Unit Titles) | 2 | 20 |
| US 29882 | Demonstrate knowledge of the resource management and building law relevant to real estate licensees (Course name: Resource management and building law) | 4 | 40 |

Module 2 – Contract and commercial law as it applies to real estate

| Standard | Description | Credits | Hours |
|-------------|--|---------|-------|
| US 23135 | Demonstrate knowledge of the law of contract and the law of agency in a real estate context (Course name: Contract and agency law) | 5 | 50 |
| US 23136 | Demonstrate knowledge of consumer protection law related to real estate practice (Course name: Consumer protection law) | 4 | 40 |
| US 23141 | Demonstrate knowledge of legislation as applied to real estate licensees (Course name: Other legislation as applied to real estate licensees) | 4 | 40 |
| US 26150 | Demonstrate knowledge of methods for sale of real estate in New Zealand | 4 | 20 |

| | | | |
|--|---|--|--|
| | (Course name: Methods for sale of real estate in New Zealand) | | |
|--|---|--|--|

Module 3 – Marketing yourself and property when selling or leasing real estate

| Standard | Description | Credits | Hours |
|-------------|--|---------|-------|
| US 15500 | Establish a personal professional presence in the real estate market (Course name: Establishing a personal professional presence) | 2 | 20 |
| US 26148 | Demonstrate knowledge and use of inspection and appraisal for real estate property (Course name: Inspection and appraisals) | 4 | 40 |
| US 23140 | Develop marketing plans for real estate, qualify customers, and present properties for sale (Course name: Marketing, qualifying customers, and presenting properties) | 5 | 50 |
| US 23137 | Demonstrate knowledge of the sale and purchase agreement and facilitate a sale of real estate (Course name: Completing the sale) | 5 | 50 |

Introduction

Recognition of prior learning, existing credit and cross credit

TAFE College acknowledge and support the right of students to gain credit for existing skills and knowledge through the process of recognition of prior learning. If you let us know that you wish to have existing skills and knowledge recognised, a process of assessment of this prior learning will commence. Credit will be allocated to you if you meet the assessment requirements. An assessment fee will apply.

For existing credits, if you can show us that your Record of Achievement shows achievement of a unit standard(s) that is a component in a course, we will recognise the credits awarded, and you will be exempted from completing the unit or units.

CPD hours/credits are only transferable if they have been achieved via formal study leading to an exam. CPD hours for conferences, roadshows, informal courses and seminars are not transferable.

If you have achieved graduate profile outcomes with another training provider, you can apply to complete the remainder of their studies with us. If you can provide your academic transcript stating the achievement of the graduate profile outcomes that is a component in a course, we will cross credit this and award the relevant unit standards. The student will then be exempt from completing those particular units.

Student programme and materials

TAFE College's material and all required information to complete the programme is located in [Radar](#) (online learning platform). You will be given login details to access Radar when you start your course. NOTE: All programme material and resources are supplied in English.

Each unit standard has its own learner assessment and course manual. TAFE College also provides additional resources such as video tutorials, templates, power points, REINZ best practice guides, a copy of the Real Estate Agents Act 2008 and industry newsletters.

Programme orientation

All students must complete an orientation before commencing your course. Topics explained include:

- Radar and how to access your course pages and resources.
- Computer access and policy.
- How to submit assessments.
- Appeals process.

Note: The submission and appeals process are explained in more detail later in this handbook.

Computer prerequisites

All learning material is provided online and assessments need to be completed on a computer via Radar. Therefore, TAFE College does have minimum technical requirements.

Before signing up to the course, you will need to ensure you have reliable access to a computer/laptop, stable internet connection and Microsoft Office. Apple Mac users may require a Microsoft 365 Personal Subscription which is available from the Mac App Store. Without Microsoft Office you will be unable to open or submit your assignments.

Computer skills:

- General knowledge of keyboarding.
- Familiarity with Microsoft Word.
- Ability to save and find files on your computer's directories.

Programme duration

Students may enrol at any time and must complete the programme within 30 weeks from the date of intake, which is the first of the following month (ten weeks per module).

All units on the NZQA framework are given a credit value. A credit equals approximately 10 hours of learning time. The New Zealand Certificate in Real Estate (Salespersons) (Level 4) programme has a value of 50 credits, which equates to 500 hours of self-directed learning and four hours of tutor contact, as broken down below.

| Description | Hours |
|-----------------------------|-------|
| Book learning | 235 |
| Open book questions | 205 |
| PowerPoint presentations | 16 |
| Tutorials | 28 |
| Videos | 12 |
| Observations and role plays | 4 |

Past experience shows a motivated student can complete this earlier.

Course enrolments

Entry criteria

This programme is only delivered to NZ residents and NZ citizens. TAFE College does not enrol international students. To be eligible to enrol, you must:

- Be a NZ Citizen or have permanent resident status;
- 18 years of age or older; and
- Have a minimum of NCEA Level 1 in English, IELTS 5.5 with no band score lower than 5, or a comparable result in another internationally recognised English language proficiency test as all tuition is conducted in English.

Prospective students may be required to complete an interview prior to enrolment.

Enrolment is subject to approval from the Academic Manager.

NOTE: Restrictions and convictions may impact on being able to obtain a salespersons licence.

Enrolment process

All enrolments are completed through our website.

To ensure you meet the entry criteria, we need to establish your identity, New Zealand residency/citizen status, and English proficiency at the time of enrolment. Please refer to the list of supporting documents below.

Supporting documents for enrolment

Your proof of identity and New Zealand residency/citizenship documents need to be certified. Alternatively, a TAFE College or Strategi Institute staff member can verify your documents for you by sighting the original copies. Please contact us to schedule a time to get your documents verified. Your document(s) should be emailed to info@tafe.ac.nz.

Note: Your registration cannot be completed until proof of this has been received.

Acceptable photo identification

The following documents are acceptable photo identification. Please either get the originals of the below documents verified by a TAFE College or Strategi Institute staff member or else provide a valid and certified copy of:

1. The biodata page and signature page of your passport; or

2. Your New Zealand driver's licence; or
3. Your New Zealand firearm's licence; or
4. Your 18+ ID card;

AND

5. Your name change document if you had an official name change, including a change in your maiden name. Such as an affidavit, divorce or marriage certificate.

Acceptable proof of New Zealand citizenship

The following documents are acceptable as proof of your New Zealand citizenship status.

Please either get the originals of the below documents verified by a TAFE College or Strategic Institute staff member or else provide a valid and certified copy of:

1. The biodata page of your New Zealand passport; or
2. Your New Zealand birth certificate; or
3. Your New Zealand certificate of citizenship.

If you are unable to obtain a birth certificate, you may contact us to confirm that a whakapapa statement signed by both yourself and the kaumatua is acceptable evidence of citizenship.

Acceptable proof of New Zealand residency

The following documents are acceptable as proof of your New Zealand residency status.

Please either get the originals of the below documents verified by a TAFE College or Strategic Institute staff member or else provide a valid and certified copy of:

1. The biodata page of your passport with a current returning residency class visa (a passport with a visa label); or
2. The biodata page of your passport, and a letter or email confirming current returning residency class visa (label-less visa or eVisa); or
3. Your certificate of identity from Immigration New Zealand if you are a refugee.

English proficiency requirements

Non-native English speakers require IELTS 5.5 with no band score lower than 5, or equivalent.

Please provide any one of the following to show you meet the required English proficiency:

1. An IELTS overall score of 5.5 with no band score lower than 5.0 (taken in the last two years).
2. Pearson Test of English (Academic) score of 42 with no band score lower than 36 (taken in the last two years).
3. NZCEL Level 4 (General)/(Workplace)/(Employment).
4. Completion of or been awarded an NZQA Level 5 Diploma, Bachelor's degree, Graduate Certificate, Graduate Diploma, Bachelor Honours Degree, Postgraduate

Certificate, Postgraduate Diploma, Master's Degree or Doctoral Degree from a recognised tertiary education provider in New Zealand.

5. Other acceptable tests of English proficiency (please check with TAFE College if the test is acceptable).

NOTE: All certificates (including those for academic achievement) must be bona fide and translated into English where necessary.

TAFE College reserves the right to withdraw students and pay a proportionate programme fee refund if literacy skills prove inadequate. This would be done after the first assignment is submitted and reviewed by the tutor.

Who can certify a copy of your document(s)?

Your certified copies must be no older than six (6) months from the date of submission. A physical copy (not scanned) must be certified by one of the following people.

- Police Officer
- Justice of the Peace
- Kaumatua (verified)
- Solicitor of the High Court
- Notary Public
- NZ Honorary Consul
- Member of Parliament

The certified document(s) must have the official's signature on each page, with the name, date, and title of the official shown clearly below their signature.

Email info@tafe.ac.nz or call +64 9 414 1300 if you have any issues providing these documents.

All enrolments will be accepted as long as there are sufficient places available and you meet the entry criteria stipulated above.

You can enrol any time and your 30 weeks is recorded as the first of the following month, though once you receive your welcome letter, you should book your orientation and can start immediately.

Course fees and refunds

Fees disclosure

Programme fees are disclosed on our website and in our marketing brochures and documents. The upfront cost of the programme is \$1,995.00 GST inclusive. This includes all material supplied by TAFE College required to successfully complete the programme and covers the anticipated 30 weeks.

Fees process

All fees must be paid prior to the commencement of the programme unless other arrangements have been approved by management. Payment can be made by direct credit or credit card.

Note: If fees are not paid by the end of the first month after the enrolment date, students will be withdrawn from the programme.

Refunds disclosure

Refunds will be applicable under the following three circumstances:

1. Student withdrawals;
2. Cancellation of training; or
3. TAFE College ceasing to operate as a PTE (private training establishment)

Student withdrawals

As per Section 357 of the Education and Training Act 2020, students are entitled to a refund if they withdraw from a programme when:

- A course is of three month duration or more; and
- Withdrawal occurs up to the end of the eighth day after the course starts.

To withdraw from the programme, you must advise TAFE College in writing of the withdrawal and request a refund (info@tafe.ac.nz). Include in your notification your:

- Student ID.
- Valid bank account number.
- A copy of your passport for proof of signature.

The withdrawal date will be the date the notification is received by TAFE College. A refund will be equal to the sum of the amount paid, less a deduction of the lesser of 10% of the fees paid or \$500.

You are not entitled to a refund after the withdrawal period. However, we will consider requests for refunds based on extenuating circumstances and compassionate grounds beyond the withdrawal period. Any refund beyond the withdrawal period is at TAFE College's discretion.

Cancellation of training

TAFE College reserves the right to cancel training due to insufficient demand, unavailability of suitable training staff or facilities, or similar major problems. If you are enrolled on the cancelled programme, you will be offered alternative training dates or a full refund.

Student fee protection

If you are enrolling in The New Zealand Certificate in Real Estate (Salespersons) (Level 4) and paying personally for your study, your course fees are protected through a fee protection arrangement with Public Trust. TAFE College complies with the Education and Training Act 2020 and the [Student Fee Protection Rules 2022](#). The maximum liability amount for all fees paid directly or on behalf of the student are held in a static trust account with Public Trust. This ensures that funds are secure in the unlikely event of insolvency, regulatory closure, or withdrawal of accreditation by NZQA. For more information, please contact TAFE College.

Policies

Plagiarism

Students will be required to confirm assessment work submitted is their own and has been answered in their own words.

Plagiarism is misrepresenting somebody else's intellectual work, ideas, information, writing, and thinking - as your own. In other words, it is a misuse of source material, which includes copying directly from any learning resource or submitting someone else's work, whether intentional or unintentional without acknowledging the original source through accurate referencing.

Plagiarism is a serious violation of academic integrity. It will be regarded as a disciplinary issue and will lead to your assessment being invalid, and the possibility of withdrawal from the programme.

Impaired performance

Communication is very important. If you have a genuine reason, or due to impaired performance like illness or bereavement that is stopping you from completing your assessments, then you need to email the college and your tutor so they can be supportive and understanding.

For students who, due to exceptional circumstances, cannot complete the programme before the end of the 30 weeks, a three-month extension may be approved at the discretion of the tutor and TAFE College. The cost for this is 12% of your original fee, which will cover on-going tutor support and guidance to assist you to complete the programme.

Restriction on obtaining a licence

Students need to be aware that criminal convictions may prevent them from obtaining a licence as a real estate salesperson. Please contact the Real Estate Authority (REA) by phone on 0800 367 7322 or email them at info@rea.govt.nz for further information.

Assessments - Overview

Unit standard breakdown

Unit standards differ to more traditional tests and assessments as they focus on applying theory to the everyday working environment. Unit standards are broken up into:

- **Outcomes** - Outcome statements describe knowledge, skills and attributes a learner needs to demonstrate, and the context within which these will be assessed.
- **Performance Criteria (PCs)** - these specify the critical evidence required to meet the above outcomes. Collectively, performance criteria provide the standard against which outcomes are assessed. (e.g. *Written texts demonstrate sufficient technical accuracy to communicate the purpose to the intended audience*).
- **Range statements** - what you need to show or do, as well as examples that you can use as evidence. (example using the above performance criteria: *technical accuracy - verb tense, subject-verb agreement, spelling, punctuation*).
- **Explanatory notes** - important information relating to the assessment that you and the assessor need to know, e.g. Definitions, References, and special information relating to the unit standard.

The tutor marks your answer against the *performance criteria*, which could be key words, important information referenced to Acts and Rules etc.

If you wish to get more information on what you are being assessed against, there are copies of unit standards available from the NZQA website <http://www.nzqa.govt.nz/>

Achieving competency

There are four main types of assessment used to assess unit standard competence within this qualification.

| Type | Detail |
|---------------------------|---|
| Question | For you to demonstrate knowledge of the subject or process. |
| Role plays and interviews | For the observer to watch or interact with you undertaking specific tasks to prove that you are competent in a particular activity. |

| Type | Detail |
|--|--|
| Questions about the observation activities | To support the observation activities and to prove that you understand the processes or explain what you did and why you did it. |
| Workplace documents | <p>These are documents that you have created or completed and must be attached to the assessment when required.</p> <p><i>Note: It is your responsibility to provide all the specified workplace documents or evidence you need.</i></p> |

Students learning outcomes are assessed against the performance criteria using the assessment types detailed above. Once assessed (marked), your assessor will inform you whether or not you have met the performance criteria. If the performance criteria have:

- Been met, you will see an “Achieved” status in your assessment portal on Radar. An email will be sent to notify you when your assessor has provided feedback.
- Not been met, you will see a “Not yet achieved” status in your assessment portal on Radar. An email will be sent to notify you when your assessor has provided feedback. Your assessor will inform you of where you need to provide further evidence in order to meet the required standard. You will be required to resubmit your assessment for re-assessment. **NOTE:** You only need to update the element or performance criteria not achieved.

Re-assessment policy

You have three opportunities to achieve competency. Once the initial assessment has been returned for rework then the next submission is considered the second submission. If a third (final) submission is required, you should contact your tutor for guidance and support to ensure you achieve competency.

At the discretion of the tutor, students may have the opportunity to complete verbal corrections if only minor errors or omissions have been made.

When appropriate and at the discretion of the tutor, students may be asked to provide supplemental verbal questions if written English proves to be a barrier.

Assessments - Preparation and submission

Before starting your assessment

Read the course manual first, the unit standard purpose and then the assessment so that you understand what you have to do.

For each assessment you must read and tick the box to confirm that this is all your own work.

Completing your assessment

As you are completing your assessment, remember to save frequently so as not to lose any work.

The assessments are “open book” and all information required to answer the questions is in the course manual, or is referenced. Do not copy directly from the book as this is plagiarism. Rather, express answers in your own words and include original examples (actual or hypothetical) as required.

How to answer assessment questions

If the question starts with ‘describe’, ‘explain’ or ‘analyse’, these are the types of response approaches your tutor will be looking for (Also refer to the [model answers](#) page for guidance):

| Instruction | Detail |
|-------------|--|
| Describe | Talk about it, define, give attributes of, illustrate |
| Explain | Tell why, solve, give reasons, give details, talk about it, show in writing, interpret, justify, discuss |
| Analyse | Examine, take apart, break it down, look at closely, investigate |

Remember when you gather any evidence make sure it is:

- **Valid** - It must relate to the unit standard you are being tested for.
- **Direct** - It must be or must represent a real situation that you would come across in your day-to-day workplace.
- **Authentic** - It must be your own work.
- **Sufficient** - It must prove that you can perform the task at the stated level all the time.

The evidence that you collect must show that you have complied with:

- The policies, procedures and requirements of the organisations involved.
- The standards of relevant professional bodies, and their code of ethics.
- Any relevant legislation or regulations.

Note: In the assessment material you will see blue/grey text boxes. These will be relevant sections (or parts of sections) of Acts and the Code of Conduct Rules.

Submitting your assessment

You will have 10 weeks to complete each module. The following is a simple checklist for when submitting your assessments.

- Responses should be typed, not handwritten.
- Submit your completed assessments **one at a time** in Word or PDF format via the assessment portal on Radar.
- Remember to submit your assessment once your files are uploaded.

Please contact assessments@tafe.ac.nz should you require any assistance.

Workplace documents

Any workplace documents you submit as evidence must be clearly labelled with your name, the unit standard number and the task number that it relates to. You must make it clear on the document where each part of evidence is found so the assessor can go straight to the right part, without reading the whole document.

Confidential information should be redacted (blacked out) to protect the privacy and confidentiality of the people and organisations referred to in the documents.

Marking of assessments

Our aim is to mark your assessments within five working days. Once marked, you will be notified by email via Radar. When you log into Radar you will see if your assessment was:

- Achieved; or
- *Not yet achieved* (the marking sheet will contain details of any corrections you need to make).

The marking sheet will include feedback to guide where you went wrong. You should resubmit your assessment within 10 working days.

You have three attempts to complete the assessments successfully. Refer to our [students at risk policy](#) (under the Student material chapter below) that outlines the process for students who fail to submit assessments on time or are in danger of not completing the programme on time.

Reporting of credits to NZQA

If your assessment has been marked as *Achieved* (i.e. you have achieved competency), as well as returning your work to you it will be:

- Recorded in Radar and the student Management System (ENROL_pro).
- Credits will be uploaded to the NZQA website against your record of learning.

Assessments - Moderation and appeals

Moderation of assessments

All Assessments are subject to internal and external moderation to ensure our assessment process is fair, valid, and reliable. TAFE College is committed to making sure judgements are appropriate and the quality and consistency of our marking meets the evidence required of each unit standard.

Assessment appeals

The procedure for appeals is laid down by TAFE College.

1. The first step is to try to come to an agreement with the assessor if you think your assessment is unfair. They will check the marking to make sure it is correct and advise you of the outcome.
2. If no mutual agreement is reached, you can make a formal appeal to TAFE College via phone +64 9 414 1300 or email assessments@tafe.ac.nz. The appeal must be lodged within 14 days of receiving the assessment decision.
3. The Academic Manager will complete the review of your appeal within three weeks of the date they receive it.
4. Should a satisfactory resolution still not be reached you can make a formal complaint. <http://www.nzqa.govt.nz/about-us/make-a-complaint>.

NZQA prefers complaints to be in writing and stated as specifically as possible; what the problem is and what the student has already done to obtain resolution, including any copies of relevant documents provided.

Record of any appeal and outcome will be kept on file.

Student material

Support, guidance and welfare

Our tutors are all real estate professionals with real estate licences and many years' experience. Just because you're learning from home doesn't mean you won't be supported every step of the way. We care about our students, and we want you to succeed.

A tutor will be available on weekdays between 9am and 3.30pm and as a TAFE College student you'll be able to contact them by phone, email, ZOOM or you can make an appointment for one-on-one assistance.

One hour coaching sessions will be held on Wednesday evening at 6pm via ZOOM. There will be a weekly newsletter providing updates on the course, the industry, and employment opportunities.

Student to tutor ratios shall be maintained at a level that provides for adequate support and guidance to all students. This will be constantly reviewed to ensure the ratios for all active students to tutors is at an acceptable level.

Learning disabilities

If you have any learning disabilities which impact on your ability to undertake training and assessment, please provide details on your registration form. We will then make arrangements with you as to how these can be accommodated.

Student at risk policy

Your tutor follows your progress and you will receive accurate and timely feedback on programme progress.

If you are failing to make adequate progress to complete the programme in the 30 weeks, this will be identified through our learning management system and you will be contacted and offered support and guidance on how to get back on track.

After having received monthly reminders and progress reports, if you fail to complete a module in the prescribed time you may be asked to withdraw from the course or provide evidence of special circumstance e.g. a doctor's certificate. It will not be acceptable to say to your tutor that you did not have time to complete the assessment.

Personal support and welfare

Staff will be available during office hours for students' guidance and support. Students are encouraged to discuss in confidence any problems they have or situations that may have arisen that is impacting on their ability to progress through the programme.

If there is a need for support, and this falls outside the expertise of the tutor, you will be directed to other sources of support including outside agencies which provide both specialised and general counselling and support. We have information on counselling services available in your area. Below are links to community support and guidance:

- [Citizens Advice Bureau.](#)
- [Work and Income NZ.](#)
- [Helplines and local mental health services.](#)

Details of requests for support and guidance (which fall outside the normal support that a tutor can provide) will be recorded by the tutor and shall be available confidentially to management.

Pandemic events

In the event of a pandemic episode, students will be informed by email of any changes that may affect them. The tutors will continue to work from home and will be available for support and guidance.

Student rules

To make the learning environment a safe, secure place to work in, we ask you to agree that it is a place where:

- We co-operate with each other.
- We respect the views and beliefs of others.
- We can learn by our mistakes.
- It is OK to change your mind.
- Cultural difference is valued.
- Discussions are confidential so we may share without fear.

Please note aggressive or intimidating behaviour will not be tolerated.

Our expectations

Students are expected to behave professionally, be friendly, courteous, and sensitive towards others, have a positive outlook, and interact with others in all situations.

Students have the right to participate in a free exchange of ideas while following these guidelines.

- Show respect for other students and staff.
- Arrive on time for any appointments with a tutor.
- Have a positive attitude and professional manner.
- Take constructive feedback on board.

Disciplinary procedures will occur for inappropriate behaviour.

Unacceptable behaviour may include but is not limited to:

- Not showing up for appointments or re-sits.
- Poor attitude.
- Demonstrating a lack of respect for staff or fellow student.
- Inappropriate behaviour.
- Unacceptable language.

Discussions will be held with you and the tutor to resolve this. Notes on this discussion will go on your file. If the behaviour continues, it could affect your eligibility to complete the programme.

In this case you would have a meeting with the TAFE College manager to discuss whether you want to and are able to continue with the programme.

You will be given the opportunity to bring along a support person to this meeting. Further occurrences of the concerning behaviour may result in another meeting where a final warning or expulsion may occur.

Major / expulsion behaviour

The following behaviours will be viewed seriously and may result in instant expulsion or, in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously.

Regardless of the decided outcome, a meeting with the TAFE College manager and your support person will be arranged. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning to date.

The behaviours listed are examples only and the list is not intended to be exhaustive:

- Harassment of a staff member or another student;

- Plagiarism or cheating of any description including sharing your assessments with other students;
- Theft;
- Wilful abuse of or damage to college property;
- Bringing the college into disrepute or behaviour that has the potential to damage its reputation;
- Assault or abusive behaviour towards other students or staff;
- Inappropriate or offensive sexual behaviour or sexual misconduct;
- Drunkenness, being under the influence of or in the possession of, or misuse of illegal drugs.

Complaint process

TAFE College is committed to providing a high quality service to our students from enrolment to completion. We welcome any feedback so we can improve our services to ensure all students have a positive experience while in our care. If something goes wrong or you are dissatisfied with the support our college is providing, please tell us. We shall take a supportive, fair, and equitable approach in all our interactions and throughout the complaints process. You are free to raise matters of concern without risk of any disadvantage.

Complaints can be made in person, by phone, email, or in writing.

Steps:

1. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue and directly to the person concerned. Please talk to your tutor or any other staff member about what you are complaining about so we can try to resolve any issues on the spot. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem. If you feel this can't be addressed with the person concerned, you may contact the Academic Manager (support@strategi.ac.nz or +64 9 414 1300).
2. If your complaint cannot be resolved on the spot, we will aim to resolve it within five working days unless there are exceptional circumstances. If you are not satisfied with our response at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to the next stage of the complaint procedure.
3. Your complaint will be referred to the Academic Manager to lodge a formal complaint (by any party).
4. The Academic Manager will acknowledge the complaint in writing (via email), inform you of the next steps, and attempt to resolve the complaint within fifteen (15) working days from the date of receipt of the formal complaint. If a full response is not possible

in this timeframe, you will be advised, and a response will be provided as soon as possible.

5. Information about the complaint (and the subsequent actions and investigation) is captured in the complaints register. This information at a minimum should include:
 - ♦ Name of complainant;
 - ♦ Date;
 - ♦ Complaint owner;
 - ♦ Date that acknowledgment letter sent;
 - ♦ Nature of complaint;
 - ♦ Action taken;
 - ♦ Client follow-up and feedback;
 - ♦ Date resolved; and
 - ♦ Improvements identified.
6. If you are not satisfied with the outcome, then you can ask for a review. The Chief Operations Officer and/or a Board member shall review the complaint and subsequent outcome. The outcome of this review is communicated back to you no later than ten (10) working days from the request for review date.
7. We will review all complaints to identify areas of improvement in annual programme reviews carried out by the management team.

You may bring along a support person or people to any discussions regarding the complaint.

At the end of our complaints process, you will be sent a survey to gather feedback on your experience with the complaints process and the outcome of your complaint. We intend to use this data to improve our complaints process and provide training where necessary.

If you have followed the process above and are still not satisfied with the outcome, you may take your complaint further.

If your complaint relates to fees or financial issues, you may contact the Tertiary Education Dispute Resolution, ph. 0800 00 8337 to discuss their services or the process. Alternatively, you can apply [here](#) to lodge your dispute for resolution.

If your complaint relates to how you are treated, teaching, or assessment, you may contact NZQA Wellington, ph. 0800 697 296, who will act to resolve the matter. Alternatively, you can submit a written complaint via [this link](#).

There are no governing members of TAFE College that have material conflicts of interest.

Student feedback / evaluation

Students are encouraged to give feedback throughout the programme, so concerns and opportunities can be immediately addressed. This two-way communication process supports a friendly open dialogue between students and tutor.

During your programme you will receive a minimum of three questionnaires to complete and return.

- The month following your enrolment.
- On completion of the programme - "Programme Evaluation Form".
- Two months after completing the programme.

Student privacy policy

TAFE College assures the confidentiality of educational records and will comply with legislative reporting and recordkeeping requirements in accordance with NZQA requirements and as otherwise permitted by the Privacy Act 2020. TAFE College has a comprehensive privacy policy available on our [website](#).

Personal information

Your personal information collected by us, or on our behalf, throughout your enrolment as a student at TAFE College is collected for the primary purpose of providing you with the programme/s of study for which you are enrolled.

Other purposes of collection include:

- Corresponding with you.
- Attending to day-to-day administrative matters.
- Informing you about your programme assessments, progress, and any relevant events.
- Informing you about opportunities to engage with your tutor.
- Facilitating appropriate assistance, support programmes and integrated learning activities such as student-to-tutor learning
- Surveys for the purpose of seeking your feedback in relation to benchmarking, analyses, quality assurance and planning activities.

The information collected may be disclosed to:

- Government departments such as the Ministry of Education, Immigration, Inland Revenue Department and the Department of Work and Income.
- External organisations such as stakeholders to verify your level of readiness for the workplace.

- Other tertiary institutions that you transfer to or from.

You have a right to access your personal information or enquire about the handling of your personal information, subject to any exceptions in the Privacy Act 2020. If you require access to your personal information, then please contact the privacy officer by email at

info@tafe.ac.nz

This privacy statement applies to personal information collected by any method (including hardcopy, electronic or verbal means).

Contact details

All students have a responsibility to inform TAFE College student coordinator of any changes to their circumstances or details. These include but are not limited to contact details and changes in residency status. Any changes are to be notified via info@tafe.ac.nz.

Supporting material

Model answers

The following are examples of answers that may assist you with assessment completion.

Example 1

Question: How long is the cool off period for Real Estate Contracts?

Answer: 5pm next working day ✓

Example 2

Question: Explain one element that makes a contract a valid contract.

Note the question has asked you to *explain* a point. When you are answering a question that contains the word describe, explain, or analyse your answer needs to be detailed in order to show the assessor that you have understood the information. You must write your answers in your own words with examples wherever possible.

| # | Answer | Feedback |
|---|---|---|
| 1 | Consideration | ✗ Answer 1 is clearly inadequate. It does not 'explain' the element. It therefore does not demonstrate your understanding of the topic. |
| 2 | There must be a consideration (some value given or foregone), e.g., the price to be paid for the house - \$400,000. Exception is deed of gift. (To be found on page 5 of the Trainee Guide) | ✗ Answer 2 is plagiarism. It is a direct copy of the material in the Guide. This is not allowed. |
| 3 | There are six elements that make a contract a valid contract. One of them is Consideration. Consideration is the promised value that must be paid when something is being purchased. For example, A agrees to pay \$300,000 to B in return for B's house. | ✓ Answer 3 is detailed. A clear understanding of the topic has been demonstrated. |

| # | Answer | Feedback |
|---|--|----------|
| | Consideration could also be a promise not to act in a particular manner. For example, M agrees to pay N, his neighbour a sum of \$500, not to paint his house any colour other than white. | |

Role plays

In module three there are two telephone interviews and a face-to-face role play that must be completed in person or via Skype/ZOOM.

1. Unit Standard 23140 has a phone call in which you present a property to a prospective customer.
2. Unit Standard 26148 has a phone call where you must uncover the reasons and motivations for selling a property.
3. Unit Standard 23137 has a role play where you complete the writing up of a Sale & Purchase Agreement. The 23137 video in Radar show you exactly what your final assessment role play will be like. The 23137 course manual and marking sheet can be used as a checklist for you to practice against, so you are familiar with the role play component beforehand.

These assessments draw on all the knowledge learnt throughout the programme and give you an opportunity to practise real estate work in a realistic environment.

Once you have completed the assessments and are ready for the role play, you need to email assessments@tafe.ac.nz to request a time. You will then be sent a calendar invite. The role play will only take place once all written work has been achieved.

Disclaimer: The above guidelines in the student handbook are governed by the laws of New Zealand.